

No. MoES/22/02/211-Genl.
Ministry of Earth Sciences
Government of India

Prithvi Bhawan
IMD Complex, Lodhi Road,
New Delhi – 110003
Dated 18 /08/2015

Tender Notice
Comprehensive Annual Maintenance Contract

Ministry of Earth Sciences, Prithvi Bhawan, Lodhi Road, New Delhi invites sealed tenders in two bid pattern (**Technical and Financial**) for Comprehensive Maintenance Contract of Desktop Computers, Printers and other peripheral on annual basis. The envelopes should be sealed and super scribed as “**Quotation for AMC of Computers, Printers and other peripherals for Technical Bidding**” and **Quotation for AMC of Computers, Printers and other peripherals for Financial Bidding**” and the 2 envelopes should be enclosed in a single wax sealed cover and super scribed as “**QUOTATION FOR AMC FOR COMPUTERS, PRINTERS AND OTHER PHERIPHERAL**” and dropped in the tender box kept in Room No. 01 General Section, Prithvi Bhawan, Lodhi Road, New Delhi. Tender should be accompanied with Bid Security in the form of a bank draft or FDR or Banker’s Cheque or bank Guarantee of Rs. 20,000/- (Rupees twenty thousand only) from any commercial banks drawn in favour of DDO, Ministry of Earth Sciences, New Delhi.

2. Last date of receipt of tender is **8th September, 2015** by 2.30 p.m. sharp. Technical Bid will be opened on the same day at 3.00 p.m. in the presence of representatives of the firms, if any. Date of opening of Financial Bid will be intimated later on. Ministry reserves the right to reject any or all the tenders received without assigning any reason.

3. The details of terms & conditions of the maintenance contract are given in the enclosed Tender Document and the details of “**COMPUTERS, PRINTERS AND OTHER PHERIPHERALS**” are attached herewith.

4. **Under Comprehensive maintenance, the firm shall take care of replacement of spare parts without any charges. The Ministry will provide only consumable items viz. Cartridges, Toners, Drums of Printers, etc.**

(Rishi Kumar)
Deputy Secretary to the Govt. of India
Tele. 24669509

Tender Notice

Subject:- Comprehensive annual maintenance contract of “COMPUTERS, PRINTERS AND OTHER PHERIPHERALS” of the Ministry of Earth Sciences.

Sealed Tenders are invited for award of Comprehensive Annual Maintenance Contract of Desktop Computers, Printers and other peripherals installed in this Ministry. The Technical and Financial terms & Condition of AMC shall be as follows:

1. Eligibility Conditions

1.1. Earnest Money Deposit :

An EMD of **Rs.20,000/- (Rupees Twenty Thousands Only)** in the form of Demand Draft/Pay Order/Banker’s Cheque/Fixed Deposit Receipt/Bank Guarantee drawn in favor of the DDO, Ministry of Earth Sciences, and payable at New Delhi, **from any of the commercial banks** must be submitted along with the technical bid.

- a. Bids not accompanied by EMD shall be rejected as non-responsive.
- b. No interest shall be payable by the Ministry for the sum deposited as EMD.
- c. EMD of the unsuccessful bidders would be returned back within one month of signing of the contract/agreement with the successful bidder or any decision on the tender.
- d. EMD shall be forfeited by the MoES in the following events:
 - a. If the bid is withdrawn during the validity period.
 - b. If the bid is varied or modified in a manner not acceptable to the Ministry after opening of bids, during the validity period.
 - c. If the bidder tries to influence the evaluation process.

1.2. The firm should be in existence for over five years in the trade with the maintenance business of computers and peripherals.

1.3. The firm must have average annual financial turnover from related works (AMC of Computers and its peripherals) during the last three financial years ending 31st March 2014 as Rs. 10,00,000/- (Rupees Ten lakhs only) and furnish documentary proof for the same.

1.4. During the last three financial years the firm should have undertaken Comprehensive AMC of Computer and its peripherals in Central/State Government Departments/Ministries/PSU for the value of :

