

F. No 7-13/CCD/2009

Office of the Chief Commissioner for Persons with Disabilities
Department of Empowerment of Persons with Disabilities,
Sarojini house, 6, Bhagwan Dass Road, New Delhi
Contact No. 011-23386054, 23386154, Fax: 011-23386006

Dated 08.05.2015

NOTICE INVITING TENDER

Subject: Comprehensive Annual Maintenance Contract (CAMC) of computer / printers / UPS, LAN etc.

Sealed quotations are invited for the Comprehensive Annual Maintenance Contract for Laptop/computer/Printer/UPS and networking hardware and accessories installed in the Office of the Chief Commissioner for Persons with Disabilities (CCPD), Department of Empowerment of Persons with Disabilities, Sarojini house, 6, Bhagwan Dass Road, New Delhi. The general scope of work includes:-

- a) The contract would be comprehensive i.e. including replacement of parts of Original Equipments Manufacturer (OEM) except replacement of exhausted battery of UPS and cartridges for printers.
- b) Upkeep and maintenance of the hardware installed.
- c) To provide and maintain the required drivers and additional peripherals and hardware for maintaining the equipments.
- d) Repair to be carried out at the location of the equipment.
- e) Standby arrangement to be made in case the equipment is to be taken to workshop for repairs.
- f) Support for users and troubleshooting of commercial software packages and removal of virus and re-installation of software, if corrupted.
- g) Coordination with OEMs for troubleshooting of the computer and other peripherals under warranty.
- h) Any other maintenance work to be undertaken related to the computer/peripherals.

2. Interested firms are hereby requested to furnish their proposals/rates through two bid systems i.e. Technical Bid (Annexure-A) and Financial Bid (Annexure-B)

3. The list of computers, printers, UPSs, networking hardwares etc. is attached as Annexure-B. However, new equipments purchased from time to time, after the expiry of warranty/guarantee period, will also have to be serviced/ maintained at the same terms and conditions, and the AMC will also have to be done at the same terms and conditions for the new equipments. CCPD reserves the right to add/remove any item from AMC during the contract period.

4. The Technical and financial terms and conditions of AMC shall be as follows:

- (i) The firm/company must be registered as a firm or as a company with the Registrar of Firms or Registrar of Companies.
- (ii) The firm/company should be in existence for over 3 years in the trade as on 31.12.2014.

- (iii) The firm/company should have a previous experience in maintenance of such equipments with Government Department/Public Sector Undertaking in Delhi. Necessary papers must accompany the technical bid. The company should furnish its Downtime Statement of previous maintenance work in a Govt. office in Delhi for the last three years.
- (iv) The firm/company must have expertise in on-site maintenance and repair of computers, laser jet printers, network components, peripherals and other hardware parts and accessories.
- (v) The firm/company also must have expertise and experience in LAN troubleshooting. The bidder should have executed satisfactorily Annual Maintenance of 25 or more computers connected in LAN under Novel/Window environment for two years. A performance Certificate to this effect from at least on Govt. Deptt./Public Sector Undertaking shall be furnished.
- (vi) The firm/company applying for this tender would produce certificate for the previous financial year from the concerned authorities about the payment of service tax, income tax, works contract tax and any other tax applicable.
- (vii) The replacement of any part of the computer/peripherals, whenever required, must be carried out by the vendor with genuine part of same specification and warranty.
- (viii) The firm shall maintain the equipment as per manufacturer's guidelines and shall use standard OEM components for replacement. Until and unless written order of the O/o CCPD, are conveyed, the original specification/characteristics/features shall not be changed.
- (ix) The firm/company should produce the self attested photocopies of documents related to allocation of Registration Number, PAN Number, Service Tax number, etc.

5. The other terms and conditions for awarding the AMC shall be as under:

- (i) The vendor will provide one qualified service engineers having experience of at least three years in windows software and maintaining computer equipments in Govt/PSU Sector for attending and redress of complaints between working hours i.e. 9.00am to 5.30pm.
- (ii) The initial period of contract will be for one year from the date of award of contract. The rates quoted will remain in force for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period. The AMC can be extended, if so desired by the O/o CCPD, based on the performance of the service provider.
- (iii) The firm/company will prepare logbooks for each of the machines to be taken under the AMC and Preventive maintenance with virus scanning and virus removal and special cleaning of the Monitor, printer, keyboard, mouse 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 computer section failing which an amount of Rs. 500/- as a penalty would be imposed.
- (iv) The service engineers would take up any reported fault with one hour. As far as possible, the repairs would be carried out on-site. However, in case the equipment is taken to the workshop, the firm would provide a standby for the same.
- (v) If the firm fails to carry out repairs with 24 hours, to the satisfaction of the user, a penalty of Rs. 500/- (Rupees Five Hundred only) per day or part thereof will be charged for delay beyond the one day till such time the

