E-NOTICE INVITING TENDER FOR Comprehensive Annual Maintenance Contract for computers and peripherals in the Main Sectt. Min. of Information & Broadcasting – regarding.

<table>
<thead>
<tr>
<th>Tender No.D-19015/05/2017-Admn.-III</th>
<th>Date: 07.07.2017</th>
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<td>IMPORTANT DATES</td>
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<td>Published Date</td>
<td>07.07.2017; 05:00 PM</td>
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<td>Bid Document Download Start Date</td>
<td>07.07.2017; 05:00 PM</td>
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<td>Bid Submission Start Date</td>
<td>07.07.2017; 05:00 PM</td>
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<td>Bid Submission End Date</td>
<td>31.07.2017; 11:00 AM</td>
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<tr>
<td>Date of Financial Bid Opening</td>
<td>01.08.2017; 11:00 AM</td>
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The Bids shall be submitted online only at Central Public Procurement Portal Website: http://eprocure.gov.in/eprocure/app. Manual bids shall not be accepted.

(Neeraj Kumar)
Under Secretary to the Government of India
Tel: 23387930
No.D-19015/05/2017-Admn.-III
Government of India
Ministry of Information & Broadcasting
A-Wing, Shastri Bhawan, New Delhi: 110001

To

All Intended Persons / Firms.

Subject: Comprehensive Annual Maintenance Contract for computers and peripherals in the Main Sectt. Min. of Information & Broadcasting – regarding.

E-tenders are invited from only Delhi based Agencies/Firms/Individuals who are in the field of maintenance of computers & peripherals and fulfil the technical terms & conditions as mentioned below for Comprehensive Annual Maintenance Contract for computers and peripherals in the Main Sectt., Ministry of Information & Broadcasting for a period of one (01) year from the date of awarding the contract. This period could be extended for further period if service is found satisfactory. However, it could be curtailed or terminated any time without assigning any reason or giving prior notice.

2. Brief Description of the Selection Process: The Ministry of Information & Broadcasting will adopt one stage selection process in the form of single bid. The bid shall be accepted online only through Central Public Procurement Portal website: http://eprocure.gov.in/eprocure/app and NO other format for submitting the bids shall be accepted. Financial evaluation of the bids will be carried out and successful bidders, finalized for empanelment, will be required to sign a contract with Ministry of Information & Broadcasting for doing above-mentioned work on L1 (lowest rates) rates in the bids as per the terms and conditions mentioned in this tender document. The rates will have to be quoted in Indian Rupees (INR). Only those bidders who will qualify the eligibility criteria as mentioned in terms and conditions will be considered for selection. The rate per unit of each item to be entered by the tenderer in the financial bid and the firm having L-1 bundled price of all the items and who will qualify the eligibility criteria as mentioned in terms and conditions will be considered for selection.

3. The scanned copy of the demand draft of Rs. 20,000/- (Rupees twenty thousand only) as Earnest Money Deposit (EMD) must be uploaded with the bid. The EMD shall be in Indian Rupees (INR) and shall be in the form of Demand Draft from any of the Nationalized Bank/Scheduled Bank in favour of “Pay and Accounts Officer, Ministry of Information & Broadcasting, New Delhi payable at New Delhi”. The original hard copy of EMD of Rs. 20,000/- in the form of Demand Draft is also required to be submitted in a sealed envelope superscribed “Comprehensive Annual Maintenance Contract for computers and peripherals”, on or before the closing date and time of e-submission of online bids to Section Officer (Admn. III), Ministry

[Signature] 7/7/17
of Information & Broadcasting, A-wing, Room no. 548, Shastri Bhawan, New Delhi, failing which the bids will not be considered. The suppliers/firms registered with Central Purchase Organization and National Small Industries Corporation (NSIC), MSME i.e., "Registered Suppliers" for the same services/activities are exempted from furnishing bid security along with their bids as per the provision made under applicable rules of GFR-2017. In case so, a copy of the order issued by the concerned organization in this regard should be accompanied with other documents.

4. The successful bidders shall have to deposit Rs. 50,000/- (Rupees Fifty Thousand only) as performance security by means of Bank Guarantee from a Nationalized Bank/Scheduled Bank in favour of "Pay and Accounts Officer, Ministry of Information & Broadcasting, New Delhi payable at New Delhi". EMD of the unsuccessful bidders shall be returned after finalization of the contract.

