

F.No. D-21014(2)/10-G.A  
Government of India  
Ministry of Micro, Small and Medium Enterprises

Udyog Bhawan, New Delhi  
Dated the 16<sup>th</sup> March, 2010

Subject: Annual Maintenance Contract (AMC) for Computer/Printer/ Server/Scanner etc.  
in the Ministry of Micro, Small and Medium Enterprises for the year 2010-  
2011- reg.

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 1<sup>st</sup> April, 2010 to 31<sup>st</sup> March,2011. 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.
1. 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.

- i) The contract will be valid from 1<sup>st</sup> April, 2010 to 31<sup>st</sup> March,2011. 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.
  - ii) 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.
  - iii) 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, Acer, Wipro etc) in the Ministry, they will arrange from their sources.
  - iv) 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.
  - v) The necessary supports 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.
  - vi) 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.
  - vii) 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.
  - viii) No advance payment in any case would be made. However, quarterly payment after satisfactory completion of each quarter would be made.
2. 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.

3. 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 Director (GA), M/o MSME, Room No.-268, Udyog Bhawan, New Delhi- 17 by 11.00 A.M on 25<sup>th</sup> March, 2010. The technical quotations will first be opened at 11.30 A.M on 25<sup>th</sup> March, 2010 in Room No. 123, Udyog Bhawan. After scrutiny of technical bidding, the Ministry will shortlist those who are eligible for opening of "financial bid" which would be opened at 4.30 P.M on 25<sup>th</sup> March, 2010 in room No. 123, Udyog Bhawan. 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.
4. A Company black listed by any Govt. Office will not be eligible to participate in this tender.
5. Quotation received after due date 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.
6. **The rate quoted should be net and no discount, free services/offers quoted will be considered. Taxes, if any must be quoted failing which no amount would be paid towards tax.**

A checklist as per specimen should accompany the technical bid.

Yours faithfully,

S/d-  
(P.P Muralidharan)  
Deputy Secretary  
Tel:- 23061431

Copy to:- NIC for placing the tender on the web site of the Ministry.

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 continuous 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.		

**COMPUTER /PRINTER/SCANNER/SERVER LIST OF M/O MSME**

S. No.	Address	Room No	Computer make	Model	Printer Make	Model
1	Min Residence	Res.	HCL	P-4	HP- colour LaserJet	2600 DN
2	Min Residence	Res.	HCL	P-4	HP- LaserJet	1022
3	Min Office	166	HP/TFT	P-4	HP-colour LaserJet	3800 DN
4	Min Office	166	IBM	P-4	HP-LaserJet	1000
5	Min Office	166	HP	P-4	HP-LaserJet	1022
6	Min Office	166	HCL	P-4	HP-LaserJet	1000
7	Min Office	166	HP/TFT	P-4	HP-LaserJet	1000
8	Min Office	166	HP/TFT	P-4	HP-LaserJet	1022
9	PS to MOS	168	HP/TFT	P-4	HP-LaserJet	1505
10	APS to MSME	164-A	HP/TFT	P-4	HP colour LaserJet	2600 DN
11	APS to MSME	164-A	HP/TFT	P-4	HP LaserJet	1000
12	APS to MSME	165	HP/TFT	P-4	HP LaserJet	1000
13	Secy	169	HCL	P-4	HP-colour LaserJet	2600DN
14	Secy	169			HP LaserJet	1007
15	Secy	Res	IBM	P-4	HP-DeskJet	5748
16	Secy Office	169-A	HP-L1710	P-4	HPPhoto	C-309
17	Secy Office	169-A	HP/TFT	P-4	HP-LaserJet	1000
18	Secy Office	169-A	HP/TFT	P-4	HP-LaserJet	1000
19	Secy Office	169-A	HCL	P-3	HP-LaserJet	6L
20	JS (SKP)	171	HCL	P-4	HP-LaserJet	1007
21	PS to JS (SKP)	164	HP-Compaq	P-4	HP-officejet	L-7508
22	PS to JS (SKP)	164	HP-Compaq	P-4	HP-colour LaserJet	P-3505-M
23	JS(PK)	122	HCL	P-4	HP-all in one	L-7508
24	JS(PK)	122-A	HCL	P-4	HP LaserJet	1007
25	PS to JS (PK)	122-A	HP/TFT	P-4	HP-Colour LaserJet	3000 DN
26	PS to JS (PK)	122-A			HP LaserJet	1000
27	PS to JS(PK)	122-A	HP Compaq	P-4	HP LaserJet	1000
28	E A (RKM)	124-C	HP	P-4	HP- colour LaserJet	2550 N
29	EA (RKM)	124-C			HP- LaserJet	1020
30	PA to EA(RKM)	265-A	HP-Compaq	P-4	HP-LaserJet	1022
31	PS to EA(RKM)	265-A	HP/TFT	P-4	HP LaserJet	1005
32	Dir (AKJ)	254	HCL-TFT	P-4	HP-all in one	2727n
33	PS to Dir (AKJ)	261-A	HP-TFT	P-4	HP-LaserJet	1320
34	PA to Dir (AKJ)	261-A	HP-TFT	P-4	HP LaserJet	1010
35	Dir (SKG)	268-A	HP-TFT	P-4	HP-LaserJet	1505
36	PS to Dir(SKG)	265-A	IBM	P_4	HP-DeskJet	840-C
37	PA to Dir(SKG)	265-A	HP-Compaq	P-4	HP-DeskJet	5748
38	DS (AD)	275-D	HP-Compaq	P-4	HP-LaserJet	1160
39	PA to DS(AD)	265-A	HP-Compaq	P-4	HP-LaserJet	6L
40	DS(PPM)	123	HP-Compaq	P-4	HP-Officejet	6208

