

Sardar Patel Bhavan, Sansad Marg,  
New Delhi-110001, the 21.11.2007

To, 31. For Web-site, Computer Centre, East Block-10, R.K.  
Puram-I, New Delhi-110066

As per list enclosed

Subject: - Annual comprehensive Maintenance Contract (AMC) for computer/printer/ UPS/Laptop etc.  
in Ministry of Statistics and P.I.

Sir,  
I am directed to invite quotations for award of annual comprehensive Maintenance Contract (AMC) of Computer/printer/UPS/Laptop/Scanner etc. The Technical and financial terms and conditions of AMC shall be as follows:

**(A) TECHNICAL**

- The firm should be in existence for over 5 years in the trade with the maintenance business having a turn over of at least Rs.40 Lakh per annum.
- The firm must have previous experience in maintaining hardware and network systems in Govt. organization/PSUs. Performance certificates from the Existing clients (Organizations) must be attached.
- The firm must have expertise in preventive on site maintenance and repair of servers, stand alone computers, Laser/inkjet printers network components, scanners peripherals and other hardware parts and accessories.
- The firm also must have expertise and experience in LAN trouble shooting.
- The firm must be registered with the Registrar of companies and with the Delhi Sales Tax Department for Works Contract Tax
- Income tax clearance certificate for the last two years, must be attached.
- If the firm meets the above technical requirements, it may apply in the proforma placed at **Annexure-I and II** in sealed cover.

.....2/-

*Bharati Datta*  
**BHARATI DATTA**  
Under Secretary  
Ministry of Statistics & P. I.  
Government of India  
New Delhi

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**(B) FINANCIAL**

- The rate may be quoted on comprehensive basis for the computers, laptops, printers and UPS in the proforma at **Annexure-III** in a separate sealed cover.
- The other terms and conditions for awarding the AMC shall be as follow:-
  - The vendor will provide two resident engineers on all the days from 9.00AM to 5:30PM including holidays (Saturday/Sunday). The engineers would be equipped with Mobile phones to ensure their availability.
  - The contract will be valid for a period of two year. The performance of the firm and the number of machines to be maintained will be reviewed after three months for continuation of the contract.** The rates quoted will remain in force for the full period of the contract. No demand for revision of rates on any account shall be entertained during the contract period. It will be open to the Ministry of Statistics and P.I. to extend the term of the agreement on the same terms and conditions for a further period, if necessary.
  - The awardee has to provide services in S.P. Bhavan/Jeevan Prakash Building/R.K. Puram, New Delhi and at the residence of Sr. Officers of this Ministry at different locations.
  - The firm will take-up the machine for maintenance on **WORKING CONDITION**.
  - The firm will 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 machine from outside and inside will be carried out on quarterly basis. The log book of the machine will be kept by the official concerned. The details of the repair carried by the Engineer will have to be recorded in the log book. A Preventive Maintenance Report from the user would be submitted to General Section failing which an appropriate, penalty would be imposed. The quarterly payment will strictly be made on the basis of satisfactory report from the user.
  - Any reported fault would be taken up by the service engineers within one hour. As far as possible, the repairs would be carried out on-site itself. However, in case the equipment is taken to the workshop, the firm would provide a stand-by for the same. Also stand-by inventory of Monitor, CPU Laser printer, HDD; RAM; Mouse and UPS should be kept in the Deptt. The firm will also provide maintenance and repair services on holidays in case of emergency. In case of non-availability of Drivers of the machine (Branded one - HP; HCL; IBM; Vintron; Accer, Wirpro etc.) in the Ministry, the firm will arrange from their sources.
  - If any PC/accessory is not repaired within two days, a stand by PC/accessory will be provided by the firm. If, however, the firm fails to repair or provide a standby PC/accessory within 2 days, then a penalty of Rs.200/- (Rupees two hundred only) per day will be charged or part thereof for delay beyond the two days till such time as the PC/accessories are repaired.
  - The necessary support for maintaining VIRUS free computer environment in the Deptt. and help in upgrading the software's/Virus Detection mechanism would be provided by the firm.

.....3/-

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- It may also be noted that in case of contractor backing out in midstream without any explicit consent of this department, he will be liable to recovery at higher rates, vis-a-vis those contracted with it, which may have to be incurred by this dept. on maintenance of machines for the balance period of contract through alternative means.
  - The above act of backing out would automatically debar the firm from any further dealing with this Ministry & the EMD amount would also be forfeited.
  - No advance payment in any case would be made. However, quarterly payment after satisfactory completion of service would be made.
- The successful tenderer/firm will be required to furnish Bank Guarantee in the name of PAO, Ministry of Statistics and P.I. for an amount of Rs. 1, 00,000/- (Rupees:one lakh) which will be released to the contractor on completion of the contract.
  - The earnest money of Rs. 50,000/- (Fifty thousand only) through a demand draft on any scheduled bank in Delhi/New Delhi drawn in favour of Pay and Account Officers, Ministry of Statistics and P.I., Govt. of India, New Delhi must accompany the "Technical Bidding" Quotation letter. **Quotation received without earnest money will not be considered.** Earnest money received from the tenderers will be returned without interest immediately after the process of selecting the awardee is over. The other requisite documents mentioned shall be accompanied with the quotation letters. The price bid/financial quotation will be considered only after fulfillment of technical bid as stated above.
  - If your firm is interested, you may submit your documents satisfying the technical bid requirements in a sealed cover superscribed with "Quotation for AMC of computer, printers and peripherals for technical bidding". The other sealed envelop containing the quoted rates and documents relating to acceptance of all the terms and conditions, etc. may be submitted superscribed with "Quotation for AMC of computers, printer and peripherals for financial bidding". Thereafter, both the envelopes may be placed in a third sealed cover superscribed with "Quotation for AMC of computers/printers and peripherals for technical & financial bidding" addressed and sent to the undersigned in Room No. 402, Sardar Patel Bhavan, Sansad Marg, New Delhi by **2.30 P.M. on 5th December, 2007**. The "technical quotations will first be opened on the same date at 3.00 P.M. in the R.No.402, S.P. Bhavan, Sansad Marg, New Delhi. After scrutiny and satisfactory technical bidding specifications, the Ministry of Statistics and P.I. will shortlist those who are eligible for opening of sealed "financial bid". The financial bid will be opened **on same day at 4.00 P.M.** in the R.No.402, S.P. Bhavan, Sansad Marg, New Delhi, if interested, the firm representative may be present at the time of opening of "technical" and "financial" bid quotation letters on the given dates and time.
  - Quotation received after due date and time as well as those received without separate sealed covers will not be accepted. The undersigned reserves the right to reduce or increase the number of items offered for maintenance contract. The undersigned also reserves the right to reject any quotation without assigning any reason.