5. The Ministry reserves the right to cancel the process of tender at any point of time without assigning any further reason.

6. Intended persons / firms may quote the rates as per enclosed performa. Terms & Conditions for the contract/quotations are enclosed which will required to be signed by the Contractor.

(Neeraj Kumar)
Under Secretary to the Govt. of India
Ph. No. 23387930
Terms And Conditions

1. The period of the annual contract will be initially valid for one year which could be extended further subject to the condition that entity provides satisfactory quality of service and also as ascertained by this Ministry. The successful firm will be required to start working immediately after award of the contract. The Ministry, however, has the right to terminate the contract at any time without assigning any reason thereof.

2. All the interested tenderers are required to enclose ITR of the firm or individual in case of proprietorship of the firm for the last three assessment year along with their tender.

3. The firm quoting the rates should be registered with the Sales Tax/ Service Tax/ GST authorities. Copy to be enclosed.

4. If the work of the contractor is found unsatisfactory or if the contractor dishonors the contract, the contract will be terminated summarily by this Ministry at any time and the job will be entrusted to any other firm/party at the risk and expenses of the defaulting contractor. In this connection, the decision of the Ministry shall be final and binding on the contractor.

5. The rate quoted should also cover the maintenance of operating system, software installation, and installation of patches, data recovery and preemptive action against virus spread, detection/ removal of virus. Configuration of internet, configuration of applications (client/server), Lotus notes server and client applications, connection of computers to projector for presentation.

6. The work is to be carried out in the office premises itself. However, only such work as cannot be done in the office premises will be allowed to be done outside with written permission of the Section Officer, Admn.III Section of the Ministry and no extra payment would be made on this account.

7. No increase in amount shall be considered at all during the currency of the Annual Contract. No other charges like transportation fare etc., will be payable.

8. The intending contractors must have at least two years’ experience in undertaking AMC of computers/ peripherals with at least two reputed Organizations.

9. The firm should not have been blacklisted by any Ministry/Deptt. Of Central/Delhi Govt.

10. Conditional tender will not be entertained. Similarly quotations received after stipulated date and time will also not be considered under any circumstances.

11. The undersigned reserves the right to accept or to reject any quotation(s) in full or in part without assigning any reason thereof.
12. An undertaking in the letterhead of the firm given along with the quotations specific mention must be made in your quotations to the effect that the terms and Conditions mentioned above are acceptable to the firm, in full.

13. The bidders may also indicate whether they belong to Micro & Small Enterprise Category. Preference may be given to the firms registered in Micro & Small Enterprise Category.

14. It may also be indicated whether the bidder belongs to SC/ST Category.

15. The rate per unit of each item to be entered by the tenderer in the financial bid and the firm having L-1 bundled price of all the items and who will qualify the eligibility criteria as mentioned in terms and conditions will be considered for selection.

**SCOPE OF WORK**

1. The scope of work covers comprehensive maintenance of Personal Computers, Laptops, Servers, Projector, All types of Printers, Scanners, CD/DVD writers and UPS etc. (all spare including UPS batteries/Computer and Printer parts except cartridge) in the Main Sectt., Ministry of I & B, Shastri Bhavan, New Delhi. The approximate number of items to be covered under AMC are listed below:-

   | (i)  | Personal Computer | : 300  |
   | (ii) | Server            | : 2    |
   | (iii) | Laptops          | : 15   |
   | (iv)  | Desk jet/ Inkjet/ Dot matrix printer | : 15 |
   | (v)  | Laser jet printers (B & W) | : 300  |
   | (vi)  | Color Laser jet printer | : 15 |
   | (vii) | Scanners          | : 45   |
   | (viii) | UPS               | : 150  |
   | (ix)  | Online UPS        | : 2    |
   | (x)   | Projector         | : 1    |

2. The scope of work also includes maintenance of software procured by this office and installed in computers and peripherals.

3. The scope of work covers provision of technical staff in the Ministry of I & B, Shastri Bhavan, New Delhi from 0900 to 1800 hrs on all working days. Minimum two (02) qualified service engineers in computers/printers/UPSs with an experience of not less than 3 years in computer hardware as well as software maintenance shall be placed at the disposal of the Ministry of Information & Broadcasting on all working days, and, if required on holidays also. Engineers should be equipped with cell/mobile phone. The firm will be responsible for providing substitute if any of the service engineer who, remain absent from duty on any working day, or if required, on holiday also.