1.4.1. Rs. 5.00 lakhs and above in one AMC Contract

OR

1.4.2. Rs. 3.00 lakhs or above in two AMC Contract

OR

1.4.3. Rs. 1.50 Lakhs in three AMC Contract

- 1.5. The bidder must have its own service centre/maintenance facility in Delhi/NCR and should have extensive experience of complete computer hardware, software, peripherals and networking. The bidders must enclose details of their infrastructure with reference to location (address), authorized service set up facility and technical manpower there, availability of inventory of spares etc. and also indicate their business model for providing AMC and related support.
- 1.6. The firm must be registered with the Registrar of Companies or registered under any other Act / Rules and with the Delhi Trade & Tax Department (VAT No.) Service Tax Department (ST No.). The registration number of the firm along with the CST No. allotted by the Trade & Tax Authorities, PAN Number and copy of Income Tax return for the **last 3 Assessment Years** of assessment should be enclosed (i.e. 2012-13, 2013-14 & 2014-15).
- 1.7. The firm must be authorized **Service partner (not sales partner)** of any of the brands viz. HP/Dell etc. and should furnish documentary proof for the same.
- 1.8. The firm must have expertise in the requisite preventive measures for on site maintenance.
- 1.9. **The firm will put page number and authorized signature on each page (both side) compulsorily and in absence of it, the bids will be rejected.**

Selection Criteria:-

The firm which quotes overall lowest rate shall be awarded the contract. In case two or more firms quote the same rates, the Tender will be awarded to the firm which has got more experience in the relevant field. The decision of the Tender Committee shall be final in this regard.

2. **The other terms and conditions for awarding the AMC shall be follows:**
 - 2.1. **Under comprehensive maintenance, the firms shall replace any defective components with branded new components without any charges. However, the consumable such as printer heads, toners, cartridges, drums and any item become faulty due to burnt condition is out of the scope of the AMC. Rest of all the components will be covered under AMC.**
 - 2.2. In case of intermittent failure and repetitive problems due to improper diagnosis or repair the system will be treated as continuously down.
 - 2.3. **Vender should depute one Resident Engineer full time with the Ministry.** The Resident Engineer must be at least a Diploma Holder in Electronics or Computer Hardware or equivalent from a recognized institute and well versed with latest hardware and Operating System viz. Windows XP/Vista/7/Linux. Vender should also enclose the bio-data of proposed hardware/resident engineer. The Resident Engineer should be available on working days during working hours (9.00 AM to 5.30PM) in case of any emergency situation, the services Resident Engineer may be required on a holiday and in such situation he can be called on a holiday.

- 2.4. The vendor should maintain adequate number of SMPS, 1GB RAM, Key Board, PS2/USB Optical Mouse, Hard Disk (minimum 250 GB) Ethernet Card (10/100/1000) in the inventory with the deputed Resident Engineer for immediate replacement of defective part.
- 2.5. Preventive maintenance service is to be carried out every three months for all systems and peripherals covered under the contract. Preventive maintenance means quarterly servicing of the equipment irrespective of whether the equipment has suffered a breakdown or not, and it also would, include (a) Checking of all the keys of keyboard for proper operation; (b) and their cleaning Servicing and cleaning of computers, printers and scanners; (c) Cleaning of CD drivers and checking of the head alignment.
- 2.6. It shall be the executive responsibility of the vendor to provide appropriate device and solutions for all systems under AMC.
- 2.7. In case of delay in repair, procurement of spares standby must be provided for operation and that can be taken back once the faulty system is put back into operation.
- 2.8. AMC shall include corrective and preventive maintenance, repairs and replacement of all defective parts **by branded and new parts**.
- 2.9. Sub-contracting of AMC services is not allowed.
- 2.10. The vendor should have a good reputation in the field. The vendor should have its office and service centre Delhi NCR.
- 2.11. The Resident Engineer shall be required to furnish the status of all the calls attended, pending calls, to the officer-in-charge, computer cell, MoES, on daily basis in the prescribed format for effective monitoring of complaints lodged.
- 2.12. The Ministry reserves the right to cancel the vendor bid/AMC services, if any information provided by the vendor is found to be incorrect/false during the selection procedure, or during the AMC period.
- 2.13. The Annual Maintenance Contract (AMC) is valid for a period of two year from the date of issue of award letter by the Ministry subject to finding satisfactory services. The same may be extended for further period upto 02 years subject to finding satisfactory services and agreed mutual terms & conditions.
- 2.14. Payment will be made on quarterly basis on receipt of bills in triplicate supported with the call report of Resident Engineer.
- 2.15. **The Ministry reserve the rights to increase/decrease the number of equipment as and when required during the period of contract. (i) There are certain number of desktop computers & printers are currently under warranty and the same will be covered under AMC after its warranty period is expired on pro rata basis. (ii) Similarly, the Ministry may declare old equipments as obsolete during the period of contract and the same will be deleted from the AMC cover accordingly the contract value will be recalculated on pro rata basis.**