Yours faithfully

*Bharati Datta*  
**(Bharati Datta)**  
Under Secretary (Genl.)  
Tel:23340139  
**BHARATI DATTA**  
Under Secretary  
Ministry of Statistics & P. I.  
Government of India  
New Delhi

Annexure-I

**QUOTATION FOR TECHNICAL BIDDING**

The Technical Bids should include the following details/documents:-

- The date of Commissioning of the firm and a certificate of its continuous functioning in the maintenance business. Please enclose a certified photocopy of the Company Registrations.
- Indicate the date from which the firm is continuously registered with the Delhi Sales Tax Department for Work Contract Tax. Also enclose a certified photocopy of the Registration Certificate.
- Indicate whether the firm is the authorised service provider for branded computers. If yes, please attach certified photocopies of all the supporting documents.
- Please provide the details of maintenance contracts executed by the firms during the last five years. Specifically, highlight those in the Government Sector:-

S.N.	Name and address of the agency	Details of equipments and numbers (Network servers and clients) and stand alone PCs, laptops, printers, other peripherals	Number of resident engineers provided	Period of Contract	Contract Value (Rs. In Lakhs)

5. Details of service Engineers:-

S. N.	Name	Technical qualifications	Area of specialisation	No. of years of experience in Computers maintenance	Date of joining the firm

- Indicate whether the firm has expertise in maintaining computers and peripherals of different brands and vintage. If so, provide supporting documents.
- Whether the firm has experience in LAN trouble shooting? If so provide supporting documents.
- Attach performance certificates from the existing clients.
- Attach Income Tax clearance certificates for the last two years.
- Indicate whether the turn over of the firm is more than Rs.40 Lakh per annum for the service business. The turn over of Sales of Computer Hardware/Software should be indicated separately.

Signature & full address of the Tenderer

ANNEXURE-II

**QUOTATION FOR TECHNICAL BIDDING**

i)	Since when the firm is in this business, the performance certificates for the client (Organizations) to be attached.	---
ii)	Whether the firm is registered with Delhi Sales Tax Department for Works Contract Tax. If yes, necessary supportive document has been attached.	Yes/No
iii)	Whether the firm is the authorised service provider for branded Computers if yes, necessary supportive document has been attached.	Yes/No
iv)	Whether the firm is expertised to provide maintenance of various computers and its peripherals of various brands/make specially digital computers, Compaq PC and HP laser/inkjet printer. If yes necessary supportive documents have been attached for previous 3 years of successfully completing AMC of all the items.	Yes/No
v)	Income tax clearance certificate for the last two years to be attached/ Photocopy of PAN Card should be attached.	---
vi)	Whether the firm is specialized in LAN trouble shooting, give details	Yes/No
vii)	Whether client list highlighting Major Govt./PSU accounts has been attached	Yes/No
ix)	Whether Turn over detail of the firm has been attached	Yes/No
x)	Whether copy of audit balance sheet for previous 3 years are enclosed	Yes/No

Signature & full address of the Tenderer

Annexure-III

**LIST OF THE COMPUTERS, PRINTERS, UPS AND LAPTOPS ETC. TO BE COVERED UNDER THE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT**

S. N.	Items	Qty	Rate/Unit per annum	Total
01	P-IV Computers P-IV/1.4 GHz or more /32 to 128 MB RAM/20 to 40 GB HDD/52X CD ROM OR COMBO DRIVE/ Colour Monitor/1.44 FDD and other standard configuration	128		
02	P-III Computers P-III/933-800-666/550 MHZ/64 MB RAM/20- 10 - 8.4-8 GB HDD/52- 48X CD ROM/ Colour Monitor/1.44 FDD and other standard configuration	65		
03	Laptop - Toshiba/Compaq (P-IV/III/II/Celeron Note Book	23		
04	Dot Matrix Printer (	02		
05	INKJET PRINTERS (HP DJ 610/640/670/695/840C/200/692)	95		
06	Colour Laser Printer(LJ-5500DN/8500)	07		
07	LASER PRINTERS (HP 6L/5P/4MP/1100/Xerox/Epson/6 MP)	172		
08	SCANNER - (6200 /11 CX/6300)	10		
09	10 KVA On-line UPS	02		
10	5 KVA On-line UPS	04		
11	500 VA to 3 KVA On-line UPS	13		
12	500 VA to 1000 VA Offline UPS	106		
13	Web Camera	12		
14	TV Turner	04		
15	Samsug 24" TFT	01		

Signature & full address of the Tenderer