



GOVERNMENT OF INDIA
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No. 111/AMC/Comp/10-12/9

Dated 10.8.11

To
As per list enclosed

Subject:- Annual Comprehensive Maintenance Contract (AMC) for computers /
Printers / Networking at Department of Publication for ONE / TWO / THREE years.

Sir,

The undersigned is directed to invite quotation for award of Annual Comprehensive Maintenance Contract of Computers / Printers / Networking etc. The terms and conditions of AMC shall be as follows:

1. **Conditions:**

- The firm should be in existence for over 5 Years in the trade with the reasonable amount in maintenance business (Service business turnover).
- The firm must have previous experience in maintaining hardware and network systems in Govt. Organization / PSU and provide a certificate for each type of equipment available in Central Govt. Offices, from
 - (a) The OEM (Original Equipment Manufacturer) that his company is authorized and competent to take up maintenance.
 - (b) Performance certificates from the existing Govt. clients (Organizations) must be attached.
- The firm must have Expertise in preventive on site maintenance and repair of Servers, Clients, Deskjet / Laserjet Printers, Network Components, Peripherals and other Hardware Parts and Accessories.
 - (c) A Performance Certificate to this effect from at least 2 (two) Govt. Deptt. / Public Sector Undertaking should be furnished the certificate of work done for Rs.2,00,000/- or more..

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2. The rate may be quoted on comprehensive basis for the Computers, Printers and maintenance of Networking in the Performa at Annexure - II and both the annexure may be submitted in a sealed cover.

3. The other terms and conditions for awarding the AMC shall be as follows:

- The vendor will provide one qualified resident engineer with at-least one year diploma in hardware and networking on alternate working days i.e. Mondays, Wednesdays and Fridays from 9.30 A.M. to 6.00 P.M. The engineer should be equipped with mobile phones and should have his own transport facility to ensure their timely availability. An amount of Rs.200/- per day will be deducted from AMC payable if any Service Engineer remains absent / leave without providing substitute.
- At most care must be taken to ensure that the same qualified engineer remains at this office for a continuous period of minimum SIX months. Any change taking place must be intimated to the officials of this office in written well in time. Proper handing over and taking over must be done by your engineers itself.
- The contract will be valid for a period of one year and the period of AMC will be informed after finalization of the contract. The rates quoted will remain in force for the full period of contract as well as for any extended period beyond the initial AMC period. No demand for revision of rate on any account shall be entertained during the contract period. It will be open to the Department of Publication to extend the term of the agreement on the same terms and conditions for a further period of one / two years or part thereof, if necessary.
- The awardee has to provide services mainly at (1) Department of Publication, Civil Lines, Delhi (2) Kitab Mahal, Baba Kharag Singh Marg (3) Delhi High court, New Delhi and any likely new openings in NCR. Preference would be given to the companies who are having their branch offices / representatives posted at Mumbai and Kolkata.
- The firm will prepare separate log books for each of the machines to be taken under AMC and preventive maintenance with virus detection and special cleaning of the monitor, printer, key board, 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 the General Section, failing which an amount of Rs.100/-, penalty would be imposed. The quarterly payment will strictly be made on the basis of satisfactory report from the user.
- The service engineers would take up any reported fault 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 stand-by for the same. Also stand-by inventory of monitor, CPU, DeskJet / Inkjet Printer, HDD, RAM, Mouse and UPS should be kept in the Department. In case of non-availability of drivers of the machine (Branded one – HP, HCL,

IBM, Vintron, Acer, Wipro etc.) in the Department, they will arrange from their own sources.

- If any PC / accessory is not repaired within two days, the firm will provide a stand by PC / accessory. If, however, the firm fails to repair or provide a stand by PC / accessory within 2 days, then a penalty of Rs.200/- (Rupees Two Hundred Only) per day or part thereof will be charged for delay beyond the two days till such time the PC / accessories are repaired. In case the parts that requires are not available, the same should be replaced with a higher level of part that is compactable with the system.
- The necessary support for maintaining VIRUS free computer environment in the Department and help in upgrading the Software's / Virus detection mechanism would be provided by the firm.
- 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-à-vis, those contracted with it, which may have to be incurred by this Department on maintenance of machines from 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 Department.
- No advance payment in any case would be made. However, quarterly payment after satisfactory completion of each quarter would be made.
- **It will be responsibility of the firm to keep all the PCs and its peripherals in working condition. The last quarter AMC charges will be made only after the firm hands over the PCs and peripherals to the this Department in working condition.**
- The AMC charges for the last quarter will be released after deducting the amounts towards repair charges of any PC or peripherals that requires repair to bring the same to working condition.

4. The earnest money of Rs.10,000/- (Rupees Ten Thousand Only) through a demand draft on any scheduled bank in Delhi / New Delhi drawn in favour of "Controller of Publication" payable at Delhi must accompany the quotation letter. **Quotation received without earnest money will not be considered.** Earnest money received from the unsuccessful tenders will be retuned without interest immediately after awarding the AMC. EMD amount of Rs.10,000/- of the firm which is awarded the AMC will be returned within a month of expiry of initial AMC period or extended period of AMC whichever is later. The other requisite documents mentioned shall be accompanied with the quotation letters.

5. If your firm is interested, you may submit your documents satisfying the technical and financial bid requirements in a sealed cover separately super-scribed with "Quotation for AMC computer, printers and peripherals for technical & financial bidding" addressed and sent to Controller, Department of Publication, Civil Lines, Delhi by

3.00 P.M. on 25.08.2011. The quotations will be opened on the same date at 3.30 P.M. in the office of the Asstt. Controller (Admn.). If interested, the firm representative may be present at the time of opening of the quotation letters on the given dates and time.

6. A firm black listed by any Govt. office will not be eligible to participate in this tender. An undertaking to this effect will be given at the time of submitting the tender.
7. Quotation received after due date, those received **without sealed cover and rates not quoted in specified Performa will not be accepted.** The undersigned reserves the right to reduce or increase the number of items offered for maintenance contract during the currency of the AMC. The undersigned also reserves the right to reject any quotation without assigning any reason.
8. The rates quoted should be net and no discount, free services / offers quoted will be considered. For the purpose of clarity it is brought to the notice of the firms that Department will not be responsible for damage caused to equipments due to electric fluctuations. As such rates quoted should take care of such damages. The firm shall replace / repair equipments damaged due to power fluctuations at their own cost. The information furnished in Annexure I & II, may also be provided in a Floppy / CD. The successful bidder is to provide a Performance Security for an amount of ten percent (10%) of the value of the contract. The performance security should remain valid up to 60 days after expiry of AMC.
9. In respect of PCs and peripherals, which are under limited warranty of manufacturers, the firm should quote rates separately. The charges payable will be on pro rata basis. The firm should arrange for transportation etc. of such PCs and peripherals to the manufacturer's office and back for any service / repair works. A check list as per specimen should accompany the Technical bid.

Yours faithfully,

Sd/—

Asstt. Controller (Admn.)

Copy to:

1. All Ministries / Departments of govt. of India. They may bring this to the notice of AMC contractor engaged by them for computer and peripherals for responding to this Department, in case interested.
2. Sh. A.N. Mishra, Sr. Technical Director, N.I.C., Nirman Bhawan with the request to see the requirement as laid down by this Department and request for insertion in the website of this Department as well as Ministry of U.D. for wider coverage.
3. Financial Officer for information.
4. Notice Board.

Sd/—
11/8/11
Asstt. Controller (Admn.)