- 2.16. The decision of MoES arrived at as per above will be final and representation of any kind shall not be entertained on the above. Any attempt by the vendor to bring pressure towards MoES decision making process, such vendors shall be disqualified for participation in the present tender and those vendors may be liable to be debarred from bidding for MoES tenders in future.
- 2.17. Ministry reserves the right to cancel this tender or modify the requirement without assigning any reasons. Ministry will not be under obligation to give clarifications for doing the aforementioned. In case the AMC services are not satisfactory, the Ministry reserves the right to cancel the contract any time during the currency of AMC.
- 2.18. Any quotation received without adhering to all above conditions or incorporating any conditions contrary to any of the above conditions will be liable to be rejected summarily.
3. **Performance Gurantee :** The successful bidder will furnish a Performance Guarantee in the form of a bank draft or FDR or Banker's Cheque or Bank Guarantee from any commercial banks to the tune of 10% of the contract value. The Performance Guarantee should remain valid for the period 60 days beyond the date of completion of the all the contractual obligations of the bidder. No interest will be paid against this performance Guarantee.
4. **Validity of Bid:** The bid shall remain valid for 90 days from date of opening the tender. If any bidder withdraws his tender before the said period the purchaser shall without prejudice to any other right or remedy, be at liberty to forfeit the Bid EMD absolutely
5. **Penalty :**
- 5.1. Penalty will be charged @Rs.100/- per day per item for downtime more than 24 hours in the individual case. **However, the maximum permissible downtime for any system/peripheral will be 5 days, in such events the AMC charges of one month for particular equipment will be deducted.**
6. **Submission of Bids :** The complete tender under 2-bid system is to be submitted containing the following documents:
- 6.1. **Technical Bid:**
- 6.1.1. Documents as mentioned in Eligibility Criteria at 1.1 to 1.8 including self attested copies of Registration Certificate, Service Tax No., PAN/TIN No./VAT, experience certificates of similar nature of work, etc.
- 6.1.2. The sealed covers for Technical Bids **should contain** EMD, and other required essential documents as per **Form I, II & III.**
- 6.1.3. Declaration as per **Form - IV.**
- 6.1.4. Resume of proposed Resident Engineer.

6.1.5. The tenderer will put page number and authorized signature on each page (both side) compulsorily of all the Annexures / Supporting Documents submitted and in absence of it, the bids will be rejected.

6.2. **Price Bid:**

6.2.1. The duly filled Price Bid as per proforma given in the tender document at **Form – V** will have to be submitted separately under two system. **Conditional price bid shall be summarily rejected.**

6.3. The separate envelopes should be sealed and surepcribed as **“Quotation for Comprehensive AMC for Computers, Printers and Other Peripherals -- Technical Bid”** and **“Quotation for Comprehensive AMC for Computers, Printers and Other Peripherals -- Financial Bid”** and these two envelops should be enclosed in single wax sealed cover and superscribed as **“QUOTAION FOR Comprehensive AMC for Computers, Printers and Other Peripherals.**

6.4. The duly completed quotations must reach the tender inviting authority by post/courier or to be dropped in the sealed tender box kept in the General Section, Ground Floor, Room No.1, Ministry of Earth Sciences, Prithvi Bhavan, Lodhi Road, New Delhi – 110 003 latest by 08/09/2015 02.30 PM. **No delay on postal/courier etc. will be considered and no request for extension of submission date will be considered.**

6.5. **Opening of Bids :** The Technical Bid only will be opened in the first instance in the presence of representative of the vendors at 3.00 p.m. on 08/09/2015. The Price Bid will be opened only of those tenderers whose Technical Bid is found to be in order. Such technically qualified tenderers shall be intimated about date and time for opening of price bid.

7. **Signing and Commencement of Contract:**

7.1. Successful firm/agency/contractor will be intimated and the contract agreement will be entered into for a period of two year. The preparation of the contract agreement with proper seal and signature etc. would be done by the successful firm in consultation with the Ministry.

7.2. The contract will come into force for a period of two years after signing an agreement between the two parties. But it can be terminated by giving one-month notice without assigning any reason by the Ministry.

8. **Other Terms & Conditions**

8.1 In case the performance of the contractor is unsatisfactory, this Ministry reserves the right to cancel the Agreement and the Performance Security of the firm shall stand forfeited by the Ministry. In addition, this Ministry can also blacklist the firm/contractor for a period of one year.

8.2 In case the firms back out from the assigned work during the period of the contract, this Ministry shall forfeit the Performance Security and can blacklist the firm for a period of one year.

8.3 The firm shall pay the resident Engineer at least Minimum Wages as are prescribed by the Delhi Govt. for Delhi. The contractor shall be required to follow the rules and regulations relating to Minimum Wages Act, ESI and EPF etc. in relation to the Resident Engineer posted by this Ministry.

