

No.GA-12/1/2020-ADMIN Sec.
Government of India
Ministry of Development of North Eastern Region

Vigyan Bhawan Annexe,
Maulana Azad Road, New Delhi
New Delhi-110011, Dated 22nd May, 2020

To

(THE INTERESTED BIDDER)

Subject: Limited Tender Enquiry for Annual Maintenance Contract for maintenance of Desktop Computers, Printers, Scanners, Laptops, UPS and other related peripherals etc.

I am directed to invite sealed Tenders for award of Annual Maintenance Contract of Desktop Computers, Printers, Scanners, Laptops & UPSs etc. installed in this Ministry. Interested firms may send their tender along with a Bid Security Deposit of ₹ 20,000/- (Rupees Twenty Thousand Only) in the form of Account Payee Demand Draft from any nationalized bank in favour of "D.D.O, MDoNER, Vigyan Bhawan Annexe, New Delhi-110011."

2. The tender document may be downloaded from the website of www.mdoner.nic.in. In case of any query, please contact Section Officer, Room No. 281, Vigyan Bhawan Annexe, New Delhi-110011 (Phone: 230794685).
3. The quotations may be submitted in two bids, viz. Technical Bid and Financial Bid in separate sealed covers. Technical Bid should contain company profile and authenticated documents to prove the eligibility of all conditions as per Annexure-II. The Financial Bid should contain only the financial charges as per Annexure-III. Omission of any of the demanded documents may result in the rejection of their entire tender. They should go through the tender advertisement thoroughly and submit their quotations only if they meet terms and conditions of the MDoNER as detailed in Annexure - I.
4. The firms should submit the quotations in separate sealed envelopes. Both sealed covers should be placed in the main sealed envelopes super scribed "Tender for Annual Maintenance Contract of Desktop, Printers, Scanners, Laptops & UPSs etc. and the same should be addressed to "The Under Secretary (Admn.), Ministry of Development of North Eastern Region, Vigyan Bhawan Annexe, New Delhi, and should be deposited in the Tender Box kept for the purpose in the **Reception Office of the MDoNER, Vigyan Bhawan Annexe, New Delhi, latest by 3:00 PM on or before 12th June, 2020.** The quotations/tender received after the last date and time prescribed and or received in any manner other than through Tender Box would not be opened and would be summarily rejected. No tenders through post/speed post/ regd. Post or courier will be accepted.

5. A Tender Opening Committee will open the **Technical bids at 4:00 PM on 12th June, 2020 in Committee Room, MDoNER, Vigyan Bhawan Annexe, New Delhi** in the presence of participating bidders , who may like to be present in person or through their duly authorized representative. The Committee/competent authority will assess the ability of the agencies based on its record, profile and on such other criteria as per Technical bids. The representative of only those found successful at the Technical bids stage would be allowed to be present at the time of opening of Financial bids.

6. The Firms/Bidders should not have been blacklisted by any Ministry/Department of the Government of India. The tendering firms/bidders shall have to give a notarized affidavit on a paper of appropriate value to the effect that they have not been blacklisted or their business dealings with Government Ministries/Department have not been banned.

7. This Ministry reserves the right to cancel any or all the Tenders without assigning any reason thereof .



(Jaya Shah)

Under Secretary(Admn.)

जया शाह/JAYA SHAH
अपर सचिव/Under Secretary
उत्तर पूर्वी क्षेत्र विकास मंत्रालय
Department of North Eastern Region
सरकार/ Govt. of India
बिहार भवन एननेक्स बिल्डिंग नई दिल्ली-110 011
Vigyan Bhawan Annexe Building, New Delhi-110011

Enclosures: (1) Detailed job requirement and terms & conditions (Annexure -I)
(2) Format of Technical Bid (Annexure -II)
(3) Format of Financial Bid (Annexure -III)

Copy to:

- ✓ 1. Technical Director (NIC), DoNER, Vigyan Bhawan Annexe, New Delhi. The aforesaid letter may kindly be uploaded in a non-editable version on this Ministry's official website www.mdoner.gov.in as well as CPP Portal under intimation of the office

