

No.D-19016/3/2007-Admn.III
GOVERNMENT OF INDIA
MINISTRY OF INFORMATION & BROADCASTING

Room No. 548. "A" Wing, Shastri
Bhawan, New Delhi-1, dt: 25.4.2007

To,

M/s As per list.

Subject: Comprehensive Annual Maintenance Contract of Computers/ Peripherals
etc.-reg.

Sir,

For award of "Comprehensive Annual Maintenance Contract of Computers/Peripherals etc." (around 200 computers/printers/UPS etc.). Sealed quotations may be submitted by reputed firms who are in the field of maintenance of computers & peripherals and fulfill the following technical terms & conditions in two separate covers super scribed -"Technical Bid" & -"Financial Bid". The letter should be addressed to the Under Secretary (Admn.), Ministry of I&B, Room No. 719, "A"- Wing, Shastri Bhawan, New Delhi so as to reach by **21.5.2007 on or before 3.00 P.M.** The bid has to be accompanied by an EMD of Rs.25, 000/-(Rs.Twenty five thousand) only in the form of Demand Draft in favour of Pay & Accounts Officer, Ministry of I&B payable at New Delhi. The quotations will be opened on the same day at 3.30 PM. "Technical Bid" will be opened first and only those firms, which fulfill the technical terms & conditions will be eligible for participating in the 'Financial Bid'. The date and time for opening the Financial Bid will be intimated later on.

TECHNICAL TERMS & CONDITIONS

1. The Firm should be registered with the Registrar of Companies and with Delhi Sales Tax Department for works Contract Tax. Copies of PAN/TIN No., Income Tax clearance certificate /Returns for the last three years must be attached.
2. Firm must be Authorized Service Provider for at least cast two Principals like (HP, Compaq, Vipro, IBM, ACER, EPSON, HCL).
3. Annual turnover for servicing must be more than 25 lakhs.
4. Firm must provide satisfactory service certificate from minimum three government organizations.
5. Establishment of the Firm must be more than 5 years.
6. The Firm must have executed minimum one AMC of 1000 PCs or two AMCs of 500 PCs or three AMC of 250 PCs including networking.
7. The firm should not blacklist from any Govt. Deptt.
8. Firm must have sufficient numbers of qualified and experienced Engineers.

The Firms fulfilling above terms & conditions shall be eligible for participating in Financial Bid. Claim of the Firm for fulfilling above terms and conditions must be supported by documentary evidences put in the sealed cover super scribing "Technical Bid". Documents will have to be produced in original for verification. If the supporting documents are not enclosed or not found satisfactory against their claim, the bid would not be considered and summarily rejected.

FINANCIAL TERMS AND CONDITIONS

1. The Financial Bid should contain the rate against each item separately. The system to be maintained by the Contractor include Personal Computer, Desk/Ink/LaserJet printers, Scanners, CD writers, Servers, Laptop, UPS etc. The rate for each item should be quoted on comprehensive basis inclusive of repairs and replacement of spare parts without extra payment.
2. The rate quoted should also cover the maintenance of operating system, software installation, installation of patches, data recovery, and preemptive actions 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.
3. The quotations shall be accompanied by an earnest money of Rs.25, 000/- (Rs. twenty five thousand) only in form of crossed demand draft in favour of PAO, Ministry of I&B. The cheques will not be accepted. The quotations received without earnest money shall be summarily rejected without assigning any reason thereof and no tenderer shall have any right to represent against it, even if, his quotations happen to be lowest. The earnest money will be forfeited, if the contractor fails to abide by the rules.
4. The Firm whose quotation is finally accepted shall have to deposit a sum of Rs.25,000/- (Rs. twenty five thousand) only in the form of Bank Guarantee or fixed deposit pledged in favour of Pay & Accounts Officer, Ministry of I&B, New Delhi as security. The earnest money shall be returned to the successful and unsuccessful bidder after the finalization of the contract. The security deposit will be released after satisfactory completion of the contract.

The firms meeting the above financial terms and conditions only should apply, items wise, in a sealed cover super scribing "**Financial Bid**". The firm that fails to fulfill any of the conditions will be disqualified.

