

XVIII (A) / 1
File No. 16-12/2017-GA
Government of India
Ministry of Culture

Shastri Bhavan, New Delhi,
Dated : the 6th April, 2018

To

(THE INTERESTED BIDDERS)

Subject: Invitation to Tender for annual maintenance contract of Desktop, Laptop and Printers in the Ministry - regarding.

I am directed to invite online Tenders for award of Annual Maintenance Contract of Desktop (272 numbers), Laptop (18 nos.) and Printers (212 Black & 15 color) of this Ministry. Interested firms may send their tender online along with a Bid Security Deposit of Rs. 20,000/- (Rupees twenty thousand only) in the form of Account Payee Demand Draft from any nationalized bank in favour of "DDO, Ministry of Culture, Shastri Bhavan, New Delhi."

2. The tender document may be downloaded from the CPP Portal/website of the Ministry. In case of any query, please contact Section Officer (Genl. Admn.), Ministry of Culture, Room No. 330, C-Wing, Shastri Bhawan, New Delhi - 110001 (Phone: 2338 1282).

3. The quotations may be submitted in two bids, viz. technical and financial. Technical Bid should contain company profile and authenticated documents to prove the eligibility of all conditions as per Annexure-III. The Financial Bid should contain only the Financial Charges as per Annexure-IV. Omission of any of the demanded documents may result in the rejection of their entire tender. Firms should go through the tender documents thoroughly and submit their quotations only if they meet terms and conditions of the Ministry as detailed in Annexure - II.

4. The firms should submit the quotations latest by 3:00 PM on 19th April, 2018 online. The quotation/tender received in any manner other than through online would not be opened and would be summarily rejected.

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-2-
GA Section

5. The Tender Opening Committee will open the technical bids at 3:30 PM on 20th April, 2018 in Room No. 330, C Wing, Shastri Bhavan, New Delhi in the presence of participating bidders, who may like to be present in person or through their duly authorized representative. The Committee/competent authority will assess the ability of the agencies based on its record, profile and on such other criteria as per technical bids. The representatives of only those found successful at the technical bid stage would be allowed to be present at the time of opening of financial bids (date of opening of financial bids will be announced to eligible bidders later).

6. The firms/bidders should not have been blacklisted by any Ministry/Department of the Government of India. The tendering firms/bidders shall have to give a notarized affidavit on a paper of appropriate value to the effect that they have not been blacklisted or their business dealings with Government Ministries Departments have not been banned.

7. The Ministry reserves the right to cancel any or all of the Tenders without assigning any reason.


(Manoj Dehury)

Under Secretary to the Govt. of India
Tel: 2338 4261

Enclosure:

- (i) Crucial Dates (Annexure-I)
- (ii) Detailed job requirement and terms & conditions (Annexure-II)
- (iii) Format of Technical Bid (Annexure-III)
- (iv) Format of Financial Bid (Annexure-IV).

Copy to:

- i) Technical Director (NIC), Ministry of Culture, Shastri Bhavan, New Delhi. The aforesaid letter may kindly be up-loaded in a non-editable version on this Ministry's official website.
- ii) All Ministries and Department of Govt. of India located at New Delhi/Delhi with the request that the firms engaged by them for the purpose may be requested to submit their tenders, if interested.

IMPORTANT DATES

ePublished Date	:	06.04.2018
Document Download Start	:	06.04.2018
Bid Submission Start Date	:	06.04.2018
Document Download End Date	:	19.04.2018
Bid Submission End Date	:	19.04.2018
Bid Opening	:	20.04.2018

General Terms and Conditions

The firms should have at least 03 years' experience in maintenance of Desktop, Computers, Laptops and Printers. They also should have successfully executed AMC in Central Government Ministries/Departments/Organizations under Ministries. Copies of orders of AMCs for the last three years may be enclosed.

