

No 97/40/2015 -IT
Government of India
Ministry of Chemical & Fertilizers
(Department of Fertilizer)

Shastri Bhawan, New Delhi
Dated 17.04.2017

To


Website of this Department,
(List of the firms) &
Notice board of the Department of Fertilizers.

Subject: Tender regarding Annual Maintenance Contract for PCs laptops, Printers, UPS, Servers and Scanners etc. of this Department.

Sir,

I am directed to say that a tender bid inviting quotations from agencies/firms fulfilling terms and conditions listed in the enclosed tender document. All the firms/agencies, who fulfil the conditions and are willing to be a party to the tender bid, may submit their tender in the prescribed format at given in the tender documents available on the website of Department of Fertilizers viz. www.fert.nic.in and also on the notice board of this Department.

Yours faithfully,


(B.S. Hedao)
Under Secretary (IT)
Tele: 23386151

No. 97/40/2015 - IT
Government of India
Ministry of Chemical & Fertilizers
Department of Fertilizers

Annual Maintenance Contract (AMC) Terms & Conditions

Sub: Annual Maintenance Contract (AMC) of PCs, Laptops, Printers, UPS & Scanners etc.

Sealed quotations in two bid system i.e. technical bid and financial bid are invited from firms (**on their official letter heads**) duly filled in **Annexure- II & III** for award of Annual Maintenance Contract (AMC) of Servers, Desktop-PCs, Laptops, Printers, UPS, Projector and Scanners etc., listed in **Annexure- I**. The firms who fulfil the following eligibility conditions should only apply:

1. The firm/agency should be Limited or Private Limited having turnover not less than Rs. 50.00 lakh in each year during the last 2 years.
2. Audited balance sheet for last three years showing that the bidder has a minimum per annum turnover of at least Rs. 5 Crore.
3. Company should be an ISO 9001:2008, & ISO 20000-1:2005 Higher Certified for servicing.
4. The firm must have previous experience in maintaining hardware & software and network systems in offices and organizations of the Central Government/Pubic Sector Undertakings of the Government of India (certificates from at least two such officers/organizations-where the firm is presently holding AMC-indicating 'satisfactory performance/service providing 'by the firm have to be furnished along with proof of holding AMC in that office/organization as on date. This Department would be free to verify such certificates from the concerned office/organization, if felt necessary.
5. The firm/agency must have expertise in preventive on-site maintenance and repair stand alone computers, laser and inkjet printers, scanners, laptops, UPS, associated peripherals, network components and other hardware parts and accessories.
6. The firm also must have expertise in LAN trouble shooting.
7. The firm must be a 'registered' firm and should also be registered with the State Sales Tax Department for Works Contract Tax (certificates of registration have to be provided to this Department). The firm must have also duly allotted PAN and be enclosed with the tender document.
8. In case any information furnished by the tenderer is found to be false, the EMD deposited is liable to be forfeited.
9. The EMD of the party getting the contract will be treated as Security Deposit, which will be refunded after the completion of AMC. The EMD of the remaining parties will be returned once the AMC is finalized and awarded.
10. Tender Schedule: -

| | | |
|----------------------------------|---|--|
| Final date of Receipt of Tender | : | 11 th May, 2017 at 11:00 AM |
| Date of Opening of technical bid | : | 11 th May, 2017 at 3:30 PM |
| Date of opening financial bid | : | 12 th May, 2017 at 3:30 PM |



IF A FIRM FILLING QUOTATION(S) DOES NOT FULFIL THE ABOVE ELIGIBILITY CONDITIONS MENTIONED ABOVE, THE QUOTATION OF THE FIRM IS LIABLE TO BE REJECTED.

Scope of the work for which quotations are being invited:

1. Comprehensive maintenance of Servers, Personal Computers, Laptops, Printers, UPSs, Scanners, etc., installed in the Department of Fertilizer located at Shastri Bhawan, Janpath Bhawan, Udyog Bhawan and Sewa Bhawan, New Delhi. (list of items to be covered under the AMC annexed herewith may be seen at **Annexure I**.)
2. Maintenance of Local Area Networking (LAN) installed in this Department.
3. Maintenance of software(s) installed in the computers and peripherals.

