NEW MEDIA WING
MINISTRY OF INFORMATION & BROADCASTING
ROOM NO.: 445, 4TH FLOOR, SOOCHNA BHAWAN
NEW DELHI-110003
TEL. NO. 24366014, 24363903, FAX No. 24363564

No. 22/1/2015-Admin

Date: 18/7/2016

Notice Inviting Tender of Comprehensive Annual Maintenance Contract:

Sealed Tenders are invited from experienced and bonafied firms for maintenance services with parts of Servers, Computers, Printers, UPS etc. installed in this organization at Soochna Bhawan located at New Delhi as mentioned in the annexure.

The tender document can be obtained from this office or downloaded from the official website of this office i.e. www.mib.nic.in and the sealed envelope may be sent to the undersigned by name on or before 07/08/2016 at 5.00 pm super scribbled as "Quotation for AMC of Computers and its peripherals".

Tender document in Annexure-I and II along with relevant copies of the documents must be accompanied by a demand draft of Rs. 5,000/- (Five Thousands Only) issued by any nationalized bank drawn in favour of "D.D.O., New Media Wing, New Delhi" as earnest money (EMD).

Security deposit of Rs. 20,000/- (Twenty Thousands Only) in the form of Bank Guarantee to be deposited by successful bidder at the time of signing the contract.

The quotation will be opened on 08/08/2016 at 3:00 P.M. in the New Media Wing, Room No. 451, 4th Floor, Soochna Bhawan, New Delhi. Quotations received after due date and time will not be accepted by this office.

This office reserves the right to accept or reject any or all the bids without any reason.

(Simmi Kumar)
Research Officer

Copy to:
1. Technical officer along with soft copy with request to upload the same on the website of this office www.mib.nic.in.
2. Notice Board.
Terms and conditions of the Bid:

1. Quotationer must provide documentary evidence/certificate to establish experience in maintenance of Server, UPS, LAN, PC of Dell/HP brand and Dot matrix printer. Bidder must provide certificates from ACER or HP or Lenovo or Dell that they are agreed to provide service in respect of the parts of the servers and clients.

2. Copy of the Income Tax clearance certificate/returns for the last three years may be furnished.

3. The rates of AMC quoted should be comprehensive (excluding up gradations) this includes free servicing of the system at site & free replacement of all the damaged monitors, hard disk, FDD's, CPUs, Motherboard, Keyboards, Mouse, CD/DVD Drive, Modems, Logic cards & Mech. Assembly and other parts except for the damages resulting from accidents & transportation.

4. Bidder must understand that all computers, Printers, UPS and Servers in the defined locations are covered under this bid, if any non-functional/non-operational computer exist it becomes mandatory on the part of the bidder to ensure that the equipment becomes operational at the earliest.

5. The successful firm will be required to provide the services for a period of one year from the date of award of the contract. This office, however, reserves the right to terminate the contract at any time without assigning any reason/notice, if the performance is not found to be satisfactory.

6. Bidder should agree to all terms & conditions as well as that the quoted rates are for comprehensive Annual Rate Contract for all PCs, UPS, Servers and Printers which covers all items. Number of items under AMC may vary due to withdrawal or inclusion of equipments suiting our administrative convenience.

7. The Bid Security may be forfeited:
   (i) If a Bidder withdraws his bid during the period of bid validity specified by the bidder.
   (ii) In case of a successful bidder, if the bidder fails to sign the Contract or to furnish the performance security.

8. Breakdown calls will have to be attended to within 3-4 hours and failure to rectify the defects both hardware and software components within 24 hrs, without adequate reasons or to return the repaired machine within a maximum period of one week may entail proportionate deduction of 2% from the bill in respect of the period.

9. Payment for the work done and services rendered will be made to the contractor on quarterly basis after the completion of each quarter on satisfactory performance.
10. The firm shall be responsible for deputing one qualified service engineers to attend to the complaints both hardware and software technology on the same day and at no stage, the system should be down for more than 24 hrs.

11. The authorized service engineer of the contractor should call on this office & visit each room even if no complaint is lodged, and get the signatures of the user in the prescribed proforma for his visit. Penalty of Rs. 100 per day will be levied on delay in attending or repairing the equipment.

12. In case of major repair, the vendor has to provide the system/peripherals of same/equivalent configuration as stand by to continue the office work without disruption. Firm should make appraisal of equipments before taking up AMC.

13. The firm should provide one resident engineer for all working days in Soochna Bhawan.

14. The owner/firm should be available on his own direct telephone (office as well as residence) and also on mobile phone for calling in emergent cases. The Mobile number be given to the New Media Wing (Admn.).

15. Bidders may please quote their unconditional rates strictly as per list of items enclosed. Cutting/overwriting, if any, should be countersigned to avoid any dispute at later date.

16. The contract cannot be transferred to other party by the successful bidder.

( Simmi Kumar )
Research Officer
Eligibility:

1. The firm having office in Delhi with proper Sales Tax and Service Tax numbers.
2. Must have prior experience of providing such services to Govt. Offices for at least 3 years. Orders copies in support of this should be enclosed.
3. Bidder should have certificates from ACER or HP or Lenovo or Dell that they are agreed to provide service in respect of the parts of the servers and clients.
4. The firm should have its own chip level repairing center for repairing of components of computer systems etc.