2. The firms must have ongoing AMC for Desktop, Computers, Laptops and Printers in Ministries/Departments of Government of India. The firm should provide a satisfactory service certificate in this regard.
3. The Firm should provide two Resident Engineers, who should be well qualified with a minimum of three (3) years' experience. The Resident Engineers should be available five days (Monday to Friday) a week from 9:00 AM to 5:30 PM. Their service may be required on odd hours and also on holidays as the situation demands. The Resident Engineers should have an exposure and experience in all latest operating systems.
4. The power adapters of Laptops and scanners should be replaced with new OEM adapters. The faulty adapters should not be repaired. In case the hard disk turns out to be faulty or defective, it should be replaced with a new hard disk. The old/faulty hard disk will not be returned back to the vendor due to the security restrictions. It may kindly be noted that the hard disks that are kept as a standby will not be returned to the vendor.
5. The firm must ensure and assure that the firm who enters into the AMC contract with the Ministry will not outsource it further. Any deviation from this would lead to blacklisting.
6. The AMC will be given initially for a period of one year after finalization of the contract. The rates quoted will remain in force for the entire period of contract. No demand for revision of rate on any account shall be entertained during the contract period. It will be open to the Ministry to extend the terms of the agreement for a further period of one to two years on satisfactory performance of the firm.
7. The firm shall provide services during office hours in the offices of Ministry at Shastri Bhavan, NAI Annexe and Puratatva Bhavan, INA, etc. without any additional cost.

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8. Log-report of the firm will indicate the nature of complaint, date and time of booking the complaint, time when the machine is repaired and total down time. This record will be signed by the firm's service engineer, and user. The firm will also prepare a separate log book for each of the machines to be taken under the AMC and preventive maintenance with virus detection and special cleaning of the monitor, CPU, Keyboard etc, from outside will be carried out on quarterly basis. A preventive maintenance report from the user would be submitted to administration section failing which an appropriate, 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 two hours. As far as possible, the repairs would be carried out on-site itself. However, in case the equipment is taken to workshop the firm would provide a stand-by for the same with same configuration or higher. The department will not make any payment towards cartage and the expenditure for to and fro transportation of the machines should be borne by the firm. The equipment taken out of building for repair should be returned within two working days of taking out of building failing which the penalty clause would automatically get activated. The firm will also provide maintenance and repair services on holidays in case of emergency.

9. If any desktop computer Desktop Computer/Laptop/Printer is not repaired within 24 hours the firm will provide standby device in excellent condition. If, however, the firm fails to repair or provide a stand by device before picking up the defective item a penalty of Rs. 500/- (rupees five hundred only) shall be payable the firm per day for delay. In case the required part is not available, the same should be replaced with a part of higher calibration that is compatible with the system. The handing over of the damaged or faulty part of the equipment to the firm will be sole discretion of the Ministry. For down time calculation from the time the complaint is lodged should be taken as downtime. Preventive maintenance (PM): one in three months for all Desktop, Computers, Laptops and Printers will be undertaken. If the PM is not carried out within the beginning the month of each quarter from the date of award of AMC, 5% of AMC amount will be deducted on weekly basis. Operating system support: OS support on all the systems stands covered under this contract. Any problem related with OS maintenance, reloading of OS with all devices, OS upgrade, device drivers, system configuration and network configuration will be attended to and rectified by the firm. Anti virus software (AVS) support: anti virus software support on the systems is covered under this contract. Any problem related with system virus shall be attended to and rectified by the firm. The firm will update anti-virus software as and when required and also during preventive maintenance of the systems.