Terms and Conditions of the Annual Maintenance Contract (AMC) for which quotations are being invited:

1. The period of contract shall be for one year from the date of commencement of the contract extendable upto 3 years if mutually agreed. However, the contract can be terminated at any time during the period of contract after giving notice of 15 days, if the firm did not render the services satisfactorily or parts/ spares provided by the firm founded sub-standard or any other reasons as the Department may deem proper.
2. The firm has to provide services in the Department of Fertilizers located at Shastri Bhawan, Janpath Bhawan, Udyog Bhawan and Seva Bhawan, New Delhi.
3. 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 Department to extend the term of the agreement beyond the contractual period of one year on the same terms and conditions for a further period of one year or more depending upon the performance.
4. Two Resident Engineers from 9:00 AM to 5:30 PM on all working days should be provided. On holidays, two resident engineers during 9.00 AM to 5.00 PM shall be provided on required basis. Qualification of the Resident Engineer should be Graduate with Post-Graduate course in hardware maintenance/Diploma in Electronics or Computer Science with at least two years' experience in maintenance of hardware.
5. The Resident Engineers of the firm should maintain a log book-cum-attendance book. All complaints lodged will be entered in the log book with date and time of lodging of complaint and thereafter the date and time of attending to the complaint by the Engineer with details of repairs done to restore the machine to the satisfaction of the Section Incharge of the Computer Division, will be entered in the log book. Records of preventive maintenance done will also be entered in the book. Preventive maintenance which must be done at least once in a quarter (3 months) for every system shall include through cleaning, checking of hardware/software and replacement of any parts showing signs of wear and tear which if not replaced is likely to cause trouble in the functioning. The log book shall be kept in the custody of the concerned Section Incharge of the Computer Division, who shall countersign all entries made with remarks if any.
6. If complaint is reported before 4:30 PM, it will have to be attended on the same day, and if complaint is reported after 5:00 PM the, complaint should be attended preferably on the same day, failing which on the next day 11:00 AM. As far as possible, the repairs would be carried out on-site itself. If it is found that repair is further time-consuming, the firm shall provide a similar stand-by system of matching specifications so that work of this Department is not hampered or delayed. If, however, the firm fails to repair or provide a standby by the day following the day on which the complaint is lodged, then a penalty of Rs. 100/- (Rupees One Hundred only) per day will be charged per system. It may be noted that in case of intermittent failures and repetitive problems due to improper diagnosis or repair, the system will be treated as continuously down.

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7. It shall be the onus of the firm to ensure that the Resident Engineer is equipped with mobile phone so as to enable this Office to contact the Engineer immediately.
8. It shall be onus of the firm to provide necessary support for maintaining VIRUS-free computer environment in the Department and in upgrading the software, as and when necessary. Anti-virus software will, however, be provided by the Department.
9. The firm shall maintain the equipment as per manufacturer's guidelines and shall use standard components for replacement. In case of an instance of substandard repair/replacement of parts by the firm, it may lead to cancellation of the contract and any other legal action may be taken against the firm as deemed fit.
10. The Department shall not be liable to make payment over and above the comprehensive maintenance cost, in any case. All types of repairs/replacement of spare parts shall be covered under the comprehensive maintenance contract, except the force majeure conditions which includes only fire, theft, natural calamities, deliberate damage/tampering etc.
11. Maintenance charges under the AMC shall not include the cost of consumables and supply items such as ribbons, media like magnetic tapes, cartridge's, printer's bands, floppy diskettes, CDs, print heads, computer stationery. In case of Laser Printers, the maintenance charges under the AMC shall include all parts including Fuser Assemblies, Fuser Units and Teflon sheets. However, the cost of Toner cartridges of Laser Printer will not be included in the AMC.
12. No Advance payment shall be made. Payment of maintenance shall be made on quarterly basis i.e., after completion of every quarter of maintenance by the firm. For making the payment, the firm will have to attach with their quarterly bill, a report of 'satisfactory service' from the Unit under whose control the hardware/software is working/installed. The bill submitted by the firm for quarterly payment must bear PAN and also State ST allotted by the State Sales Tax Department for works contract tax etc. complete.
13. It may also be noted that in case of the firm with whom the contract has been entered into, backs out in mid-stream without any explicit consent of the Department, the firm shall be liable to recovery at higher rates vis-a-vis those contracted with it, which may have to be incurred by the Department on maintenance for the balance period of contract through alternative means. Further, the act of backing out will automatically debar the firm from any further dealing with the Department as well as dealing with any other Govt. Deptt./PSUs.
14. This Department shall have the right to include on pro-rata basis in the AMC any new equipment - on the expiry of its warranty - at the rate of contract for that equipment/similar equipment in the AMC. Similarly, the Department shall have the right to exclude any of the existing equipment under warranty due to the obsolete / disposable condition.
15. It shall be the responsibility of the firm entering the contract not only to make the items under AMC work satisfactorily throughout the contract period but also to handover the items under AMC to the Department in working condition on expiry of the contract.
16. The firm to whom the AMC would be granted shall be required to submit a Performance Security in the form of a Bank Guarantee of an amount of at least 10% of the total contractual amount with the Department. The Bank Guarantee should be in favour of the Department of Fertilizers, Govt. of India and should remain valid at least for a period of sixty days beyond the date of expiry of the contractual period. The firm shall be required to submit the Performance Guarantee at the commencement of the contract. The contract shall not be valid unless the Performance Guarantee is submitted.
17. T.D.S. (Tax Deduction at source) at the rate applicable from time to time as per the provisions of the Income Tax Act shall be made from the bill.