8.4 In case of change in rates of taxes like Service Tax/VAT, the same shall become payable by this Ministry.

9. Arbitration

All disputes and differences arising out of or in any way touching or concerning the contract shall be referred to the sole arbitration of any person nominated by the Secretary, MoES. There will be no objection to any such appointment that the arbitrator so appointed is a Government servant, that he had to deal with matters to which this indenture relates or that in the course of his duties as such Government Servant, he has expressed views on all or any of the matters in dispute or differences. The award of the arbitrator so appointed shall be final and binding on the parties to the Agreement.

10. All matters connected with this Tender/contract shall be governed by the Indian law both substantive and procedural, for the time being in force and shall be subject to the inclusive jurisdiction of Indian Courts at Delhi.

FORM - I

TECHNICAL BID

Please complete the form and enclose necessary documents wherever required otherwise the tender will be rejected.

PROFOMA

To

The Deputy Secretary (Admn.),
Ministry of Earth Sciences,
Prithvi Bhawan, Lodhi Road,
New Delhi -110003

Subject: Quotation for Comprehensive Annual Maintenance Contract of Computers, Printers and other Peripherals of the Ministry of Earth Sciences.

Sir,

The undersigned have read and examined in detail the tender document in respect of Comprehensive Annual Maintenance Contract of Computers, Printers and other peripherals of the Ministry of Earth Sciences and do hereby express our interest to provide such services.

Correspondence Details:

1.	Name of the company	
2.	Address of the Company	
3.	Name of the Contract person to whom all references shall be made regarding this tender	
4.	Designation and address of the person to whom all references shall be made regarding this tender	
5.	PAN and Service Tax details	
6.	Telephone with STD Code	
7.	E-Mail of the contact person	
8.	Fax No. (with STD Code)	

Documents forming part of the bid:

We have enclosed the following:

- I. Form II: Minimum Eligibility
- II. Form III: Prior Experience.
- III. Form IV: Declaration letter
- IV. Form V: Financial Bid (to be put under separate sealed cover)
- V. Letter of authorization in the name of the contact person representing the company
- VI. Earnest Money Deposit

Thanking you,

Yours faithfully,
(Signature of the Authorized person)

Dated:
Placed:
Business Address:

Name:
Designation:
Seal:

FORM-II**MINIMUM ELIGIBILITY**

The details in respect of the company are as given under:

Sl. No.	Particulars			
1.	Name of the company			
2.	Year of Registration/ Incorporation (Proof to be attached)			
3.	Number of Employees as on March, 31,2015	Assessment Year		
4.	Annual Turnover (along with Proof)	2012-13	2013-14	2014-15
5.	Sales Tax/Income Tax Registration No. (Proof to be attached)			
6.	Vat & Service Tax Registration (Proof to be attached)			
7.	Whether EMD enclosed			
8.	Whether separate envelops prepared I. One for technical bid and II. For finance bid			
9.	Address of firm's office or regional office in Delhi/NCR			
10.	Details/Proof of previous experience of maintaining minimum 50 computers/printers/peripherals in Central/State Govt./PSU			
11.	Details/Proof of Authorized Service Partner of a leading brand of computers.			

Yours faithfully,

(Signature of the Authorized person)

Date:
Place:
Business Address:

Name:
Designation:
Seal:

FORM-III

PRIOR EXPERIENCE

(Using the format below, provide information in respect of each Department/Agency to whom similar work was provided by the Company during the last two years)

Name of the Government Organization/PSU's/corporate etc. along with their address and details of contact person from whom similar order was received and carried out (Proof to be attached)	
Whether the firm has requisite infrastructure at Delhi/NCR to do the job in urgent manner & sufficient manpower to do the job timely	
Satisfactory certificate from earlier employers.	

Yours faithfully,

(Signature of the Authorized person)

Date:
Place:
Business Address:

Name:
Designation:
Seal:

DECLARATION

Declaration letter on official letterhead stating the following:

1. We are not involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this tender.

2. We are not black-listed by any Central/State Government/Public Sector Undertaking/corporate in India

Yours faithfully,

(Signature of the Authorized person)

Date:
Place:
Business Address:

Name:
Designation:
Seal:

Checklist

Please Complete the form and enclose necessary documents where required otherwise the tender will be rejected

Bid Particulars for Tender

1) Name of the Bidder.....

2) Address of the Bidder.....
.....

Telephone:
Fax:
E-mail:

3) Bidder's proposal number and Date:.....
.....

4) Name & address of the officer to whom all references shall be made regarding this tender:
.....
.....