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10. New equipment purchased will be included in AMC as soon as warranty expires. The new upgrade item (Memory, HDD, MM Kit etc.) purchased from the firm or any other vender and upgraded into the existing AMC system, will be included in AMC with the firm as soon as warranty expires.
11. The firm would use only OEM spare parts. The firm must have Multi-OEM product support capability i.e. HP, dell, Lenovo, Canon, etc. and shall act as single point of support contact for all the products. A certificate is to be given by the firm in each case/repair that OEM products parts are used.
12. It is mandatory that the firm should maintain inventory of spares in the Ministry under the custody of Resident Engineers.
13. The firm must provide new Laptop battery, adapter=, keyboards of OEMs in case the battery gets drained out or the keyboard starts malfunctioning, without any extra cost. Similarly, keyboard and the mouse of desktops should be replaced with the new ones, that too of OEM only without any extra cost, if they fo gaulty during the current contract period. The mouse/keyboard could be of USB or PS2 as per demand.
14. The Contract will be valid for a period of 12 months. In case the services of the Contractor are not found satisfactory or contractor fails to comply with any terms and conditions of this contract, the Department may terminate the Contract.
15. The contract shall be subject to the Indian laws and Jurisdiction of the Courts located in Delhi.

Signature of the authorized signatory
of the Tenderer with seal of the Firm

PROFORMA FOR TECHNICAL BID

(Award of AMC of Desktop Computers, Laptops, Printers & MFPs
in Ministry of Culture)

Qualifying Bid Documents

(Copies of all documents are required to be uploaded in the Technical Bid on the CPP
Portal)

Tender No. . 16-12/2017-GA

Sl. No.	Details	
1	Name of Company/Firm	
2	Address with Tele No., Mobile No. & email	
3	Contact person's name, phone number and mobile number	
4	Essential Details (Self Attested copies to be enclosed)	
	I Proof of execution of AMC of computers and printers with various Government Departments/PSUs etc. The experience certificate should be issued by officers of the level of Section Officer and above.	
	II Annual turnover certificate certified by Chartered Accountant for an amount of Rs. 5 lakhs (Rupees five lakhs only) or more	
	III Copies of PAN Card, ITR of last three years, GST registration certificates;	
	IV Details of firm/company in case of Partnership Firm.	
5.	Details of EMD of Rs. 20,000/-	

Declaration

I hereby certified that the information furnished above is full and correct to the best of my knowledge. I understand that in case any deviation in the above statement at any stage, the company will be blacklisted and will not have any dealing with the Ministry in future.

(Name & Signature of authorised signatory with stamp)

PROFORMA FOR FINANCIAL BID
(Award of AMC of Desktop Computers and printers & Laptops)

Financial Bid Documents

Tender No. 16-12/2017-GA

Sl. No.	Description of Work	Rate in Rs. per piece (excluding GST)
1.	Rate for repair of Desktop Computer, routine servicing, attending to hardware & software complaints, trouble shooting, shifting/relocation of computers, re-loading of applications in case of corruption of application etc	Rs
2.	Rate for repair of Laptops, routine servicing, attending to hardware & software complaints, trouble shooting, re-loading of applications in case of corruption of application etc.	Rs.....
3.	Rate for repair of normal printer	Rs.....
4.	Rate for repair of Multi Function Printers	HP Rs.....
		Canon Rs.....
		Panasonic Rs.....
		Kyocera Rs.....
		Samsung Rs.....
5.	2 GB RAM (HP/Dell/Lenovo make)	Rs.....
6.	4 GB RAM (HP/Dell/Lenovo make)	Rs.....
7.	Hard Disk 500 GB (Seagate make)	Rs.....
8.	DVD Writer	Rs.....
9.	USB Key Board (Logitech)/HP/Dell/Lenovo make	Rs.....
10.	Key board of I mac desktop	Rs.....
11.	Key board (Wireless)	Rs.....
12.	Mouse (Wireless)	Rs.....
13.	USB Mouse (Logitech)/HP/Dell/Lenovo make	Rs.....
14.	Mouse of I mac desktop	Rs.....
15.	SMPS (Power Supply)	Rs.....
16.	Mother Board Repair	Rs.....
17.	Cmos Battery	Rs.....
18.	Formatter for black Laser Printer of HP/Canon make	Rs.
19.	Formatter for black Laser Printer of Samsung 330dn	Rs.....
20.	Formatter for Colour Laser Printer/ MFP of HP/Canon /Samsung/Kyocera/Panasonic make	Rs.....
21.	Censor for black & white laser printer of HP/ Canon	Rs.....

