

**F. No. 18(1)/2011-A&P**  
**Government of India**  
**Ministry of Parliamentary Affairs**

92, Parliament House  
New Delhi

Dated: 25<sup>th</sup> May 2011

To,

Sub: **AMC of Computers & peripherals regarding.**

Sir,

I am directed to invite sealed quotations for Comprehensive Service Maintenance Contract (CSMC) of Computers & peripherals installed in this Ministry. Interested firms are hereby requested to furnish their proposals /rates through two bid system i.e. Technical Bid (Annexure-B) and Financial Bid (Annexure-C) separately. Bidding documents in sealed covers should be dropped in the box kept in the custody of SO (A&P), room No. 93, Parliament House (Ph. No. 23034755). The sealed cover should super-scribed "QUOTATIONS FOR COMPREHENSIVE MAINTENANCE CONTRACT FOR COMPUTER & PERIPHERALS latest by 3.00 PM on 14<sup>th</sup> June, 2011. Technical Bids will be opened first immediately after the expiry of time period, to short list firms for opening of Financial bids. Terms and conditions as per Annexure-A will be applied.

Yours faithfully,

(A. Manoharan)  
Deputy Secretary to the Govt. of India

### TERMS AND CONDITIONS

1. Quotations should be in a sealed cover and should be superscripted "Technical bid for Comprehensive maintenance of Computer Hardware/Software for the Ministry of Parliamentary Affairs", "Financial bid for Comprehensive maintenance of Computer Hardware/Software for the Ministry of Parliamentary Affairs"
2. Quotations will be opened on the same day at 3.30 PM. on 14<sup>th</sup> June, 2011. The firm who want their representative to attend the opening of quotations on 14<sup>th</sup> June, 2011, may depute their representative with proper authorization letter.
3. The initial period of contract will be one year from the date of award of contract. The contract can further be extended after the expiry of one year, subject to the satisfactory performance of the firm. The Govt. of India will have the exclusive rights to cancel the agreement at any time during the currency of the contract without assigning any reasons whatsoever and without any compensation to the firm.
4. All the service maintenance and installation of different peripheral items should be on site and in case any item is to be taken to the workshop for repairing it should be done after installation of a standby item. The firm should also give regular preventive maintenance.
5. The firm is to station one qualified Service Engineer in the Ministry for attending the complaint. Day to day attendance in a prescribed register will be marked by senior most Service Engineer deputed by the firm. This register will be maintained in A&P Section. An amount as decided by the Ministry will be deducted from the CSMC Bill for non attendance of Service Engineers.
6. Complaints should be attended within 24 hours and the defect should be rectified and the system should be put into operation within three working days failing which a penalty of Rs. 100/- per day will be imposed in respect of printers and Rs. 400/-per day in respect of Computer Systems. Requisition slips should be duly signed by the user after the complaint is attended by the Service Engineer
7. The firm will be entirely responsible for any loss caused to Government or to any other Government property as a result of negligence or carelessness on the part of the firm or its authorized engineers/representatives. Any loss incurred by the firm to this Ministry due to negligence or carelessness, shall be recovered from the contractual charges due to the firm. The decision of the competent authority in this context shall be final and binding on the firm. All disputes arising out of or in connection with the contract shall be settled by the sole arbitration of the competent authority in this behalf.
8. The firm should have a turnover of more then Rs. 80.00 lacs in this trade in the financial year 2008-09, 2009-10 and 2010-11.
9. The rates furnished should be valid for a period of one year after the completion of tender process. No relaxation will be given to the Firm till the completion of one year period.
10. The firm should have valid PAN/TIN Number. The quotations submitted without PAN/TIN number of the firm shall be summarily rejected.
11. The firm should furnish EMD of Rs. 10,000/- along with the tender in the form of Demand Draft in favor of Pay & Accounts Officer, Cabinet Affairs, New Delhi. The earnest money deposited by the successful tenderer shall be retained as Security deposit for the due fulfillment/performance of the terms and conditions of the contract. The said security deposits will be refunded after the successful completion of the contract subject to the adjustment of dues against the contractors. The earnest money received from other unsuccessful tenders will be returned without interest

