

F.NO.27-1/2010-GSS  
Government of India  
National Commission for Minorities

5<sup>th</sup> Floor, Lok nayak Bhawan  
Khan Market, New Delhi-110003

Dated: 04.12.2017

### Notice Inviting Tender

**Subject: Comprehensive Annual Maintenance Contract(CAMC) in respect of computers and its peripherals in the National Commission for Minorities.**

Sealed quotations are invited for comprehensive annual maintenance contract for the computers and its peripherals installed in the office of National Commission for Minorities situated at Block 3 ( Ground Floor and Third Floor), CGO Complex, Lodhi Road, New Delhi-110003. The General Scope of work includes:

- a) The contract would be comprehensive i.e including replacement of parts of Original Equipments Manufacturer (OEM) except replacement of exhausted battery of UPS and cartridges for printers.
  - b) To upkeep and maintenance of the hardware installed.
  - c) To provide and maintain the required drivers and additional peripherals and hardware for maintaining the equipments.
  - d) Repair to be carried out at the location of the equipment.
  - e) Standby arrangement to be made in case the equipment is to be taken to workshop for repairs.
  - f) Support for users and troubleshooting of commercial software packages and removal of virus and re-installation of software, if corrupted.
  - g) Coordination with OEMs for troubleshooting of the computer and other peripherals under warranty.
  - h) Any other maintenance work to be undertaken related to the computer/peripherals.
2. Interested firms are hereby requested to furnish their proposals/rates through two bid systems i.e Technical Bid (Annexure-II) and Financial Bid (Annexure-III) alongwith necessary documents mentioned therein. Technical and Financial bids should be submitted in separate envelopes and both envelopes (Technical and Financial) should be placed in one big envelope. The sealed envelope may be submitted superscribed with **“Quotation for AMC of Computers and its Peripherals”** addressed to Under Secretary (Admn.), National Commission for Minorities, 3<sup>rd</sup> floor, Block No.3 CGO Complex, New Delhi by 03.00P.M on 22.12.2017. The technical bids will be opened on the same date at 03.30 P.M. Technical bids will be opened first and only financial bids of technically qualified bidder/s are opened later.
3. The List of computers, printers, servers and other related items is at Annexure-1. However, new equipment purchased from time to time, after the expiry of their warranty/ guarantee period, will also be serviced/ maintained at the same terms and conditions, and



the AMC has also be done at the same terms and conditions for these new equipments. NCM reserves the rights to add/remove any items from AMC during the contract period.

4. The technical and financial terms and conditions of AMC shall be as follows:
  - (i) The firm/company must be registered as a firm or as a company with the Registrar of Firms or Registrar of Companies.
  - (ii) The firm should be in existence for over 3 years in the trade with the maintenance business. The firm should have service business turnover of more than Rs.15 lakh per annum during the last 3 years ending on 31<sup>st</sup> March,2017. Necessary papers must accompany the Technical Bid.
  - (iii) The firm must have expertise in on-site maintenance and repair of services, stand-alone computers, Laser/Inkjet printer's network components, scanners, peripherals and other hardware parts and accessories with Government Department/ Public Sector Undertaking in Delhi
  - (iv) The firm also must have expertise and experience in LAN troubleshooting. The bidder should have executed satisfactorily minimum two Annual Maintenance Contract of more than fifty computers connected in LAN under Novell/ Window NT environment with the Government Department/ Public Sector Undertaking. A performance Certificate/s to this effect shall be furnished.
  - (v) The firm/company applying for this tender would produce certificate for the previous financial year from the concerned authorities about the payment of service tax, income tax, works contract tax and any other tax applicable.
  - (vi) 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.
  - (vii) The firm shall maintain the equipment as per manufacturer's guidelines and shall use standard OEM components for replacement. Until and unless written order of the office of NCM are conveyed, the original specification/characteristics/features shall not be changed.
  - (viii) The firm/company should produce the self attested photocopies of documents related to allocation of Registration Number, PAN Number, Service Tax number, etc.
  
5. The other items and conditions for awarding the AMC shall be as below:
  - (i) The vendor will provide one resident service engineer on all the working days from 9.30 AM to 6.00. P.M. The engineer should be equipped with Mobile phones to ensure their availability. An Amount @ Rs. 200/- per day will be deducted if any Services Engineer remains absent/ on leave without providing a substitute.
  - (ii) The contract will be valid for a period of one year which can be extended on mutual consent. 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.
  - (iii) The firm will prepare separate log books for each of the machine to be covered under the AMC and preventive maintenance with virus detection and special cleaning of the Monitor, Printer, Key Board, mouse, etc. from outside and inside will be carried out on quarterly basis. A Preventive Maintenance Report from the



firm duly certified by the user would be submitted to the office failing which the amount of one quarter will be stopped and released only after receiving the said Preventive Maintenance Report. The quarterly payment will strictly be made on the basis of satisfactory report from the user.

