भारत सरकार/Government of India
गृह मंत्रालय/Ministry of Home Affairs
भारत के महारजिस्ट्रार का कार्यालय
Office of the Registrar General, India
२-अ, मानसिंह रोड, नई दिल्ली – 110011
2-A, Man Singh Road, New Delhi-110011

Tender Notice

No.D-19012/03/2014-GS **Dated: 09.07.2014**

Tender for Annual Maintenance Contract (AMC) of Computer/Printer in the Office of Registrar General India, Ministry of Home Affairs.

Sealed quotations in two bids system are invited for the Annual Maintenance Contract for Computers/Printers and annual software support (Computers which are under warranty by manufacturer), installed at Mansingh Road, West Block-I, Seva Bhavan, R.K. Puram and Pushpa Bhavan of this office in New Delhi. The general scope of work includes:-

(a) The contract would be comprehensive i.e. including replacement of defective parts of Original Equipments Manufacturers (OEM).

(b) Up-keep and maintenance of the hardware installed. To provide and maintain the required drivers for additional peripherals and hardware for maintaining the equipments.

(c) Repair to be carried out at the location of the equipment.

(d) Complete software support for those Computers which are under manufacturer's warranty.

(e) Coordination with OEMs for troubleshooting of the computer and other peripherals under warranty. Any other maintenance work to be undertaken related to the computers/peripherals.

2. Interested firms are hereby requested to furnish their proposals/rates as per Annexure-A and B.

3. **The details of number of Computers & Printers are as follows:**

(i)	**Computers**	**:**	**240 Nos. approx**
(ii)	**Computers under warranty**	**:**	**75 Nos. approx**
(iii)	**Printers**	**:**	**220 Nos. approx**

4. The Technical qualification conditions for the bidding firms are as followings:

a. The firm should be in existence for over **3 years** in the trade with Annual Maintenance Contracts worth more than **Rs. 50 Lakhs** per annum during the last 2 years ending 31st March, 2014.

b. Audited balance sheet for last three years showing that the bidder has a minimum per annum turnover of at least **Rs. 2 crore.**

c. Company should be an **ISO 9001:2008 & ISO 20000-1: 2005** certified for servicing.

d. The firm also must have expertise and experience in LAN troubleshooting. The bidder should have executed satisfactorily minimum one Annual Maintenance Contract of more than **1000 Computers** connected in LAN under Linux/Window NT environment for at least two years consecutively.

e. Firm should be **Authorized Supplier** of any one of the companies like /HP /Lenovo / Dell / etc. The vendor will be required to liaison with the **O.E.M. for Maintenance** of these computers/servers/UPSs and network equipment's etc.

f. Firm should be authorized **Warranty Service Provider** of any one of the companies like /HP /Lenovo/Dell /IBM etc. & certified copy of the same has to be submitted against this tender.

g. **List of Engineers with Resumes** deployed under the contract must have Graduate in computer science or 3 Years Computer Hardware Diploma or BCA/B.Sc (IT)/M.Sc (CS) with or MCSE, MCP, MCITP, and CCNA Certified.

h. Customer satisfactory certificate (at least 05 Nos. of Copy) issued by the clients (by Govt. Deptt. only).

i. List of customer along with copies of order of AMC executed within last 3 years.

j. The address of the workshop with telephone and fax numbers at New Delhi.

k. The firm must be registered with the Registrar of companies and with the Delhi Sales Tax Department for Works Contract Tax and should have valid ESI and PF registration.

l. Income tax clearance certificate for the last two years must be attached.

m. The company should produce the self-attested photocopies of documents related to allocation of Registration Number, PAN number, service tax number.

5. The other terms and conditions for awarding the AMC shall be as under:

(i) The vendor will provide two qualified, with experience of at least three years in Govt./PSU Sector, resident service engineers who should be available on all the working days from 9.30 A.M. to 6.00 P.M for attending and redress of complaints on the spot.

(ii) The engineer shall also be available on holidays as per requirement of the Office, if needed. Both engineers shall be equipped with mobile phones to ensure their 'availability. An amount of Rs.400/- per day will be deduced if any Service Engineer remains absent/leave without providing substitute being provided by the firm. A proper log book shall be maintained to record the calls attended and problem, rectified by them.

(iii) The initial period of contract will be for one year from the date of award of contract. The rates quoted will remain in force for the full period of contract even though, if the minimum wages is revised by the GNCT of Delhi during the contract period, the resident engineers would have to be paid accordingly.

(iv) No demand for revision of rate on any ground shall be entertained during the contract period. The AMC can be extended, if so desired by the Competent Authority, based on the performance of the service provider. The firm will be responsible for taking backup of data program/ application available on the computer whenever necessary before attending the

fault and will be also responsible for restoring the data, programmers' and applications after removing the fault to the satisfaction of the user. The vender must also ensure restoring of all backups to the user under its acknowledgement.