12. Each of the tender documents should be signed by the authorized signatory of the firm failing which the tender document will be treated as invalid.
13. Comprehensive Service Maintenance Contract covers software as well as hardware support, installation of all spare parts, defective parts including SMP Battery, key boards mice etc. except the cases of physical damage to the equipment. Any damage caused to any computer hardware items due to mouse bite of wares is also to be borne by the Firm/Agency. CSMC also covers replacement of burnout parts. In case of printers CSMC covers everything including Logic Card, Teflon sheet, Paper Motor, presser roller etc except consumable items and physical damage to the outer covering. This Ministry will not be responsible for any damage caused to computers or its parts due to fluctuation of electric power supply and such items are to be replaced by the firm.
14. The firm should agree to take over the computers of the Ministry on "As it is where basis". The Firm is also to attend maintenance of computers issued at the residential office of Ministers, residence of Sr. Officers etc.
15. Firms are to submit Technical Bid and Financial Bids separately in Annexure-B and Annexure -C. Firms/Agencies can use their own computer generated format of Annexure-B and Annexure-C subject to the condition that the format should be exactly similar as prescribed by this Ministry.
16. AMC charges will be paid in quarterly basis i.e. after completion of respective quarter of the contract period.
17. The firm shall provide its services from 9.30 a.m. to 6.00 p.m. on all working days. However, the schedule of timings and dates/days is subject to change without prior notice, at the convenience of the Ministry. During Parliament Sessions or during any other urgent nature of work, the firm shall have to provide its services beyond the prescribed timings, as and when needed, at the sole discretion of the Government.
18. Under no circumstances, shall the firm appoint any sub-contractor or sub-lease the contract. If it is found that the contractor has violated these conditions, the contract will be terminated forthwith without any notice, by the competent authority. In such cases apart from forfeiture of Security Money, action as deemed fit can be initiated by this Ministry.
19. Total number of Computer Systems, Printers, UPS, Scanners and Laptop etc may reduce or increase by this Ministry during the period of contract. Accordingly total value of AMC will also be reduced or enhanced on prorata basis.
20. Jurisdiction for legal disputes, if any, arising during the currency of contract will be settled in courts of Delhi/New Delhi only.
21. The tenderers should have previous experience of having handled above mentioned items for a period not less than three years. The tenderers should produce certificate to prove their competence for undertaking the job in question and also furnish proof of their standing and good-will through a certificate from their earlier client of repute, organizations mentioning name, designation and telephone No. of the officer of the Ministry/ Department.

**TECHNICAL BID**

1. Name of the firm
2. Address of the Firm
3. Name of the authorized Signatory (INBLOCK CAPITAL)
4. Specimen Signature of the Authorized signatory.
5. Telephone Number of the authorized Signatory and other Telephone Numbers of the Firm.
6. Whether the firm Deposited EMD (Yes/No)
7. Whether the firm agrees to station 1 qualified Service Engineers (Yes/No).

**Name of the Engineer & Qualifications**

8. Whether the complaints are to be attended within 24 hours. (Yes/No)
9. Details of the Government Departments/organizations /PSUs etc. in which the firm is engaged in computer AMC/CSMC activities in the F Y 2008-09, 2009-10, 2010-11
10. Financial Turnover of the firm (in Rupees) (Also furnish Audited statements of accounts Duly certified by a Chartered Accountant) for 2008-09, 2009-10, 2010-11
11. PAN/ TIN Number of the Firm
12. Whether all the documents are signed by authorized signatory of the firm (Yes/No)
13. Whether the firm agrees to deposit Earnest Money.
14. Total number of Qualified service Engineer in the roll of the Firm/Agency.
15. Whether the Firm has submitted EMD (Yes/No). If 'Yes' then Draft Number and date
16. Whether the firm agrees to fulfill all the terms and conditions as mentioned in Annexure-A (Yes/No).

**(AUTHORIZED SIGNATORY OF THE FIRM)**

**FINANCIAL BID**

1. Name of the firm
2. Address of the Firm
3. Name of the authorized Signatory  
(IN BLOCK CAPITAL)
4. Specimen Signature of the  
Authorized signatory.
5. Telephone Number of the  
authorized signatory and other  
Telephone Numbers of the Firm.

6. CSMC Charges

<b>Sl. No.</b>	<b>Item</b>	<b>Qty</b>	<b>Rates per Unit</b>
a.	P-IV, Core 2 Duo (HCL, HP, Compaq, IBM and Wipro make)	71	
b.	Printers	75	
(i)	HP Desk Jet Printer		
(ii)	HPLaser Jet Printers (6L Gold, 6LPro, 1000, 1015, 1150, 1200, 1300, 1022, 1007, 2608, 1505P, 3600n & 6110 etc.)		
c.	UPS (500, 600, 625, 800, 1000 VA)	81	
d.	Scanner (Epson)	1	
e.	External CD writer.	2	
f.	Laptops	5	
g.	IBM Server	2	

7. Details of % of VAT/Service Tax if any.

**(AUTHORIZED SIGNATORY OF THE FIRM)**