

GOVERNMENT OF INDIA
MINISTRY OF POWER
PRINCIPAL ACCOUNTS OFFICE
850 - SEWA BHAWAN, R.K. PURAM
NEW DELHI - 110 066

Tender No.236/CCA-Power/2014-15/ 732

Dated: 31 Dec 2015

To

As per list attached

Subject: Limited Tender Enquiry of Comprehensive Annual Maintenance Contract for Computers, Printers, Servers, UPS & Inverters regarding.

Sealed Tenders are invited for Comprehensive Annual Maintenance Contract, for the following items installed in O/o the Chief Controller of Accounts, Ministry of Power , Sewa Bhawan, R. K. Puram, New Delhi:-

S.No.	Name of Items/Equipments	Configuration/Make/ Model	Quantity*
1	Computers	P-IV	57
2	Printers	Laserjet	32
3	Printers	Deskjet & Dot-matrix	12
4	Servers	Dell	4
5	7.5 KVA online UPS	DT-201	4
6	2 KVA Inverters	VS	5
7	Upto 2 KVA online UPS	VS	16

*No. of equipments can be reduced or enhanced.

Eligibility Criteria:

1. The intending bidders should have a minimum of three years experience in Hardware Annual Maintenance Contract field duly supported by documentary evidence as regards competence and goodwill.
2. The firm should have adequate qualified manpower having experience in the field. One Resident Engineer would be required to be provided for full time during the contract period.
3. The detailed eligibility criteria is given in Annexure II. The firm should submit documentary evidence in its bid to show that it is meeting the eligibility criteria.
4. Interested parties may please send their bids in sealed envelopes for maintenance of computers and other peripherals, duly superscribed "Quotation for Comprehensive Annual Maintenance Contract for computers and other peripherals." and addressed to the undersigned may be sent by speed-post so as to reach by 3.00 pm on 27th January, 2016 or deposited in the Tender Box kept at the reception of Sewa Bhawan, R. K. Puram. Quotation received after stipulated date and time shall not be entertained. The bids will be opened on the next day 4.00 p.m. in Room No.850, Sewa Bhawan, R. K. Puram, New Delhi, in the presence of the tenderers or their representatives who may like to be present.
5. Detailed information/terms and conditions for the purpose can be downloaded from the website www.cea.nic.in

6. Incomplete or conditional tenders will not be entertained. The tenders of those firms will only be entertained who will **deposit the earnest money amounting to Rs. 10,000/-** in the form of **Demand Draft in favour of PAO-CEA, New Delhi payable at New Delhi** along with the tender. The firm whose tender is accepted will have to deposit 5% of the value of contract as Performance security money in the form of FDR in favour of PAO-CEA, New Delhi. Performance security should remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the vendors including warranty obligations. Earnest Money would be refunded to all the unsuccessful bidders within 30 days of the award of work to the successful bidder. There will be no liability of PAO, CEA for payment of interest on the earnest money and security money.

7. The company should be registered with Registrar of Company. It must have 4 year of experience in the field of this kind of AMC. The firm should also furnish the details of Government Departments where they have completed the AMC in the proforma given below:

Sl.No.	Name and address of the Govt.Department with telephone number	Details of equipment and number	No.of Resident Engineers provided	Period of contract	Annual Contract value (Rs. In lakhs)

8. The bid should contain the rate against each item separately. The format of rate details should be as at Annexure I. The bidder has to mention the rates strictly in the format given in Annexure I.

9. New equipment as and when purchased by the Department will be included in AMC as soon as warranty expires after the approval of the competent authority.

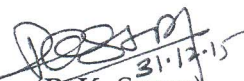
10. The AMC rates mentioned in this contract will be valid from the date of awarding the Contract. This contract may be renewed for further period of one year on the same terms and conditions mutually agreed to by Department and the firm. Either party can terminate the contract at any time by giving three months notice in writing.

11. The new upgraded items (Memory, HDD etc.) purchased by the Department and upgraded into the existing AMC systems will also be included in AMC with the company as soon as warranty period expires.

12. Evaluation Criteria: For the firms meeting the eligibility criteria as mentioned at Annexure II, the tender will be finalized on the basis of the total lowest bid amount for all the items mentioned at **para 1** and not the items-wise lowest rates quoted by the bidders.