General terms and conditions

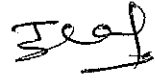
1. The firms should have at least 05 years' experience in maintenance of Desktop Computer, Printers, Scanners, Laptops & UPSs etc. They also should have successfully executed AMC in Central Government Organizations. A copy of the last five years AMC should be enclosed along with the sanctioned letter along with the list of clients, indicating the year of working for them.
2. The firms must have ongoing AMC for Desktop, Printers, Scanners, Laptops & UPSs (separately or combined) in Ministries/Departments of Government of India. The firm should provide a satisfactory service certificate in this regard.
3. The firms should provide **one Resident Engineer** who should be well qualified with a minimum of five (05) years' experience. Necessary supporting documents relating to qualification and experience should be attached.
4. The resident engineer should be available **six days (Monday to Saturday) a week from 9:00 AM to 5:30 PM**. His services may be required on odd hours and also on holidays as situation demands. The engineer should have an exposure and experience of apple products and their operating systems.
5. The power adapters of laptops and scanners should be replaced with new OEM adapters. **The faulty adapters** should not be repaired.
6. In case the hard disk turns out to be faulty or defective, it should be replaced with a new hard disk. The old/faulty hard disk will not be returned to the vendor due to the security restrictions. It may kindly be noted that the disks that is kept as a standby will not be returned to the vendor.
7. The firm must ensure and assure that the firm who enters into the AMC contract with Ministry of Development of North Eastern Region will not outsource it further. Any deviation from this would lead to blacklisting.
8. The AMC will be given initially for a period of one year after finalization of the contract and may be extended on satisfactory service for another year and maximum upto three years on same terms and conditions. The rates quoted shall remain in force for the entire period of contract.
9. The firm shall provide services during office hours in MDoNER, Vigyan Bhawan Annexe, New Delhi and its other Offices situated in Delhi and at the residences of

Senior Officers of this Ministry at different locations in New Delhi (including Saturdays/Sundays and Holidays) without any additional cost.

10. The engineer should be equipped with a mobile phone and also a two-wheeler. He must have a thorough and in-depth knowledge of all operating systems.
11. The firms should have minimum average annual turnover to the tune of Rs 50 (Fifty) Lakhs during preceding 5 (Five) financial years and *the firm shall attach supporting documents for the said period in the Technical Bids.*
12. At each location, MDoNER will keep record of Desktop Computers and Laptops, Printers, Scanners and Server. Log-report of the firm will indicate the nature of complaint, date and time of booking the complaint, time when the machine is repaired and total down time. This record will be signed by the firm's service engineer, and user.
13. The firm will also prepare separate log books for each of the machines to be taken under the AMC and preventive maintenance with virus detection and special cleaning of the monitor, CPU, Keyboard etc. from outside with liquid cleaner and inside will be carried out on quarterly basis. A preventive maintenance report from the user would be submitted to Administration Section failing which an appropriate, penalty would be imposed. The half yearly payment will strictly be made on the basis of satisfactory report from the user.
14. The service engineers would take up any reported fault within two hours. 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 with same or higher configuration. MDoNER will not make any payment towards cartage ; and the expenditure for the to and fro for transportation of the machine should be borne by the firm. The equipment(s) taken out of building for repair should be returned within two working days of the taking out after which the penalty clause would automatically get activated. The firm shall also provide maintenance and repair service on holidays in the event of emergency.
15. If any Desktop Computers and Laptops etc. is not repaired within 24 hrs., the firm will provide an unused standby Desktop Computers and Laptops etc. If however, the firm fails to repair or provide a stand-by desktop computers and laptop before picking-up the defective desktop/laptop , a penalty of ₹ 500/- (Rupees five hundred only) per day for delay. Same procedure will also be followed for Printers, Scanners and UPSs . In case required part(s) is/are not available, the same shall be replaced with a higher superior specification/quality compatible with the system. The handing over of the damaged or faulty part of the equipment to the firm will be at sole discretion of the Ministry of Development of North Eastern Region

16. **Preventive maintenance (PM) :** Preventive maintenance will be carried out , once in three months ,for all Desktop Computers, Printers, Scanners, Laptops & UPSs etc. If the PM is not carried out within beginning month of each quarter from the date of award of AMC, 5% of AMC amount will be deducted on weekly basis.
17. **Operating System Support:** Any problem related to OS maintenance, reloading of OS with all device drives, OS upgrade, device drivers, system configuration and network configuration will be solved / rectified by the firm.
18. **Anti-Virus Software (AVS) Support:** Any problem related with system virus shall be attended to and rectified by the firm. The firm will update anti-virus software as and when required and also during preventive maintenance of the system.
19. New equipment purchased will be included in AMC as soon as warranty expires and rate is applicable on pro-rata basis. The Service Engineer may also log the complaint etc for the machines warranty.
20. The new upgrade item (Memory, HDD, MM kit etc.) purchased from the firm or any other vendor and upgraded into the existing AMC system, will be included in AMC with the firm as soon as warranty expires.
21. The firm would use only OEM spare parts. The firms must have Multi-OEM product support capability i.e. HP, HCL, Dell, Lenovo etc. and shall act as single point of support contract for all the products. An OEM service provider certification in this regard should be submitted. A certificate is to given by the firm in each case/repair that OEM products parts are used.
22. Firm shall maintain inventory of spares in Ministry of Development of North Eastern Region under the custody of resident engineer. The copy of inventory list should also be given to General Admn. Section with regular updates.
23. The firm shall ensure availability and arrangement of OEM mother boards for t desktops under the AMC. Only those companies who can ensure arrangement of OEM mother board should apply.
24. **Duration of the Contract:** Contract will be valid for a period of 12 months. In case the services of the Contractor are not found satisfactory or contractor fails to comply with any terms and conditions of this contract, this Ministry reserves right to terminate the contract.
25. Firm shall provide new laptop battery, UPS battery, laptop adapter, keyboards of OEMs, in case the battery gets drained out or the keyboards malfunction, without any extra cost. Similarly, keyboard and the mouse of Desktop should be replaced with the new ones, that too of OEM only without any extra cost, if they go faulty during the current contract.

