

F.No. D-21014(2)/09-G.A  
Government of India  
Ministry of Micro, Small and Medium Enterprises

Udyog Bhawan, New Delhi  
Dated the 11<sup>th</sup> August, 2009

Subject: Annual Maintenance Contract (AMC) for Computer/Printer/Server/Scanner etc.  
in the Ministry of Micro, Small and Medium Enterprises.

Sir,

I am directed to invite quotations for award of Annual Maintenance Contract of Computer/Printer/Server/Scanner etc (list enclosed). The contract would be from 22<sup>nd</sup> August, 2009 to 31<sup>st</sup> March,2010. The technical and financial terms and conditions of AMC shall be as follows:

**(A) TECHNICAL**

- (i) The Company(Public/Pvt. Ltd.) should be in existence for over 3 years in the trade with the maintenance business (service business).
- (ii) The Company must have previous experience in maintaining hardware and network systems in Govt. organization/PSU and provide a certificate to that effect .
- (iii) The Company must have expertise in preventive on site maintenance and repair of servers, computers, laser/inkjet printers, scanners , peripherals and other hard ware parts and accessories.
- (iv) The Company also must have expertise and experience in LAN troubleshooting.
- (v) The Company must be registered with the Delhi Sales Tax Department for Works Contract Tax and Services Tax.
- (vi) If the Company meets the above technical requirement it may apply in the Performa placed at Annexure –1 in sealed cover.

**(B) FINANCIAL**

1. The rate may be quoted on comprehensive basis for the Computer/Printer/Server/Scanner etc. in a separate sealed cover.
2. The others terms and condition for awarding the AMC shall be as below.
  - i) The Company will provide one resident engineer on all the days from 9.00 A.M. to 5.30 PM including holidays (Saturday/Sunday). The engineer would be equipped with Mobile Phone to ensure their availability. An amount of Rs. 100/- per day will be deducted from AMC payable if any Service Engineer remains absent/leave without providing substitute.

- ii) The contract will be valid from 22<sup>nd</sup> August, 2009 to 31<sup>st</sup> March, 2009. The rates quoted will remain in force for the full 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 on the same terms and conditions for a further period of one year, if necessary.
- iii) The awardee has to provide services in the Ministry, residence office of Ministers and at the residence of Sr. Officers of this Ministry at different locations in New Delhi.
- iv) The service engineer would take up any reported fault within 1-2 hours. As far as possible, the repairs would be carried out on-site itself. However, in case the equipment is taken to the workshop, the Company would provide a stand-by for the same. The Company will also provide maintenance and repair services on holidays in case of emergency. In case of non-availability of Drivers of the machine (Branded one-HP, HCL, IBM, Vintron, Acer, Wipro etc) in the Ministry, they will arrange from their sources.
- v) If any PC/ accessory is not repaired within two days, the firm will provide a stand by PC/accessory. If, however, the Company 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 are required are not available the same should be replaced with a higher level of part that is compatible with the system.
- vi) The necessary support for maintaining VIRUS free computer environment in the Ministry and help in upgrading the Software's /Virus Detection mechanism would be provided by the Company.
- vii) It may also be noted that in case of Company backing out in midstream without any explicit consent of the Ministry, he will be liable to recovery at higher rates, vis-à-vis, those contracted with it, which may have to be incurred by this Ministry on maintenance of machines for the balance period of contract through alternative means.
- viii) The above act of backing out could automatically debar the Company from any further dealing with this Ministry & the EMD amount would also be forfeited.
- ix) No advance payment in any case would be made. However, quarterly payment after satisfactory completion of each quarter would be made.

3 The earnest money of Rs. 20,000/- (Rupees twenty thousand only) through a demand draft on any scheduled bank in Delhi/New Delhi drawn in favour of Drawing & Disbursing officer, Ministry of MSME, New Delhi must accompany the "Technical Bidding" quotation letter. Quotation received without earnest money will not be considered. Earnest money received from the tenderers will be returned without interest immediately after the process of selecting the awardee is over. The other requisite documents mentioned shall be accompanied with the quotation letters. The prized bid/financial quotation will be considered only after fulfillment of technical bid as stated above.