13. The firm has to accept all terms and conditions as per Annexure-II attached with this tender.

14. The Department reserves the right to cancel any or all the tenders without assigning any reason.


P. K. SAPRA
 Sr. Accounts Officer
 Pay & Accounts Officer
 Min. of Power
 Sewa Bhawan
 New Delhi-110066

Annexure I

S.No.	Item name	Make/Model	Quantity	Rate per unit for a year without Service Tax(in Rs.)	Applicable Service Tax	Total Cost (in Rs.)	Remarks if any
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
1							
2							
3							
4							
5							
6							
7							
Total							

Annexure-II

Terms and conditions

1. The scope of work covers deployment of maintenance engineers at O/o Chief Controller of Accounts, Ministry of Power from 9.00 hours to 18.00 hours on all working days, and if required on holidays or extended hours also without any extra payment/facility.
2. Resident Engineer should have sufficient and requisite knowledge of maintenance and trouble shooting in Windows / LAN etc. Compact, E Payment software environment, PFMS and should be capable to diagnose and to provide quick solutions.
3. The Resident Service Engineers provided by the firm shall not be changed frequently.
4. The Resident engineer deployed shall be responsible for preventive and corrective maintenance of all PCs, peripherals, and accessories mentioned under schedule of quantities.
5. The engineer shall report to Administration Section and carry out all the activities under the technical supervision of NIC Cell/ Administration section of office of Chief Controller of Accounts, Ministry of Power.
6. Penalty for not attending the calls will be Rs. 100/- per call per working day for any of the items covered under contract.
7. The equipments covered under AMC should not have downtime for more than one working day. The efforts should be made to make any down equipment working on the same working day. If, in any case down time extends to next working day, the service provider has to provide alternate equipment of same configuration by next working day. In case of failure proportionate deduction from AMC charges payable shall be made for the down time.
8. In case of intermittent failures and repetitive problems due to improper diagnosis or repair, the system will be treated as continuously down.
9. Whenever the system cannot be repaired on site within the specified time limits, the company will have the option to take the equipment to their workshop premises, with prior approval and provide the alternate equipment of matching specification. This Departments equipment in any case will have to be repaired /set right within 5 days and installed in the office. The firm will arrange their own transport for which no extra payment will be made.
10. The personnel of the Company will comply with all the security regulation in the office premises.
11. The AMC includes formatting of computers, data recovery and re-installation including maintenance of software being used in this offices. The equipment will be handed over back in good working condition to this Department after the AMC period.
12. Systems maintenance charges shall not include the cost of consumables and supply items such as ribbons, media like magnetic tapes, cartridges, printer bands, floppy diskettes, print heads, computer stationery and CDs mouse, keyboards.

13. No advance payment will be made. The payment will be released on quarterly basis after satisfactory completion of service. The company will submit quarterly bill within 10 days of completion of the quarter to Administration Section, and efforts shall be made to make the payments at the earliest on receipt of a clear and correct bill.
14. In case of successful bidders(s) found in breach of any condition(s) of the tender at any stage, the legal action as per rules/laws should be initiated against the agency concerned. In that case security money deposited shall be forfeited after giving proper opportunity through show cause notice.
15. The tendering firm must be registered with the Service Tax Department and they must submit the latest Service Tax Clearance Certificate.
16. A copy of the terms and conditions duly signed by the tenderer in token of having understood and agreed to the same should be attached alongwith the tender.

Eligibility Criteria

1. The firm should be registered with Registrar of Company, having office in Delhi with proper Sales Tax and Service Tax numbers. It should have minimum annual turnover of Rs. 10.00 lakhs on AMC services for each of the last 3 completed financial years.
2. The firm must have prior experience of providing such services to Govt. offices for at least 3 years. Orders copies in support of this should be enclosed.
3. The firm must have at least 05 qualified desktop and networking engineers having knowledge of Compact & E-payment installation and maintenance.
4. The firm should have its own repairing centre for repairing of components of computer systems etc.
5. Resident Engineer should have sufficient and requisite knowledge of maintenance and trouble shooting in Windows / LAN etc., Compact , E Payment software environment, PFMS and should be capable to diagnose and to provide quick solutions. The documentary proof of such experience to be attached.