(v) The service engineers would take up any reported fault within one hour. As far as possible, the repairs would be carried out on-site itself. However, in case the equipment is taken to the workshop, the firm would provide a stand-by for the same.

(vi) The Service engineers deputed would need to be attended the complaints within 2 hours failing which appropriate penalty as determined by the Competent Authority in the Office would be levied. A call sheet duly signed by the user should be submitted to the General Section after successfully attending the call.

(vii) Immediately on award of the contract, the contractor would give a report taking over all equipment (giving their configuration in working condition also). It shall be the responsibility of the firm/company to make all the computers and peripherals work satisfactorily throughout the contract period.

(viii) An Earnest Money Deposit (EMD) of Rs. 40,000/- (Rupees Forty thousand only) through a Bankers Cheque/Demand Draft on any scheduled bank in Delhi drawn in favour of PAO (Census), New Delhi must accompany the quotation letter. Quotation received without earnest money will not be considered. Earnest money received from other unsuccessful tenders will be returned without interest on demand.

(ix) The successful tenderer shall submit a performance guarantee as determined by the Ministry while awarding the contract for the fulfillment of performance of the terms and conditions of the contract. The security deposit will be refundable after successful completion of the contract to the adjustment of dues against the contractors.

(x) It may also be noted that in case of contractor backing out in midterm without any explicit consent of this Ministry, the firm/company will be liable to recovery at higher rates, vis-a-vis, those contracted with it, which may have to be incurred by this Office on maintenance of machines for the balance period of contract through alternative means.

(xi) The above act of backing out would automatically debar the firm from any further dealing with this Office and other Govt. Ministries and the EMD/performance guarantee amount would also be forfeited.

(xii) No advance payment in any case would be made. However, quarterly payment on pro-rata basis on satisfactory rendering of service would be made.

6. The interested firm may submit sealed envelopes for "Technical Bid" and "Financial Bid" in a sealed cover super scribed "Quotation for AMC of Computer/printer and peripherals" .addressed to Deputy Director (Hqrs.) Office of Registrar General India, Ministry of Home Affairs, 2-A Mansingh Road, New Delhi-110011 latest by 03. 00 P.M. on 24th July, 2014. The Bids Technical bid will be open on the same day at 3.30 P.M and Financial Bid will be open on 28th July, 2014 at 3:30 PM.

7. Late submission of tenders will not be accepted. Tenders by "Telex/Telegram/Fax/E-mail" will not be accepted. Tenders may be submitted by Registered Post, by Hand in Person or by Courier. However, any delay on this account shall not be accepted as reason for exception.

8. Quotation received after due date, those received without separate sealed cover and rates not quoted in specified proforma will not be accepted. The Office reserves the right to reduce or increase the number of items offered for maintenance contract during the currency of the AMC.

9. The rates quoted should be NET (exclusive taxes) and no discount or free services/offers quoted will be considered.

10. The tender is not transferable.

11. This Office reserves the right to accept or reject any or all tenders without assigning any reasons.

12. The contractor shall be responsible for any loss or damage caused to any of the machines owing to negligence on his part. The contract will be on comprehensive basis inclusive repairs and replacement of spare parts without extra payment.

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

9.7.14

(G.C. Joshi)
Deputy Director (hqrs.)

Copy to:

1. As per list of the firms.
2. Notice Board.
3. Office web site.

Annexure-A

Technical Bid

Sl. No.	Details	
1.	Name of firm	
2.	Address of Firm	
3.	Registration No	
4.	Name of the authorized signatory	
5.	Specimen Signature of the Authorized signatory	
6.	Telephone Number of the authorized signatory and other Telephone Numbers of the Firm	(i) (ii) (iii)
7.	Whether the firm had enclosed EMD. If "YES" then DD/Pay order no.	
8.	Details of the Government Ministries/ Departments/Organizations/PSUs etc. in which the firm is engaged in computer AMC activities from the F.Y.2011-12, 2012-13 and 2013-14.Copies of work orders in which they have been given AMC of at least 150 computers in one single order in any Govt. Min./Deptt.Org.) may be enclosed.	
9.	Whether proof/copies of Work Order on items at Sl.No.8 enclose (Yes/No)	
10.	List of copies of documents enclosed	

Annexure B

Financial Bid

Sl. No.	Item	Unit Price in Rs. (including taxes)
I. Under AMC		
1.	**Computer**	
2.	**Printer**	
II. For software support for those PCs which are under warranty		
1.	Computer	

(Signature with office Seal)