4. The firm shall also be responsible for deployment of necessary staff for cleaning of all hardware's using suitable cleaning material and equipment.

5. The engineers deployed shall be responsible for preventive maintenance with virus detection and corrective maintenance of the computers and peripherals under AMC and also maintenance of softwares.
6. The firm shall maintain the equipments as per manufacturer’s guidelines and shall use genuine components for replacement and also genuine software whenever required.

7. The firm must provide necessary support for maintaining VIRUS free computer environment in the Main Sectt. M/o I &B help in upgrading the software’s detection mechanism.

8. The firm must be specialized in LAN troubleshooting.

9. Any reported fault would be rectified by the service engineer immediately. As far as possible, the repairs would be carried out on site itself. However, in case the equipment is taken to workshop, the firm would provide a standby for the same. Also stand by inventory of computers, Printer, Scanner and UPS (Make/configurations wise) should be kept in the Main Sectt. after inspection by the firm.

10. A logbook shall be maintained in which the resident engineers shall record all the complaints made. They shall attend all the complaints received in following manner:

   (i) Minor faults immediately.

   (ii) Major faults within 2 hours by replacement method, with the available spares.

   (iii) Major faults within 24 hours, except for the Laser Printers, which are to be got serviced from authorized service centers of manufactures.

   (iv) The firm shall be responsible for taking backup data and programme available on PCs before attending the fault and shall be also responsible for reloading the same. The backup copies are to be returned to the users, under acknowledgement.

   (v) If the equipment is required to be transported to the firm’s/manufacturer’s service center/workshop for repairs, the same shall be undertaken at the risk, cost and transportation of the firm.

   (vi) The replacement of components shall be as per manufactures instructions.

   (vii) The firm shall have the required drivers (CDs/floppies etc.) for maintaining the PCs and peripherals for configuring them.

   (viii) Repair and servicing of equipments can be carried out at site or at the firm’s workshop after attending the complaint by replacement method and the same shall be done within 02 days of the receipt of complaints. The replacement of components shall be free of charge.

   (ix) The replacement also involves all items of equipments:- (a) including major parts such as monitor tubes, print heads of printers, adaptors of
DeskJet printers, SMF batteries of UPS, HDD, SMPS, CPU, motherboards but (b) Excluding, consumables such as computer stationery ribbons ink cartridges and physically damaged parts etc.

(x) Replacement of mouse and keyboards of the computers under AMC are also covered under this contract.

11. The scope of software maintenance covers:-
   a) Maintenance of all software already installed in the personal computers and peripherals and the software to be installed at later stage.
   b) Providing the basic training on the use of PC to user, if required.

12. The rate quoted should also cover the maintenance of operating system, software installation, and installation of patches, data recovery and preemptive action against virus spread, detection/removal of virus. Configuration of internet, configuration of applications (client/server), Lotus notes server and client applications, connection of computers to projector for presentation.

PENALTY

1. If the firm does not attend to the complaint within 4 hours from the time of registration of complaints with the resident engineer deployed by the firm or on the telephone number (given by the firm for lodging complaints), a penalty @2% of the value of AMC charges of the equipments not available for the use shall be levied. If assembly of the equipment fails, the penalty shall be applicable for the same scheduled item.

2. Penalty shall be levied @ 2% of the value of AMC charges for that equipment for each day.

3. If the fault is set right by replacing the defective sub assembly and equipment, the same should be re-installed after servicing within 3 days (if 3rd day falls on holiday then next working day). In case of default, penalty shall be levied @ 1% of the value of the AMC charges for the scheduled item.

4. Penalty shall be levied for the absence of resident engineer at rate of Rs.500/- (Rupees Eight hundred) only for every working day.

PAYMENT

1. No advance payment will be made in any case.

2. Payment shall be made pro-rata on quarterly basis at the end of each quarter supported by satisfactory report from all the sections/offices/desks.

3. Payment for any inclusion/deletion of computer and peripherals during the AMC period will be calculated on pro-rata basis.

