

F. No.D-19015/4/2012-C&B
Government of India
Ministry of Consumer Affairs, Food & Public Distribution
Department of Food & Public Distribution
Directorate of Sugar & Vegetable Oils & Vegetable Oils

KrishiBhawan, New Delhi-110001
Dated the 7th November, 2016

NOTICE INVITING TENDER

Subject: Comprehensive Annual Maintenance Contract (AMC) of computers/printers/UPSs etc.

Sealed quotations are invited for the Comprehensive Annual Maintenance Contract for computer/ Laptop/printers/ UPSs hardware's and accessories installed in Directorate of Sugar & Vegetable Oils, Krishi Bhawan, New Delhi-110001. The terms of work shall include the following:-

- a) The contract would be comprehensive i.e. including replacement of parts of Original Equipment's Manufacturer (OEM) except replacement of exhausted battery of UPSs.
- b) Upkeep and maintenance of the hardware installed.
- c) To provide and maintain the required drivers and additional peripherals and hardware for maintaining the equipment's
- 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)

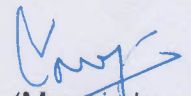
3. The list of computers, printers, UPSs networking hardware's etc. is attached as Annexure-B. However, new equipment's purchased from time to time, after the expiry of warranty/ guarantee period, will also have to be serviced/ maintained at the same terms and conditions, and the AMC has also to be done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

4. The Technical and financial terms and condition 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 31.03.2017 with maintenance turnover of more than Rs.1.50 lakh (One lakh Fifty Thousand) per annum during the last 3 years ending 31.03.2017

- iii) The firm/company should have a previous experience in maintenance of such equipment's with Government Department/Public Sector Undertaking in Delhi of maintaining not less than 100 computers per year in each Department/PSU. Necessary papers must accompany the technical bid. The company should furnish its downtime statement of previous maintenance work in a Government 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 and other hardware parts and accessories.
 - (v) 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.
 - (vi) 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.
 - (vii) The firm shall maintain the equipment as per manufacturer's guidelines and shall use standard Original Equipment's Manufacturer (OEM) components for replacement.
 - (viii) 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, with experience of at least three years in windows software and Linux software and maintaining computer equipment's in Govt./PSU sector, service engineers on all the working days from 9.00 AM to 5.30 PM for attending and redress of complaints.
 - (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. The AMC can be extended, if so desired by the Directorate of Sugar & Vegetable Oils & Vegetable Oils based on the performance of the service provider.
 - (iii) The firm/ company will prepare log books 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 quarterly basis.
 - (iv) If the firm fails to carry out repairs within 24 hours, to the satisfaction of the user, a penalty of Rs. 200/- (Rupees two hundred only) per day or part thereof will be charged for delay beyond the one day till such time the PC/ accessories are repaired.
 - (v) The successful bidder shall provide necessary support for maintaining virus free computer environment in Directorate of Sugar & Vegetable Oils & Vegetable Oils and help in upgrading the software's/virus detection mechanism.

- (vi) An Earnest Money Deposit (EMD) of Rs. 25,000/- (Rupees Twenty five thousand only) through a Banker Cheque /Demand Draft on any scheduled bank in Delhi drawn in favour of DDO, Directorate of Sugar and Vegetable Oils.
- (vii) It may also be noted that in case of contractor backing out in midterms without any explicit consent of Directorate the firm/ company will be liable to recovery at higher rate vis a vis, those contracted with it, which may have to be incurred by Directorate on maintenance of machines for the balance period of contract through alternative means.
- (viii) The above act of backing out would be automatically debar the firm from any further dealing with Directorate and EMD / performance guarantee amount would also be forfeited.
- (ix) No advance payment in any case would be made. However, quarterly payment on pro-rata basis on satisfactorily rendering of service would be made.
- (x) 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's & Hardware and related accessories" addressed to Under Secretary (Administration), Directorate of Sugar & Vegetable Oils & Vegetable Oils, Room No.583A, 5th Floor, Krishi Bhawan, New Delhi-110001 latest by 2.00PM on 06.12.2016. Any clarification in the matter may be obtained on Tel. No. 23383016 from Section officer (C&B) on any working days during office hours.
- (xi) Late submission of tenders will not be accepted.
- (xii) The tender is not transferable.
- (xiii) Directorate reserves the right to accept or reject any or all tenders without assigning any reasons.
- (xiv) 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.
- (xv) The quotation received will be opened on the same day i.e. at 3.30PM on 06.12.2016 in Room No. 583A, Krishi Bhawan, New Delhi. The tenderer or his representative may, if they so desire, be present at the time of opening of quotations/tender.



(Manoj Sharma)

Under Secretary to the Government of India
Tel: 23380552

Copy to : Notice Board, Website of the Directorate of Sugar and Vegetable Oils.

Annexure-A

TECHNICAL BID

1	Name of firm	
2	Address of Firm	
3	Registration No.	
4	Name of the authorized signatory	
5	Specimen Signature of the Authorized signatory	
6	Telephone Number of the authorized signatory and other telephone number of the firm	
7	Whether the firm had enclosed EMD. If Yes then DD/Pay order no.	
8	Details of the Govt. Ministries/Deptt./ Organisation/ PSUs etc in which the firm is engaged in computer AMC activities from the F.Y 2013-14,2014-15 and 2015-16	
9	Proof / copies of work order on items at sl.No.8	
10	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 firms	

LIST OF COMPUTERS, PRINTERS AND UPSs

S.No.	Items	Number of Units	Charges per Unit	Total price
1	Computers	59		
2	Printers	49		
3	UPSs	53		
4	Laptop	02		