



GOVERNMENT OF INDIA
DEPARTMENT OF PUBLICATION
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File No. General/ AMC Computer /2018-2019.

Dated:- 08/08/2018

Subject:- Tender Notice for Annual Maintenance Contract (AMC) of Computer and its peripherals in Department of Publication, Ministry of Housing & Urban Affairs, Civil Lines, Delhi-110054.

The Controller Publication invites sealed Tenders for and on behalf of the President of India for award of Contract for Annual Maintenance Contract (AMC) of Computer and its peripherals of under mentioned Equipment from the bonafide tenderers in Department of Publication, Ministry of Housing and Urban Affairs, Civil Lines, Delhi-110054 for period of one year as per terms and conditions laid down in the following paragraphs on 'TWO BID SYSTEM.

Sl. No.	Name of the Equipment which is to be under AMC	Estimated Value (in Rs.)
1	Computer:-43(Window-7-34, Window-XP-4, Window-8-2, Window-10-3) Printer- 34 Scanner-3 Fax Machine-1 Networking for all P.C.	1,00,000/-

2. Self attested copies of the following documents are to be required while submitting the tenders given under:

- I. Trade License
- II. GST Registration no.
- III. PAN No.
- IV. Proof of Earnest Money Deposit.
- V. List of previous year clients and current clients.
- VI. A certificate on the Firm's letter head that the firm has not been blacklisted.
- VII. Name, Address, Telephone Number / Mobile Number and Name of Authorised Signatory of the Firm's on the Letter Head.
- VIII. Turn Over Statement of Firm's Letter Head.
- IX. An undertaking on Firm's letter head that firm will abide by the terms and conditions contend in the tender notice.

3. The tenderers have to furnish the Earnest money (EMD) @ 2% of the estimated value i.e. ₹.2000/- in the form of A/c Payee Demand Draft, Fixed Deposit receipt, Bankers cheque or Bank guarantee from any of the Commercial Banks in favour of Controller of Publication, Civil Lines Delhi- 110054 while submitting the tender which will remain valid for a period of minimum 45 days, Demand Draft should be sent either SPEED-POST or BY HAND along-with a covering letter in a sealed envelope super-scribed as "EMD for Tender of AMC of Computer and its Peripheral" and addressed to the Controller of Publication, Department of Publication, Ministry of Housing & Urban Affairs, Civil Lines, Delhi- 110054 immediately on uploading of tender.

4. The contract awarded firms will have to furnish security money @ 5% of the contract value against acceptance of tender. The performance security money shall be in the form of an Account Payee Demand Draft, Fixed Deposit Receipt or Bank Guarantee from any Nationalized Bank duly assigned in favour of the Controller of Publication, Civil Lines Delhi-110054, provided that such Account Payee Demand Draft /Bank Guarantee/ Fixed Deposit will remain valid for a period of at least 14 month.
5. Controller of Publication has the right to cancel /modify in whole or in part of the tender.
6. Last date and time of submission of tender is 29/08/2018 up to 2 p.m. and date of opening of Technical Bid is 29/08/2018 at 2 p.m.
7. The Contract will be valid initially for a period of one year.
8. No demand for revision of rate on any account shall be entertained during the period of contract.
9. No advance payment in any case will be made. However, quarterly payment after completion of each quarter would be made on production of bill / invoice along-with the satisfactory reports from the concerned user after deduction of TDS, Education cess etc. as applicable.
10. During the period of the contract if it is found that the performance of the firm is not satisfactory, the award of contract will be cancelled.
11. Details of computers, printers, networking hardware's etc. have been mentioned above; 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 has also to be done at the same terms and conditions for such equipments. Controller of Publications reserves the rights to add/remove any item from AMC during the contract period.
12. 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
13. The vendor will provide one qualified, with experience of at least one year in windows software and maintaining computer equipments in Govt. /PSU, service engineer on all the working days from 9.30 AM to 6.00 PM for attending of complaints. Engineer shall be equipped with mobile phones to ensure his availability. An amount of Rs 200/- per day will be deducted if any Service Engineer remains absent / on leave without providing substitute.
14. 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 General Section failing which an amount of Rs 200 as a penalty would be imposed per day. The service engineer would take up any reported fault within an 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.