22.	Censor for colour printer/MFP of HP/Canon make	Rs.....
23.	Power supply of printer of black & white laser printer of HP/Canon/Samsung make	Rs.....
24.	Power supply of printer of colour/MFP of HP/Canon /Kyocera/Panasonic make	Rs.....
25.	Teflon of black & white laser printer of HP/Canon/ Samsung make	Rs.....
26.	Teflon of colour printer/MFP of HP/Canon/Kyocera/ Panasonic make	Rs.....
27.	TFT Monitor (HP/Dell make) 20"	Rs.....
28.	Laptop Hard Disk 500 GB	Rs.....
29.	CPU i5 Intel	Rs.....
30.	CPU i7 Intel	Rs.....
31.	Laptop Screen for Sony make	Rs.....
32.	Laptop Screen for HP make	Rs.....
33.	Laptop Screen for Dell make	Rs.....
34.	Laptop key pad for HP/Sony/Dell make	Rs.....
35.	Laptop key pad for Apple make	Rs.....
36.	Mother board for Laptops of Sony/HP/ Dell	Rs.....
37.	Mother board for Laptops of Sony/HP/ Dell	Rs.....
38.	Drum	HP -1025 colour Rs.....
		HP M230DN Rs.....
		Panasonic DB-MB 300 (color) Rs.....
		Panasonic DB-MB 300 Rs.....

(Name & Signature of authorized signatory with stamp)

File No. 16-12/2017-GA
Government of India
Ministry of Culture

166 35

Shastri Bhavan, New Delhi,
Dated : the 19th April, 2018

Corrigendum

This is to inform that due to some unavoidable reasons it has been decided to extend the last date of receiving of Tenders for awarding Annual Maintenance Contract of Computers, Printers, Laptops in the Ministry from 19.04.2018 to ~~04.05.2018~~ Bid opening date will be 07.05.2018.

19/4/2018
(Manoj Dehury)
Under Secretary to Govt. of India

167 36



**Government
eProcurement
System**

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Published Corrigendum Details

Date : 19-Apr-2018 02:53 PM

Print

Organisation Chain :	Ministry of Culture General Administration Section - MoC
Tender ID :	2018_MC_324901_1
Tender Ref No :	16-12/2017-GA
Tender Title :	AMC of Computers, Laptop, printers and MFP in Ministry of Culture
Corrigendum Type :	Date

Corrigendum:1

Corrigendum Title	Corrigendum Description	Published Date	Document Name	Doc Size(in KB)
Extension of date	Extension of date from 19.04.2018 to 04.05.2018. Bid opening date will be 07.05.2018	19-Apr-2018 02:51 PM	Datecorr.pdf	155.9

Critical Dates

Publish Date	06-Apr-2018 04:15 PM	Bid Opening Date	07-May-2018 03:30 PM
Document Download/Sale Start Date	06-Apr-2018 04:30 PM	Document Download/Sale End Date	04-May-2018 03:00 PM
Clarification Start Date	NA	Clarification End Date	NA
Bid Submission Start Date	06-Apr-2018 04:40 PM	Bid Submission End Date	04-May-2018 03:00 PM

Details Before Corrigendum

Critical Dates

Publish Date	06-Apr-2018 04:15 PM	Bid Opening Date	20-Apr-2018 03:30 PM
Document Download/Sale Start Date	06-Apr-2018 04:30 PM	Document Download/Sale End Date	19-Apr-2018 03:00 PM
Clarification Start Date	NA	Clarification End Date	NA
Bid Submission Start Date	06-Apr-2018 04:40 PM	Bid Submission End Date	19-Apr-2018 03:00 PM