GENERAL TERMS & CONDITIONS

SCOPE OF WORK

1. The scope of work covers comprehensive maintenance of Personal Computers, Laptops, Servers, Printers, Scanners, CD Writers, and UPS etc. (**all spare parts except cartridge**) in the Ministry of I&B, Shastri Bhawan, New Delhi.
2. The scope of work also includes maintenance of softwares procured by this office and installed in the computers and peripherals.
3. The scope of work covers provision of technical staff in the Ministry of I&B, Shastri Bhawan, New Delhi from 0900 to 1800 hrs on all working days and if require, on Saturdays/ Sundays/holidays and also after 18.00 hrs. on working days. **Minimum two qualified service engineers in computer with an experience of not less than 5 years in computer hardware as well as software maintenance will be at the disposal of the Ministry of Information and Broadcasting.** Engineer should be equipped with **Cell/mobile** phone.

4. The firm shall also be responsible for deployment of necessary staff for cleaning of all hardware's using suitable cleaning material and equipment. Each equipment should be cleaned once in a month regularly. A register shall be maintained showing cleaning of each equipment and shall be produced to the Section Officer, Admn.III, for verification.
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. Quarterly report on this shall be produced to Section Officer (Admn.III) failing which appropriate penalty by way of fine would be imposed.
6. The firm shall maintain the equipments as per manufacturer's guidelines and shall use standard components for replacement.
7. The firm must provide necessary support for maintaining VIRUS free computer environment in the Main Sectt. M/o I & B.
8. The necessary support of maintaining VIRUS free computer environment in Main Sectt. M/o I & B and help in upgrading the software's Detection mechanism would be provided the firm.
9. The firm must be specialized in LAN troubleshooting.
10. Any reported fault would be rectified by the service engineer within one hour. 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.
11. 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, if instructed by US (Admn.).
 - 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 and as per the decision of Under Secretary (Admn.).
 - 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 3 days of the receipt of complaints. The replacement of components shall be free of charge.
 - ix) The replacement also involves all items of equipments: -
 - including major parts such as monitor tubes, print heads of printers, adaptors of DeskJet printers, SMF batteries of UPS, HDD, SMPS, CPU, motherboards but
 - excluding, consumables such as computer stationery ribbons ink cartridges etc.

12. The scope of software maintenance covers:-

- a) Maintenance of all softwares already installed in the personal computers and peripherals and the softwares to be installed at later stage.
- b) Providing basic training on the use of PC to user, if required.

13. The rates quoted should also cover the maintenance of operating system, software installation, installation of patches, data recovery, preemptive actions 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.

14. The contract shall initially be for a period of one year, extendable upto 3rd year on the basis of performance of Past year.

15. The Ministry of I&B shall have the right to terminate the contract without assigning any reason, whatsoever to the firm.

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 a sub assembly of the equipment fails, the penalty shall be applicable for the same scheduled item.

2. Penalty shall be levied (a), 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 3days (if 3rd day falls on holiday then next working day). In case of default, penalty shall be levied at the rate of 1% of the value of the AMC charges for the scheduled item.

4. Penalty shall be levied for the absence of resident diploma engineer at the rate of Rs.500/- (Rupees five 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 after Certification of satisfactory work.
3. Payment for any inclusion/deletion of Computer/Printer/CD Writer/Scanner during the AMC period will be calculated on pro-rata basis. No advance payment in any case would be made.
4. Penalty shall be deducted from the running payments.

PARTICULAR TERMS AND CONDITIONS

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 programmes to ensure quality print/date 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 equipment.
 - v) Shitting of equipment as and when required.
 - vi) Running of diagnostic software for system performance.
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. In case any damage is found, the firm is liable to rectify it even after the contract.

The Ministry reserves the right to reject any or all the tenders without assigning any reason. The Ministry reserves the right to award the contract on the basis of quotations for each items of work separately or collectively, for different items like computers, printers, UPS, servers, etc.


(Rukmini Dasgupta)

Under Secretary to the Government of India

✓ Copy to NIC- M/o I&B for placing the tender document on M/o I&B's website.