4 If your Company is interested, you may submit your documents satisfying the technical bid requirements in a sealed cover super scribed with "quotation for AMC of computers, printers and peripherals for technical bidding". The other sealed envelop containing the quoted rates and documents relating to acceptance of all the terms and conditions, etc. may be submitted super scribed with "quotation for AMC of computers, Printers and peripherals for financial bidding." Thereafter, both the envelopes may be placed in a third sealed cover super scribed with "Quotation for AMC of computers, Printers and peripherals for technical & financial bidding" addressed and sent to Shri P.S Verma, Under Secretary, M/o MSME, Room No.-356 A, Udyog Bhawan, New Delhi by 11.00 A.M on 19<sup>th</sup> August, 2009. The technical quotations will first be opened at 11.30 A.M on 19<sup>th</sup> August, 2009 in Room No. 356 A. After scrutiny of technical bidding, the Ministry will shortlist those who are eligible for opening of "financial bid" which would be opened on 20<sup>th</sup> August,2009 in room No. 356 A. If interested, the Company representative may be present at the time of opening of "technical" and "financial" bid quotations on the given dates and time.

5 A Company black listed by any Govt. Office will not be eligible to participate in this tender.

6 Quotation received after due date, those received without separate 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.

7 The rate quoted should be net and no discount, free services/offers quoted will be considered.

A checklist as per specimen should accompany the technical bid.

Yours faithfully,

Sd/-

(P.S Verma)

Under Secretary to the Government of India

QUOTATION FOR TECHNICAL BIDDING

The Technical Bids should include the following details/documents:-

1. The date of Commissioning of the Company and a certificate of its continues functioning in the maintenance business. Please enclose a certified photocopy of the Company Registration.
2. Indicate the date from which the Company is continuously registered with the Delhi Sale Tax Department for Work Contract Tax & Service Tax. Also enclose a certified photocopy of the Registration Certificate.
3. Please provide the details of maintenance contracts executed by the Company during the last three years. Specifically, highlight those in the Government Sector:-

Sl. No.	Name and address of the agency with Tel. No.	Details of equipment and nos. (Network servers and PC's, Printers, Scanners & other peripherals)	No. of resident engineers provided	Period of contract	Contract value (Rs)

4. Details of service Engineers:-

Sl No.	Name	Technical qualification	Area of specialization	No. of years of experience in computers maintenance	Date of joining the Company

5. Indicate whether the Company has expertise in maintaining computers and peripherals of different brands and vintage. If so, provide supporting documents.
6. Whether the Company has experience in LAN troubleshooting? If so, provide supporting documents.
7. Attach performance certificates from the existing Govt. clients.
8. Details of Bank Draft attached: Bank Draft No.                      Date:

Drawn on Bank:

Signature & full address of the Tenderer

CHECK LIST

Sl. No.	Description	Yes/No	Page No.
1.	Whether the Company is in existence for more than 3 years in the trade		
2.	Previous experience		
3.	Expertise preventive on site maintenance & repairs etc.		
4.	Performance certificate from existing Govt. clients		
5.	Registration of Company with Registrar of Companies		
6.	Work Contract Tax/Service Tax with Delhi Sales Tax		
7.	Details of Earnest money		
8.	Details of Service Engineers.		