Telephone:
Fax:
E-mail:

5) Earnest Money: **Yes/No**

Bank/ Demand Draft Date	Bank/ Demand Draft No.	Drawn on Bank	Bank

6) No. of years of experience:
(Attach certificates from clients – for successful running)

7) Turnover papers attached - **Yes/ No**

8) No. of Trained Engineer –

- 9) Qualification of resident customer support engineers
- 10) Service Station/maintenance facility (in Delhi)
- 11) Copy of Income Tax Returns: **Yes/ No**
(Attached attested copies)
- 12) Sales Tax Registration Certificate: **Yes/ No**
(Attested copy attached)
- 13) Declaration that the firm has never been black listed: **Yes/ No**
- 14) PAN No.: **Yes/ No**
- 15) Whether the tenderer shall furnish the performance security if required: **Yes/ No**
- 16) Whether the tenderer agree to the rate of penalty: **Yes/ No**
- 17) I /WE have read all the terms and conditions of the tender and accept them in full: **Yes/ No**

(Signature)
Seal

.....witness- 1
(Signature)
Name.....
Designation.....
Company.....
Date.....

.....witness- 2
(Signature)
Name.....
Designation.....
Company.....
Date.....

I / We declare that the information supplied above is correct to the best of my / our knowledge.

(Signature)

PROFORMA FOR FINANCIAL BID
(To be put in Separate Sealed Cover)

(Amount in Rupees)

S.No.	Item Description	Qty.	Unit Price	Net Price	VAT		Service Tax		Total Price (Incl. Taxes) for one year J = (E+G+I)
					Rate of Tax (%)	Value	Rate of Tax (%)	Value	
A	B	C	D	E=(C X D)	F	G= (E X F)	H	I = (E X H)	J = (E+G+I)
A	Laptops								
	DELL/CORE 2 DUO/2GB/300GB	7							
	DELL/I5/2GB/300GB	3							
	DELL/CORE 2 DUO/4GB/300GB	2							
B	Desktops								
1	DELL/I5/2GB/300GB	3							
2	HP/I5/2GB/300GB	7							
3	HP/I5/2GB/250 GB	2							
4	HP/Core2 Duo/2GB/300GB	12							
5	HP Core2 Duo/2GB/160 GB	8							
6	HP Core2 Duo/2GB/250 GB	3							
C	Plotter								
1	HP Designjet T1200 HDMFP	1							
D	Printer (Multi Function)								
1	HP Officejet Pro 8600 Plus	6							
2	HP Color Laserjet 2320NF MFP	1							
3	HP Laserjet 1536dnf MFP	2							
4	HP Laserjet 3050	1							
5	HP Officejet G2410	1							
E	Printers (Color & Mono)								
1	HP Color Laserjet CP1515N	7							
2	HP Color Laserjet 2605DN	1							
3	HP Color Laserjet 2025	1							
4	Deskjet 460	1							
5	HP Color Laserjet Pro 400 M451DN	1							
6	HP Laserjet P3005DN	14							
7	HP Laserjet P3015DN	18							
8	HP Laserjet 1320DN	9							

**PROFORMA FOR FINANCIAL BID
(To be put in Separate Sealed Cover)**

(Amount in Rupees)

S.No.	Item Description	Qty.	Unit Price	Net Price	VAT		Service Tax		Total Price (Incl. Taxes) for one year
					Rate of Tax (%)	Value	Rate of Tax (%)	Value	
A	B	C	D	E=(C X D)	F	G= (E X F)	H	I = (E X H)	J = (E+G+I)
9	HP Laserjet P1008	1							
10	HP Laserjet P2015DN	5							
11	HP Laserjet 1020	4							
12	HP Laserjet 2420DN	1							
13	HP Laserjet 1160	2							
14	HP Laserjet 2300DN	1							
15	Samsung CLP 775 (These printers will be covered under AMC after expiry of warranty on Pro-rata basis)	0							
F	Scanner								
1	Canon - LIDE 25	13							
2	CanonSCAN 9950F	1							
3	HP Scanjet Prof. 3000	1							
4	HP Scanjet G2410	5							
G	Resident Engineer	1							
H	Grand Total								

Total Price (In words) : Rupees _____ Only

(In case of any discrepancy between figures and words, the written words will be taken for consideration)

No cutting or over-writing will be allowed. Any financial bid with over-writing or cutting will be disqualified

L1 will be arrived as per the Grand Total quoted in Column No. J and as per selection criteria given in Para 2 of the Tender Document.

NOTE : ALL THE DESKTOPS ARE HAVING TFT/LCD MONITORS AND HAVE COMBO OPTICAL DRIVE