File No. 16-12/2017-GA
Government of India
Ministry of Culture

Shastri Bhavan, New Delhi,
Dated : the 26th April, 2018

Corrigendum

In continuation of tender Notice dated 6th April, 2018 for AMC of Computers, Printers, Laptops in the Ministry [ID No. 2018_MC_324925_1] it has been decided to revise the financial bid i.e. Annexure-IV of the tender notice. Revised Financial Bid proforma [Anexure-IV] is enclosed. The bidders must submit their financial bid in the revised format. The AMC will be comprehensive

Manoj Dehury
(Manoj Dehury)
Under Secretary to Government of India

PROFORMA FOR FINANCIAL BID
(Award of AMC of Desktop Computers and Printers & Laptops)

Financial Bid Documents

Tender No. 16-12/2017-GA

Sl. No.	Item	Model	Qty.	Rate per Unit in Rs. p.a.	Amount in Rs. p.a.
1	Desktop Computer	i7	132		
2	Desktop Computer	i5	150		
3	All in One Computer	Mac	2		
4	All in One Computer	i7	7		
5	Laptop	HP/SONY/DELL	18		
6	Printer – HP	1108/1107/1106	64		
7	Printer – HP	203DN	38		
8	Printer – HP	2055/2035	36		
9	Printer – HP	1320	13		
10	Printer – HP	1020	16		
11	Printer – HP	1319	1		
12	Printer – HP	2605	1		
13	Printer – HP	Inkjet 1000	1		
14	Printer – HP	HPM 476DW MFP	1		
15	Printer – HP	1312 MFP	1		
16	Printer – HP	252 COLOUR	1		
17	Printer – HP	8100 - colour	1		
18	Printer – HP	1415-colour MFP	2		
19	Printer – HP	2320-colour MFP	1		
20	Printer – HP	HPM 177 MFP	1		
21	Printer – HP	1025-colour	2		
22	Printer – HP	551dw – colour	1		
23	Printer – HP	175D – colour	1		
24	Samsung	Express M3320ND	30		
25	Samsung	2161	10		
26	Samsung	2071 – MFP	6		
27	Samsung	4521 – MFP	5		
28	Canon	6088	16		
29	Canon	140	1		
30	Canon	4750 MFP	3		

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284

31	Canon	5070 MFP	3		
32	Canon	4245 MFP	2		
33	Canon	MFP	1		
34	Panasonic	MB 300 MFP	17		
35	Panasonic	6020 colour	1		
36	Kyocera	1120 MFP	4		
37	Charges for Resident Engineer	Monthly	2		

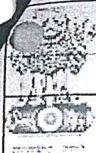
RATE OF PARTS

Sl. No.	Item	Brand	Rate per Unit in Rs.
1	Key Board & Mouse	HP	
		Dell	
		Lenova	
2	Drum	HP color 1025	
		Samsung M3320 DN	
		Panasonic DB MB 300 Color	
		Panasonic DB MB 300 (Black)	
		HP M203DN	

(Name & Signature of authorized signatory with stamp)

मनोज देहुरी / MANOJ DEHURY
अवर सचिव / Under Secretary
संस्कृति मंत्रालय / Ministry of Culture
भारत सरकार / Govt. of India
नई दिल्ली / New Delhi

मनोज देहुरी / MANOJ DEHURY
अवर सचिव / Under Secretary
संस्कृति मंत्रालय / Ministry of Culture
भारत सरकार / Govt. of India
नई दिल्ली / New Delhi



Date : 26-Apr-2018 06:23 PM

 Print

Organisation Chain :	Ministry of Culture General Administration Section - MoC
Tender ID :	2018_MC_324901_1
Tender Ref No :	16-12/2017-GA
Tender Title :	AMC of Computers, Laptop, printers and MFP in Ministry of Culture
Corrigendum Type :	Financial Bid

Corrigendum Document Details

Corr.No.	Corrigendum Title	Corrigendum Description	Published Date	Document Name	Doc Size(in KB)
1	Revised Financial Bid	Revised Financial Bid Proforma (Annexure-IV). the bidders must submit their financial bid in the revised format.	26-Apr-2018 06:23 PM	Corr.pdf	1195.77