**LIST OF COMPUTER/PRINTER/SCANNER/SERVER IN THE MINISTRY OF MSME.**

S.No.	Address	Room No	Computer make	Model	Printer make	Model
1.	MOS(MSME)	Res.	HP	P-IV	HP Laserjet	1000
2.	MOS(MSME)	Res.	HP/TFT	P-IV	HP Laserjet	1022
3.	Min. Office	166	HP/TFT	P-IV	HP colour Laserjet	HP Colour 3800 dn
4.	Min. Office	166	IBM	P-IV	HP Laserjet	1000
5.	Min. Office	166	HP	P-IV	HP Laserjet	1022
6.	Min. Office	166	HCL	P-IV	HP Laserjet	1000
7.	Min. Office	166	IBM	P-IV	HP Laserjet	1000
8.	Min. Office	166	HP/TFT	P-IV	HP Laserjet	1022
9.	PS to MOS	167	HP/TFT	P-IV	HP Laserjet	1505
10.	APS to MSME	164-A	HP/TFT	P-IV	HP Colour laserjet	2600 DN
11	APS to MSME	164-A	HP/TFT	P-IV	HP Laserjet	1000
12.	Secretary	169	HCL	P-IV	HP colour Laserjet	2600 DN
13.	Secretary	169	-	-	HP Laserjet	1007
14.	Secretary	Res.	IBM	P-IV	HP Deskjet	5748
15.	Secy. Office	169-A	HP L-1710	P-IV	HP Photosmart	7288
16.	Secy. Office	169-A	HP/TFT	P-IV	HP Laserjet	1000
17.	Secy. Office	169-A	HP/TFT	P-IV	HP Laserjet	1000
18.	Secy. Office	169-A	HCL	P-III	HP Laserjet	6-L
19.	JS(SKP)	171	HCL	P-IV	HP Laserjet	1007
20.	PS to JS(SKP)	164	HP Compaq	P-IV	HP Officejet	L-7580
21.	PS to JS(SKP)	164	HP Compaq	P-IV	HP Colour Laserjet	P-3505 M
20.	JS(PK)	122	HCL/TFT	P-IV	HP all-in-one	L- 7508
21	JS(PK)	122	HP/TFT	P-IV	HP Laserjet	1007
22.	PS to JS(PK)	122-A	HP/TFT	P-IV	HP Colour Laserjet	3000 DN
23.	PS to JS(PK)	122-A			HP Laserjet	1000
24.	PS to JS(PK)	122-A	HP Compaq	P-IV	HP Laserjet	1010
25.	EA(RKM)	124-C	HP/TFT	P-IV	HP Colour Laserjet	3000 DN
26.	EA(RKM)	124-C	HP/TFT	P-IV	Color LaserJet	2600/1020
27.	PS to EA(RKM)	265-A	HP	P-IV	HP Laserjet	1005

			Compaq			
28.	PS to EA(RKM)	265-A	HP Compaq	P-IV	HP Laserjet	1022
29.	Dir(AKJ)	254	HCL/TF T	P-IV	Samsung	P-565
30.	PA to Dir(AKJ)	261-A	HP/TFT	P-IV	HP Laserjet	1320
31.	PA to Dir(AKJ)	261-A	HP Compaq	P-IV	HP Laserjet	1010
32.	Dir.(SKG)	268-A	HCL/TF T	P-IV	HP Laserjet	1505
33.	PS to Dir(SKG)	265-A	IBM	P-IV	HP Deskjet	840C
34.	PA to Dir(SKG)	265-A	HP Compaq	P-IV	HP Deskjet	5748
35.	DS(AD)	275-D	HP Compaq	P-IV	HP Laserjet	1160
36.	PA to DS(AD)	265-A	HP Compaq	P-IV	HP Laserjet	6-L
37.	DS(PPM)	123	HP/TFT	P-IV	Officejet	6208
38.	PA to DS(PPM)	123	IBM	P-IV	HP Laserjet	6-L
39.	DS(SKA)	321	HP Compaq	P-IV	HP Laserjet	1020
40.	US(PKV)	356-A	HP Compaq	P-IV	HP Laserjet	1320
41.	PS to US(PKV)	356-A	IBN/TF T	P-IV	HP Laserjet	1010
42.	US(MLS)	429-D	HP/TFT	P-IV	HP Laserjet	1505
43.	PA to US(MLS)	429-D	IBM	P-IV	HP Laserjet	1010
44.	US(MKM)	436	HP Compaq	P-IV	HP Laserjet	1505
45.	PA to US(MKM)	436	HP Compaq	P-IV	HP Laserjet	1022
46.	Cons. (TSL)	436	HP Compaq	P-IV	HP Laserjet	1000
47.	Hindi Section	433	HP Compaq	P-IV	HP Laserjet	1160
48.	Hindi Section	433	HP Compaq	P-IV	HP Laserjet	1000
49.	Hindi Section	433	PCS	P-IV	HP Laserjet	6-L
50.	Hindi Section	433	IBM	P-IV	-	-
51.	Hindi Section	433	HP Compaq	P-IV	-	-
52.	Cash Section	430	HP/TFT	P-IV	HP Laserjet	1000
53.	Cash Section	430	HCL/TF T	P-IV	HP Laserjet	1505
54.	Estt. Section	429-C	IBM	P-IV	HP Laserjet	1000