Signature

18. All matters/disputes pertaining to the tender and resultant contract shall be settled by the Head of the Department or officer nominated by him for the purpose. The contract terms are interpretable under the applicable Indian law subject to the jurisdiction of NCT of Delhi. In case the same is not settled at this level the matter will be referred to sole arbitrator to be appointed by Secretary (Fert). The arbitrator so approved shall be an official of the Department of Fertilizers not below the rank of Director/Deputy Secretary.
19. Limitations if any, may please be included/ specified in your quotation/tender.

A COPY OF THE ABOVE TERMS AND CONDITIONS DULY SIGNED BY THE FIRM IN TOKEN OF HAVING UNDERSTOOD AND AGREED TO THE SAME HAS TO BE ATTACHED WITH THE QUOTATION/TENDER.

Process for the Quotations being invited:

1. Quotation duly filled-in the prescribed format (Annexure-II & Annexure-III) placed inside an envelope with the following words **"QUOTATION FOR AMC OF COMPUTERS ETC."** super scribed on the envelope should be addressed to "The Under Secretary (IT), Department of Fertilizers, Room No.222 A, Shastri Bhavan, New Delhi - 110 001 so as to reach this Department latest by **11.05.2017 upto 11.00 AM**. The TECHNICAL QUOTATION (ANNEXURE-II) and FINANCIAL QUOTATION (ANNEXURE-III) should be sealed in two separate envelopes and these two envelopes should be placed inside the main envelope being sent to above mentioned address. The main envelope should also be sealed.
2. A bank draft for Rs.25,000/- (Rupees twenty five thousand) only drawn in favour of the DDO, Department of Fertilizers payable at New Delhi shall be furnished along with the quotation towards EMD. In case any information furnished in the contract is found to be false, the EMD deposited is liable to be forfeited.
3. The EMD of the party getting the contract will be treated as Security Deposit, which will be refunded after the completion of AMC. The EMD of the remaining parties will be returned without any interest once the AMC contract is finalized.
4. Quotations received after due date mentioned above, as well as those received without separate sealed envelopes as specified above will not be accepted.
5. The Department reserves the right to reduce or increase the number of items offered for maintenance contract.
6. The Department also reserves the right to reject any quotation without assigning any reason.
7. A copy of the terms and conditions laid down here may please be attached along with the quotation, duly signed by the firm in token of having understood and agreed to the same.
8. It may be noted that incomplete or conditional quotations will not be entertained.


(B.S. Hedao)
Under Secretary (IT)
Tele: 23386151

List of PCs, Laptops, Printers, UPS, Servers & Scanners, Switches and jack panels etc. in the Department of Fertilizers.