26. Firm which has been awarded AMC, should carry out the inspection of the hardware within two weeks before the start of the AMC.
27. Successful Vendor will have to deposit Performance Security equivalent to 5% of total contract value in the form of Bank guarantee at the time of signing the AMC agreement. The validity of performance Security will be 14 months from the date of commencement of AMC. The release of Performance Security would be subject to satisfactory completion of contractual obligation.
28. Police verification, EPF, ESIC issue related to staff deputing on this site will be handled by the successful bidder. This Ministry does not have any role in it.
29. The contract shall be subject to the Indian laws and Jurisdiction of the Courts located in Delhi.



Under Secretary (Admin.)

अधर सचिव/Under Secretary
उत्तर पूर्वी क्षेत्र विकास मंत्रालय
Ministry of Development of North Eastern Region
भारत सरकार/Govt. of India
विज्ञान भवन एन्नेक्स बिल्डिंग नई दिल्ली-110 011
Vigyan Bhawan Annexo Building, New Delhi-110011

Technical Bid

Subject: Invitation to Tender for annual maintenance contract of Desktop, Printers, Scanners, Laptops and UPSs etc.

S. No.	Particular	To be filled by the Tenderer
1	Details of the firm: a. Name b. Address c. Name of the proprietor d. Telephone No. e. Mobile No. f. Email Address g. Name of business partner, if any	
2	Details of Demand Draft: a. Amount b. Demand Draft No. c. Date d. Issuing Bank	
3	Proof experience: a. Experience in Central Govt. Organization	
4	Required attested documents: a. The audited accounts(last 3 years) b. IT Returns filed and c. IT Clearance Certificate d. GST Certificate e. PAN/TAN Card	

	f. Service Tax Registration Number g. GST No.	
5	Affidavit for non-blacklisting	
6	Details of resident engineer: a. Name b. Address c. Qualification d. Details of Diploma e. 5 years' experience certificate	

Note: Only requisite documents are to be attached. Kindly attach documents in proper indexing.

Signature of the authorized signatory
of the Tenderer with seal of the Firm

Financial Bid

Subject: Invitation to Tender for annual maintenance contract of Desktop, Printers, Scanners, Laptops and UPSs etc.

S.No.	Type	Item Description	Qty.	Unit Rate	Total Amount
1	Desktop Computer	Pentium / Dual Core / Core 2 Duo	4		
	Desktop Computer	Intel Core i3 Desktop	7		
	Desktop Computer	Intel Core i5 Desktop	37		
	Desktop Computer	Intel Core i7 Desktop	36		
	All-in-One Desktop	Intel Core i3 / i5 /i7	28		
2	Printer	HP LASERJET P1008, 1020, 1020Plus,	31		
	Printer	BROTHER MFC L2701DW, L2701DN	2		
	Printer	BROTHER MFC-L5900DW	9		
	Printer	CANON IMAGE CLASS-MF269DW, MF269DN	4		
	Printer	CANON IMAGE CLASS MF 435CX, 635CX	2		
	Printer	HP LASERJET PRO 400 MFP M425DN, M425DW	9		
	Printer	HP COLOR LASERJET PRO M452DN	1		
	Printer	HP COLOR LASERJET PRO MFP M128FN, M175A, M176N,	6		
	Printer	HP LASERJET PRO MFP M227 SDN	5		
	Printer	HP PAGEWIDE PRO MFP 477DW	5		
	Printer	HP PAGEWIDE PRO MFP 577DW	5		
	Printer	HP LASERJET M1136 MFP, 1536DNF MFP	2		
	Printer	HP LASERJET P2035, P2055DN	19		
	Printer	HP LASERJET PRO CM1415FN COLOR MFP, CM1455FN	2		
3	Scanner	HP SCANJET ENTERPRISE FLOW 7500	2		
	Scanner	HP SCANJET G 3110	1		
4	Offline UPS	600 VA / 625 VA / 700 VA (Battery Excluded)	48		
	Offline UPS	800 VA / 1000 VA (Battery Excluded)	20		
5	Resident Engineer	Sr. System Engineer with 4 Year Experience As per Govt. Minimum Wages (Skilled Category)	1		
Total Amount					
GST @ 18%					
Total Amount with GST					

- The number of machines may be increase/decreased.

Place:-

Date:-

Signature of the authorized signatory
of the Tenderer with seal of the Firm
Tel:.....

Signature of the authorized signatory
of the Tenderer with seal of the Firm