41	PA to DS(PPM)	123	IBM	P-4	HP-LaserJet	6L
42	DS(SKA)	321	HP-Compaq	P-4	HP-LaserJet	1020
43	US (PSV)	356-A	HP-TFT	P-4	HP-LaserJet	1320
44	Ps to US(PSV)	356-A	IBM	P-4	HP LaserJet	1010
45	US(MLS)	429-D	HP-TFT	P-4	HP-LaserJet	P-1505
46	PA to US(MLS)	429-D	IBM	P-4	HP-LaserJet	1010
47	US(MKM)	436	HP-TFT	P-4	HP-LaserJet	P-1505
48	US(MKM)	436	HP-Compaq	P-4	HP-LaserJet	1000
49	PA to (MKM)	436	HP-Compaq	P-4	HP-DeskJet	1022
50	Hindi Section	433	HP-Compaq	P-4	HP-LaserJet	1160
51	Hindi Section	433	HP-Compaq	P-4	Hp-LaserJet	1000
52	Hindi Section	433	PCS	P-4	HP-LaserJet	6L
53	Hindi Section	433	IBM	P-4	NO Printer	Nil
54	Cash Section	430	HP-TFT	P-4	HP-LaserJet	1000
55	Cash Section	430	HCL	P-4	HP-DeskJet	1505
56	Estt Section	429-C	IMB	P-4	HP-LaserJet	1000
57	Estt Section	429-C	HP-TFT	P-4	HP-LaserJet	1020
58	Estt Section	429-C	HCL	P-4	HP-LaserJet	1007
59	Estt Section	429-C	HCL-TFT	P-4	HP-LaserJet	1320
60	Estt Section	429-C	HCL-TFT	P-4	HP LaserJet	1020
61	Estt Section	429-C	HP Compaq	P-4	HP LaserJet	1000
62	Coord Section	429-B	HP-TFT	P-4	HP-LaserJet	1320
63	Coord Section	429-B	IBM	P-4	HP-LaserJet	6L
64	CDN Section	468	HP-Compaq	P-4	HP-LaserJet	1022
65	CDNSection	468	HP-Compaq	P-4	HP-LaserJet	1007
66	CDNSection	468	HP-TFT	P-4	HP-DeskJet	1320
67	CDNSection	468	HP-TFT	P-4	HP-DeskJet	1320
68	CDNSection	468	HP-Compaq	P-4	HP-LaserJet	1160
69	KVI Section	343	HCL	P-4	HP-LaserJet	1022
70	KVI Section	343	Hp-Compaq	P_4	HP-LaserJet	1022
71	KVI Section	343	HP-Compaq	P-4	HP-LaserJet	1320
72	KVI Section	343	HP Compaq	P-4	HP-LaserJet	1000
73	Coir Section	450	HP-Compaq	P-4	HP-LaserJet	1010
74	Coir Section	450	HCL	P-3	HP-LaserJet	1000
75	Coir Section	450	HCL	P-3	HP-LaserJet	1020
76	SSI P-1 Section	462	HP-Compaq	P-4	HP-LaserJet	1160
77	SSI P-1 Section	462	HP-Compaq	P-4	HP-LaserJet	1000
78	SSI P-1 Section	462	HP- TFT	P-4	HP-LaserJet	1020
79	SSI P-1 Section	462	HCL	P-4	HP-LaserJet	1160
80	SSI P-1 Section	462	HCL	P-4	HP-LaserJet	6L
81	SSI P-II Section	460	HP-TFT	P_4	HP-LaserJet	1022
82	SSI P-II Section	460	HP-TFT	P-4	HP-LaserJet	1022
83	SSI P-II Section	460	HP-TFT	P-4	HP-LaserJet	1007
84	SSI-P-II Section	460	HP Compaq	P-4	HP-LaserJet	1320
85	SSI-P-II Section	460	HP-TFT	P-4	HP LaserJet	1000

86	Protocol Section	48	HP-TFT	P-4	HP-LaserJet	1007
87	G A Section	49	Samsung	P-4	HP-LaserJet	6L
88	G A Section	49	HP-TFT	P-4	HP-DeskJet	1022
89	IC Section	462-A	HP-Compaq	P-4	HP- LaserJet	1020
90	US(TSR)	319	HP/TFT	P-4	HP- LaserJet	4368
91	RGUMY Cell	470	HP-TFT	P-4	HP-colour LaserJet	CP 3505M
92	RGUMY Cell	470	HP-TFT	P-4	HP-LaserJet	565 PR
93	RGUMY Cell	470	HP-TFT	P-4	-	-
94	Vigilance Sec	274	HP Compaq	P-4	HP-LaserJet	1505

### SERVER

SI No.	Address	Room No	Make	Model	
1.	NIC	N.B.	HCL	Manager	1300
2.	NIC	N.B.	HCL	Manager	1300
3.	RGUMY Cell	470, U.B.	HP	Proliam	ML 350

### SCANNER

SI No.	Address	Room No	Make	Model
1.	R/O MOS MSME	11-A, Pandit Pant Marg	HP	8200 C
2.	Minister office	166	HP Scanjet	2410
3.	NIC	N.B	HP Scanjet	2400
4.	Dir (AKJ)	254	HP Scanjet	2400
5.	IC Section	462-A	HP Scanjet	G 2410