Bidding procedure:

1. The bids should be submitted in two parts:
   - **Part A – Technical Bid**, and
   - **Part B – Price Bid** (Formats are given in Annexure I and Annexure II) should be sealed in separate envelopes superscribed “Comprehensive Annual Maintenance contract for Personal computers, Servers, Printers, UPS and LAN” and addressed to ...............(Name and Address of Office)
2. Quotations should be reached this office on or before 07/08/2016 It will be opened on 08/08/2016 ...... at following address:
   Room No. 445, Soochna Bhawan, New Delhi.
3. The price quoted must be valid for at least 60 days.
## PRICE BID

Details of Equipments for which AMC required:

<table>
<thead>
<tr>
<th>R. No</th>
<th>SYSTEM CONFIGURATION</th>
<th>PRINTER</th>
<th>UPS</th>
<th>USER NAME/SECTION</th>
</tr>
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<tbody>
<tr>
<td>Dell-Optiplex-990</td>
<td>Dell-Optiplex-990: Prcs-Intel core-i5 3.10 Ghz, 4GB RAM, 500 GB HDD, DVD RW, Win-7proff(32-bit), off-7, Norton-430 days remain</td>
<td>HP Laserjet 1020+</td>
<td>1KVA</td>
<td>Mr. Ombir Singh</td>
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<tr>
<td>445</td>
<td>Dell-Optiplex-990: Prcs-Intel core-i5 3.10 Ghz, 4GB RAM, 500 GB HDD, DVD RW, Win-7proff(32-bit), off-7, Norton-430 days remain</td>
<td>HP Laserjet 3055</td>
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<td>R.K.Jain</td>
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<td>HP Laserjet 1020+</td>
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<td>Dell-Optiplex-990: Prcs-Intel core-i5 3.10 Ghz, 4GB RAM, 500 GB HDD, DVD RW, Win-7proff(32-bit), off-7, Norton-430 days remain</td>
<td>HP Laserjet 3055</td>
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<td>HP Laserjet 1536 dnf MFP, HP Officejet 1020</td>
<td>1KVA</td>
<td>Director</td>
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<tr>
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<td>Dell-Optiplex-990: Prcs-Intel core-i5 3.10 Ghz, 4GB RAM, 500 GB HDD, DVD RW, Win-7proff(32-bit), off-7, Norton-430 days remain</td>
<td>HP Laserjet 3055</td>
<td>1KVA</td>
<td>Yashumati Sharma</td>
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</table>


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<thead>
<tr>
<th>No.</th>
<th>Description</th>
<th>Model</th>
<th>UPS</th>
<th>User</th>
</tr>
</thead>
<tbody>
<tr>
<td>442</td>
<td>HCL-Intel Dual core, 1.60 Ghz, 3GB RAM, 160 GB HDD, DVD RW, Win-xp, off-7, Norton</td>
<td>HP Laserjet 1020</td>
<td>UPS</td>
<td>Joint Director</td>
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<tr>
<td>441</td>
<td>HCL-Intel (R) core 2, 2.13 Ghz, 2GB RAM, 160 GB HDD, DVD RW, Win-xp, off-7, Norton</td>
<td>M1216nfh</td>
<td>UPS</td>
<td>Pant</td>
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<tr>
<td>447</td>
<td>HCL-Intel (R) core 2, 2.13 Ghz, 1GB RAM, 160 GB HDD, DVD RW, Win-xp, off-7, Norton</td>
<td>HP Laserjet 3055</td>
<td>1 KVA</td>
<td>Director</td>
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**Lenovo**

<table>
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<th>User</th>
</tr>
</thead>
<tbody>
<tr>
<td>441</td>
<td>Lenovo: Intel Duo core-2, 2.66 Ghz, 2 GB RAM, 160 GB HDD, DVD RW, Win-vista(32-bit), off-7, Norton</td>
<td>HP Laserjet M1216nfh MFP</td>
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<tr>
<td>452</td>
<td>Lenovo: Intel Duo core-2, 2.06 Ghz, 2 GB RAM, 160 GB HDD, DVD RW, Win-vista(32-bit), off-7, Norton</td>
<td>HP Laserjet 1020/Laserjét 100 colourMFP</td>
<td>1 KVA</td>
<td>Mr.Simmikumar</td>
</tr>
</tbody>
</table>
TECHNICAL BID

Name of the firm: .................................................................
Authorized person: ............................................................
Address of the firm: .............................................................
Contact No.: ...........................................................................
Fax Nos.: .............................................................................
Service Tax No.: ................................................................. (Copy enclosed)
PAN No.: ............................................................................. (Copy enclosed)

Technical Competence (attach list of clients alongwith order copy)
Experience in software functioning in Civil Accounts i.e. compact, etc.

Details of E.M.D. enclosed:

D.D. No. and Date: ...............................................................  
Amount: ...............................................................  

Name of the Bank/Branch: ..................................................

Certified that the above stated information is correct and our firm full fill the eligibility conditions.

Dated: ...............  
Signature: ...............................................................  
Name: ...............................................................