- PC/accessories are repaired. A call sheet duly signed by user and should be submitted to the computer section after successfully attending the call.
- (vi) The successful bidder shall provide necessary support for maintaining virus free computer environment in the O/o CCPD and help in upgrading the Software's/Virus Detection mechanism.
 - (vii) Immediately on award of the contract, the contractor would give a report taking over all equipment (giving their configuration in working condition also). It shall be the responsibility of the firm/company to make all the equipment work satisfactorily throughout the contract period and also to hand over the systems to the Department in working conditions on the expiry of the contract. In case any damage on the systems of the department is found, compensation which would be determined by the Competent Authority will have to be paid by the firm.
 - (viii) The successful tenderer shall submit a performance guarantee as determined by the Department while awarding the contract for the fulfillment of performance of the terms and condition of the contract.
 - (ix) It may also be noted that in case of contractor backing out in mid terms without any explicit consent of O/o CCPD, the firm/company will be liable to recovery at higher rate vis-à-vis, those contracted with it, which may have to be incurred by O/o CCPD on maintenance of machines for the balance period of contract through alternative means.
 - (x) No advance payment in any case would be made. However, quarterly payment on pro-rata basis on satisfactorily rendering of service would be made.
6. The interested firm may submit sealed envelopes for "Technical Bid" and "Financial Bid" in a sealed cover super scribed "Quotation for AMC of computer, printer, UPS and networking hardware and related accessories" addressed to Office of the Chief Commissioner for Persons with Disabilities (CCPD), Department of Empowerment of Persons with Disabilities, Sarojini House, 6, Bhagwan Dass Road, New Delhi by 29th May 2015 at 5.00PM.
7. O/o CCPD reserves the right to accept or reject any or all tenders without assigning any reasons.
8. The contractor shall be responsible for any loss or damage caused to any of the machines owing to negligence on his part. The contract will be on comprehensive basis inclusive repairs and replacement of spare parts without extra payment.
9. In case of any dispute, the settlement will be made in the Courts of Delhi.

Sd/-
(Sudhir Goel)
Desk Officer

TECHNICAL BID

1	Name of firm	
2	Address of Firm	
3	Registration No.	
4	Name of the authorized signatory	
5	Specimen Signature of the Authrized signatory.	
6	Telephone Number of the authorized signatory and other Telephone Number of the firm.	
7	Details of the Government Ministries / Department / Organization / PSUs etc. in which the firm is engaged in computer AMC activities from the F.Y 2011-12, 2012-13, 2013-14 & 2014-15. Copies of work orders in which they have been given AMC of at least 25 computers in one single order in any Govt/Min./Deptt./Org. may be enclosed.	Year
		2011-12
		2012-13
		2013-14
		2014-15
8	Details of the Government Ministries / Department / Organization / PSUs etc. in which the firm is engaged in maintenance of LAN from the F.Y 2011-12, 2012-13, 2013-14 & 2014-15. Copies of work orders in which they have been given AMC of at least 25 computers in one single order in any Govt/Min./Deptt./Org. may be enclosed.	2011-12
		2012-13
		2013-14
		2014-15
9	List of copies of documents enclosed.	

ANNEXURE-B**FINANCIAL BID**

1	Name of firm	
2	Address firm	
3	Name of authorized Signatory	
4	Specimen Signature of the Authorized signatory	
5	Telephone Number of the authorized signatory and other Telephone Numbers of the firm	

LIST OF COMPUTERS, PRINTER, UPS ETC.

Sl. No.	Nature of the Equipment	Quantity	
1.	Computer connected with LAN	20	
2.	UPS (625 to 650 VA)	20	
3.	Lap Top-HP	2	
4.	Printer-HP 1015, 1008, 1108, Pro 200 color Printer M251n	15	
5.	Multi Function HP MFP M226dn, 3050	02	
6.	Scanner-HP	1	
7.	USB ISDN Modem 410TC1 (MTNL)	1	
8.	(a) Switch 24 Port 10/100MBPS (DES-1024D)-1 (b) Switch 8 port (D-Link – 1008A)-1	2	

* For quoting rates for LAN network, if necessary, may inspect and visit the site.