55.	Estt. Section	429-C	HP/TFT	P-IV	HP Laserjet	1020
56.	Estt. Section	429-C	HCL	P-IV	HP Laserjet	1007
57.	Estt. section	429-C	HCL/TF T	P-IV	HP Laserjet	1320
58.	Estt. Section	429-C	HP Compaq	P-IV	HP Laserjet	1020
59.	Estt. Section	429-C	HP Compaq	P-IV	HP Laserjet	1000
60.	Coord Section	429-B	HP Compq	P-IV	HP Laserjet	1320
61.	Coord Section	429-B	IBM	P-IV	HP Laserjet	6-L
62.	CDN Section	468	HCL	P-IV	-	-
63.	CDN Section	468	HP Compaq	P-IV	HP laserjet	1022
64.	CDN Section	468	HP Compaq	P-IV	HP Laserjet	1007
65.	CDN Section	468	HP Compaq	P-IV	HP Laserjet	1320
66.	CDN Section	468	HCL/TF T	P-IV	HP Laserjet	1320
67.	KVI Section	343	HCL	P-IV	HP Laserjet	1160
68.	KVI Section	343	HP Compaq	P-IV	HP Laserjet	1022
69.	KVI Section	343	HP Compaq	P-IV	HP Laserjet	1022
70.	KVI Section	343	HP Compaq	P-IV	HP laserjet	1320
71.	KVI Section	343	HCL	P-IV	HP Laserjet	1000
72.	Coir Section	450	HP Compaq	P-IV	HPlaserjet	1010
73.	Coir Section	450	HCL	P-III	HP Laserjet	1000
74.	Coir Section	450	HCL	P-III	HP Laserjet	1020
75.	SSI(P)-I section	462	HP Compaq	P-IV	HP laserjet	1160
76.	SSI(P)-I Section	462	HP Compaq	P-IV	HP Laserjet	1000
77.	SSI(P)-I Section	462	HP Compaq	P-IV	HP Laserjet	1020
78.	SSI(P)-I Section	462	HCL	P-IV	HP Laserjet	1160
79.	SSI(P)-I Section	462	PCS	P-IV	HP Laserjet	6-L
80.	SSI(P)-II Section	460	HP/TFT	P-IV	HP Laserjet	1022
81.	SSI(P)-II Section	460	HP/TFT	P-IV	HP Laserjet	1022
82.	SSI(P)-II Section	460	HCL	P-IV	HP Laserjet	1007
83.	SSI(P)-II Section	460	HP Compaq	P-IV	HP Laserjet	1320

84.	SSI(P)-II Section	460	HP Compaq	P-IV	HP Laserjet	1000
85.	Protocol Section	48	HCL/TF T	P-IV	HP Laserjet	1007
86.	GA section	49	HP/TFT	P-IV	HP Laserjet	6-L
87.	GA Section	49	HP Compaq	P-III	HP Deskjet	6-L
88.	IC Section	462-A	HP Compaq	P-IV	HP Laserjet	1020
89.	US(TSR)	432	HCL/TF T	P-IV	HP Deskjet	4368
90.	RGUMY Cell	470			Colour HP Laserjet	CP 3505 M
91.	RGUMY Cell	470			Samsung	565 PR
92.	RGUMY Cell	470	HCL	P-IV	-	-
93.	Vigilance Sec.	274	HP Compaq	P-IV	HP Laserjet	1505

### SERVER

Sl No.	Address	Room No	Make	Model			
1.	NIC	N.B.	HCL	Manager	1300		
2.	NIC	N.B.	HCL	Manager	1300		

### SCANNER

Sl No.	Address	Room No	Make	Model
1.	Minister office	166	HP Scanjet	2400
2.	Secy office	169-A	HP Scanjet	5590
3.	Secy Office	169-A	HP Scanjet	2400
4	NIC	N.B	HP Scanjet	2400
5	Dir (AKJ)	254	HP Scanjet	2400