| S.No | Item Description | Tender Qty. |
|------|--|-------------|
| 1 | Servers (Compaq/HP/Acer/Lenovo) | 5 |
| 2 | Laptop (IBM/HP/Lenovo/Apple/ipad/Dell) | 25 |
| 3 | Projectors with accessories (Sony/Philips) | 2 |
| 4 | Desktop Computers with TFT/Monitor (Acer/HP/IBM/lenovo) | 136 |
| 5 | All in One Desktop Apple MAC | 1 |
| 6 | HP LaserJet Printers (A4 size & Mono Laser) | 69 |
| 7 | HP Color LaserJet Printers (A4 size & Mono Laser) | 7 |
| 8 | HP All in One LaserJet Printers (A4 size & Mono Laser) | 59 |
| 9 | HP Color All in One LJ Printers (A4 size & Mono Laser) | 14 |
| 10 | Samsung Laserjet Printers (A4 size & mono laser) | 8 |
| 11 | Samsung Color LJ Printers | 2 |
| 12 | Samsung All in Laserjet Printers | 32 |
| 13 | Samsung color All in Laserjet Printers | 2 |
| 14 | Panasonic all in one printers | 3 |
| 15 | Offline UPS (600/700/800 VA / 1 KVA) | 138 |
| 16 | Offline UPS (2 KVA) | 1 |
| 17 | Online UPS (3KVA) | 4 |
| 18 | Online UPS (5KVA & 6VA) | 6 |
| 19 | Online UPS (10KVA) | 3 |
| 20 | HP Scanner (A4 Size) | 10 |

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VENDOR'S TECHNICAL REQUIREMENTS

| S.No. | Description | Information |
|-------|--|-------------|
| 1. | Name of the Agency and it's CEO | |
| 2. | Address & Telephone No. alongwith Fax No., E-Mail ID etc. | |
| 3. | Whether the firm has the required experience of three years doing maintenance work In Govt. Organization /PSU's and its turnover during the preceding 2 years is more than Rs.50.00 lakh per each year. Necessary supportive documents should be attached. | |
| 4. | Whether the firm is registered with Sales Tax Department in Delhi for Works Contract Tax. If yes, necessary supportive document has been attached. | |
| 5. | Whether the firm is the authorized dealer/service provider for HP/Lenovo Computers. If yes, necessary supportive document has been attached. | |
| 6. | Whether the firm is expertise to provide maintenance of various computers and its peripherals of various brands/make like HP, Lenovo, IBM, Dell PC's and Laser/Inkjet Printers. If yes, necessary supportive document has been attached. | |
| 7. | Whether income tax clearance certificates for the last two years, are attached | |
| 8. | Whether the firm is specialized in LAN trouble shooting. | |
| 9. | Whether client list highlighting Major Govt. / PSU Accounts has been attached with documentary proof. | |
| 10. | Whether the firm is an ISO Certified agency? If yes, a copy of the ISO certificate is to be enclosed. | |

Madam

FORMAT OF COMMERCIAL BID TO BE SUBMITTED ON THE LETTER HEAD OF THE COMPANY

| S.No | Model and Details of items for maintenance | No. of items/units | Rate Per Unit | Total Amount |
|------|---|--------------------|---------------|--------------|
| 1 | Servers (Compaq/HP/Acer/Lenovo) | 5 | | |
| 2 | Laptop (IBM/HP/Lenovo/Apple/ipad/Dell) | 25 | | |
| 3 | Projectors with accessories (Sony/Philips) | 2 | | |
| 4 | Desktop Computers with TFT/Monitor (Acer/HP/IBM/lenovo) | 136 | | |
| 5 | All in One Desktop Apple MAC | 1 | | |
| 6 | HP LaserJet Printers (A4 size & Mono Laser) | 69 | | |
| 7 | HP Color LaserJet Printers (A4 size & Mono Laser) | 7 | | |
| 8 | HP All in One LaserJet Printers (A4 size & Mono Laser) | 59 | | |
| 9 | HP Color All in One LJ Printers (A4 size & Mono Laser) | 14 | | |
| 10 | Samsung Laserjet Printers (A4 size & mono laser) | 8 | | |
| 11 | Samsung Color LJ Printers | 2 | | |
| 12 | Samsung All in Laserjet Printers | 32 | | |
| 13 | Samsung color All in Laserjet Printers | 2 | | |
| 14 | Panasonic all in one printers | 3 | | |
| 15 | Offline UPS (600/700/800 VA / 1 KVA) | 138 | | |
| 16 | Offline UPS (2 KVA) | 1 | | |
| 17 | Online UPS (3KVA) | 4 | | |
| 18 | Online UPS (5KVA & 6VA) | 6 | | |
| 19 | Online UPS (10KVA) | 3 | | |
| 20 | HP Scanner (A4 Size) | 10 | | |
| 21 | Any other items to be charged by the Vendor * | | | |
| 22 | Service Tax, Education Cess, etc | | | |
| 23 | GRAND TOTAL | | | |

This is to be filled up at the option of the vendor. This will be taken into consideration while deciding upon L1 vendor.

The quoted rates should be per annum.

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