4. Penalty shall be deducted from the running payments.
PREVENTIVE TERMS AND CONDITIONS:

1. The firm shall carry out preventive maintenance regularly and shall plan, as per schedule of quantities, such that maintenance is carried out in each equipment at least once in three months. A separate logbook should be maintained to record the preventive maintenance carried out on each equipment.

2. The schedule of preventive maintenance shall be as follows:-
   (i) Cleaning of all equipment using dry vacuum air, brush soft muslin clothes.
   (ii) Running of test programme to ensure quality print/data reliability.
   (iii) Checking of power supply source for proper grounding and safety of equipment.
   (iv) Ensuring that the covers, screws, switches etc. are firmly fastened in respect of each machine.
   (v) Shifting of equipment as and when required.
   (vi) Running of diagnostic software for system performance.
   (vii) Minimum twenty key boards, mouse and SMPS power supply etc. of genuine firm (HP) etc., should be kept in the custody of Section Officer Admn. III for replacement purpose as and when required to avoid the delay in work.

3. It shall be the responsibility of the firm to make all the computers and peripherals work satisfactorily throughout the contract period and to hand over the systems in working condition to the Ministry after expiry of the contract.

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Amendment of Bidding Document:

1. At any time prior to the deadline for e-submission of bids, the Ministry may, for any reason, whether on its own initiative or in response to the clarification request by a prospective bidder, modify the bid document.

2. Any amendment in the bidding document, at any time prior to the deadline for e-submission of bids, will be uploaded as “corrigendum” on http://eprocure.gov.in/eprocure/app and www.mib.nic.in. Such amendments modification shall be binding on all the prospective bidders.

3. Ministry at its discretion may extend the deadline for the e-submission of bids if the bid document undergoes changes during the bidding period, in order to give prospective bidder time to take into the consideration the amendments while preparing their bids.

4. The Ministry reserves the right to amend or withdraw any of the terms and conditions contained in the tender document or to reject any of the terms and conditions contained in the tender document or to reject any or all the tenders in whole or in part without giving any notice or assigning any reason.

5. Ministry of Information & Broadcasting also reserves the right to call for additional information from the Bidders.
## Annexure-A

**Cover 1-Bid**

(following documents to be uploaded online in .pdf format)

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<thead>
<tr>
<th>S.No.</th>
<th>Document</th>
<th>Type</th>
</tr>
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<tbody>
<tr>
<td>1.</td>
<td>Scanned copy of EMD</td>
<td>.pdf</td>
</tr>
<tr>
<td>2.</td>
<td>Scanned Copy of PAN Card and Service tax registration no.</td>
<td>.pdf</td>
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<tr>
<td>3.</td>
<td>Scanned copy of Income Tax return of the firm or individual in case of proprietorship filed for last three (3) years</td>
<td>.pdf</td>
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<tr>
<td>4.</td>
<td>Scanned copy of VAT/Sales Tax registration certificate</td>
<td>.pdf</td>
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<tr>
<td>5.</td>
<td>Scanned copy of work experience relating to AMC of computers and peripherals work with requisite proof</td>
<td>.pdf</td>
</tr>
<tr>
<td>6.</td>
<td>Scanned copy of the tender acceptance letter duly signed and sealed by the Agency/Firm as a token of Acceptance of the terms and conditions in the letterhead of the firm.</td>
<td>.pdf</td>
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**Instructions to bidders**

**Instructions for Online Bid Submission**

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: https://eprocure.gov.in/eprocure/app

**REGISTRATION**

1. Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: https://eprocure.gov.in/eprocure/app) by clicking on the link "Online bidder Enrollment" on the CPP Portal which is free of charge.

2. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.

3. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.

4. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.

5. Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC’s to others which may lead to misuse.

6. Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

**SEARCHING FOR TENDER DOCUMENTS**

1. There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.

2. Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / email in case there is any corrigendum issued to the tender document.

3. The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.
PREPARATION OF BIDS
1. Bidder should take into account any corrigendum published on the tender document before submitting their bids.

2. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.

3. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWG/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

4. To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS
1. Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.

2. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.

3. Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.

4. Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.

5. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the white colored (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.

6. The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.

7. All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by
unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

8. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

9. Upon the successful and timely submission of bids (ie after Clicking “Freeze Bid Submission” in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.

10. The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

1. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

2. Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is 1800 3070 2232.

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