15. The successful bidder shall provide necessary support for maintaining virus free computer environment in the Department of Publication and help in upgrading the Software's/Virus Detection mechanism. The Contractor has to supply licensed/ Registered version (Quick Hill) of Antivirus to all Computers under AMC Scheme.

16. In case of any dispute, the settlement will be made in the Courts of Delhi.

17. The contractor/bidders are required to submit two bids in separate envelope duly sealed i.e. technical bid and financial bid in the prescribed formats i.e. Annexure -I and Annexure-II respectively indicating as such on each envelope. Both the bids should then be submitted in a single sealed cover duly marked as "Tender for Annual Maintenance Contract (AMC) of Computer and its peripherals" addressed to the undersigned at Room No. 10, 1st floor Department of Publication, Ministry of Housing and Urban Affairs, Civil Lines, Delhi-110054. Tender box will be available at reception hall of the Department of Publication, Civil Lines Delhi-54 for dropping the said sealed envelope up to 12.00 Noon on 29-08-2018. No bid shall be accepted after 12.00 Noon of 29/08/2018 as the tender box will be removed from the reception hall immediately after 12 Noon on 29-08-2018. Bids if any received by post after 12 Noon shall also not be entertained. The technical bids shall be opened at 2.00 P:M on the same day followed by the opening of financial bids at 4 P:M only of those who fulfill the requirements of the technical bid documents in Room No-10, 1st floor, Department of Publication, Ministry of Housing and Urban Affairs, Civil Lines, Delhi-110054 in the presence of interested bidders, who may wish to be present.

18. All the rates must be written both in figures and in words. Corrections if any are to be made by crossing out, initialing, dating and re-writing. In case of discrepancy between the words and figures, the rates indicated in figures shall prevail. All overwriting/cutting, insertions shall be authenticated and attested.

19. Rates/quotations should be signed by the Tenderer with its current business address and PAN.

20. The Tenderer shall sign and stamp each page of this tender document and all other enclosures appended to it as a token of having read and understood the terms and conditions contained herein and submit the same.

21. Financial bids of only those bidders, which are technically qualified, will be opened thereafter in the presence of interested bidders, who may wish to be present.



(G.D.Pandey)

Assistant Controller (Admn.)

Copy to:-

- (i) As per circulation list enclosed.
- (ii) E-gazette for uploading on website of this Department.

BIDDER'S PARTICULARS
TECHNICAL BID DOCUMENT

Annual Maintenance Contract (AMC) of Computer and its peripherals

- 1. Name of the Bidder _____
- 2. Full Address of the Bidder _____
- 3. Name of the Authorized Signatory _____
- 4. Name & address of the officer to whom all references shall be made regarding this tender
- (a) Telephone _____
- (b) Fax No. _____
- (c) E-mail _____
- (d) Mobile _____
- 5. Contact person: (a) Telephone no.: _____
- (b) Mobile No. _____
- (c) Email ID: _____
- 6. Background and experience for last two years in providing services of Annual Maintenance Contract (AMC) of Computer and its peripherals with full particulars
- 7. Client list:
- 8. Financial Status i.e. evidence of filing of IT Returns along with final accounts for the FYs 2015-16, 2016-17 & 2017-18.

DECLARATION

I hereby certify that the information furnished above is true and correct to the best of my/our knowledge. I understand that in case, any deviation is found in the above statement at any stage; I/We will be blacklisted and will not have any dealing with the Department in future.

(Signature of Authorized Signatory with date and seal)

FINANCIAL BID DOCUMENT

Annual Maintenance Contract (AMC) of Computer and its peripherals

1. Name of the party :
2. Address (with tele. No & Fax No.) :
3. Name & Address of the Proprietor /Partners /Directors (with mobile numbers) :

Note: All the charges statutory or otherwise borne should be given separately.

DECLARATION

I hereby certify that the information furnished above is true and correct to the best of my/our knowledge. I understand that in case, any deviation is found in the above statement at any stage; I/We will be blacklisted and will not have any dealing with the Department in future.

(Signature of Authorized Signatory with date and seal)