- (iv) The service engineer would attend to any reported fault within one hour. As far as possible, the repairs will have to be carried out in NCM office itself. However, in case the equipment is taken to the workshop, the firm would provide a stand-by for the same.
- (v) If any PC/accessory is not repaired within twenty-four hours, the firm will provide a stand-by PC/accessory. If, however, the firm fails to carry out repairs/provide a stand-by PC/accessory within 2 days, to the satisfaction of the users, a penalty of Rs.200/-(Two Hundred only) per day or part thereof will be charged for delay beyond the two days till such time the PC/accessory are repaired.
- (vi) The successful bidder shall provide necessary support for maintaining VIRUS free computers environment in the Commission and help in upgrading the Software's/ Virus Detection mechanism.
- (vii) It may also be noted that in the case of contractor backing out in mid-term without any explicit consent of this department, the office will be liable to recover cost which may have to be incurred by this Department on maintenance of machines for the balance period of contract through alternatives means, at higher rates, if any with those contracted with it. The above act of backing out would automatically debar the firm from any further dealing with NCM and Government of India and EMD would also be forfeited.
- (viii) 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 equipment work satisfactorily throughout the contract period and also to hand over the systems to the Department in working conditions on the expiry of the contract. In case any damage on the systems of the department is found, compensation which would be determined by the Competent Authority will have to be paid by the firm
- (ix) An Earnest Money Deposit(EMD) of Rs.15000/- (Rs. Fifteen Thousand only) through Demand Draft of any scheduled bank drawn in Favor of DDO, National Commission for Minorities, New Delhi must accompany the quotation letter. **Quotation received without earnest money deposit will not be considered.** The earnest money deposited by successful bidders shall be retained as the Security deposit for the fulfillment of performance of the terms and conditions of the contract. The security deposit without interest will be refundable after successful completion of the contract and after the adjustment of dues, if any against the contractors. Earnest money received from other unsuccessful bidders will be returned without interest on demand.
- (x) No advance payment in any case would be made. However, quarterly payment on pro-rata basis on satisfactory rendering of services would be made.



(xi) 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 or by courier. However, any delay on this account shall not be accepted as a reason for exception. Quotation received after due date, those received without separate sealed cover and rates not quoted in the specified Proforma will not be accepted. The NCM reserves the right to reduce or increase the number of items offered for maintenance contract during the period of AMC.

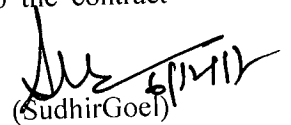
4. The rate quoted should be net (exclusive taxes) and no discount, free services/ offers quoted will be considered. This tender is not transferable, National Commission for Minorities reserves the right to accept or reject any or all tenders without assigning any reason. The firm interested in bidding may also inspect these items on any working day prior to the last date of submitting quotations. For comparing quotation of different parties, the total annual value will be considered for a fixed number of equipments taken together.

5. The tender is not transferable.

6. NCM reserves the right to accept or reject any or all tenders without assigning any reasons.

7. 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.

8. In case of any dispute arising between the contract holders under the agreement or in connection therewith, the sole authority for settlement of such disputes will rest with the arbitrator appointed by the secretary, National Commission for Minorities. Failing arbitration in solving the dispute, the Court at Delhi alone shall have the jurisdiction for all aggrieved parties i.e. the Commission, the Company or any constituent being party to the contract directly or indirectly.



(SudhirGoel)  
Administrative Officer  
Tel.No.24616174

Copy to :

- i. Notice Board in and around the office of NCM,
- ii. Website of the NCM
- iii. Firms/Companies as per List given below:

(1.) HCL INFOSYSTEMS LTD.  
806 Siddarth, 96, Nehru Place,  
New Delhi-19

(2.) M/s Micro Clinic India Pvt. Ltd.,  
302, South Extension Centre  
273, Masjid Moth, South Ex-II,  
New Delhi-110049

(3.) M/s REDINGTON INDIA LTD.,  
60, Ring Road,  
Lajpat Nagar-III,  
New Delhi-24

(4.) M/s INDICOM NETWORKS,  
M-92, Baldev Singh Complex,  
Munirka, New Delhi-

(5) M/s Icon Marketting Pvt. Ltd.  
210, A/4, Shahpur Jat,  
Near N Block, Panchsheel Park,  
New Delhi-49

(6) M/s Krishna Computer  
WZ-89, Mohan Nagar,  
Pankha Road, New Delhi-46

(7) M/s Corporate Infotech Pvt. Ltd.  
H.O. A-16 (L.G.F)  
Jangpura Extension  
New Delhi-14

(8) M/s Agmatel India Pvt. Ltd.  
E-366, 2<sup>nd</sup> Floor,  
Nirman Vihar, Vikas Marg,  
New Delhi-92

(9) M/s Hewlett Packard India Sales Pvt. Ltd.  
Tower D, 6<sup>th</sup> Floor,  
Global Business Park  
Mehrauli, Gurgaon Road  
Gurgaon-122002

(10) M/s Wipro ltd. Infotech Group,  
Wipro Infotech, Ratan Jyoti Complex,  
1<sup>st</sup> Floor, 18 Rajendra Place,  
Delhi-110008

(11) M/s Corporate Infotech Private Limited,  
E-81, Sector-6, Noida, Uttar Pradesh- 201301



Annexure -1

S.No	Discription of Items	Quantity
<b>A</b>	<b>Desktop</b>	
	Hp Compaq Business PC	28
	Hp Elite 8200 Small Form Factor	1
	Dell All In One	03
	Lenovo Thinkcentre	13
	Accer Veriton Desktop	03
	Hp All in One(Pavalion 23)	01
<b>B</b>	<b>Printers</b>	
	Hp Laserjet P1007	26
	Hp Lj 1020	3
	Hp Lj 1015	1
	Hp Lj CP525n	1
	Samsung ML-2161	3
<b>C</b>	<b>MULTIFUNCTIONAL PRINTER</b>	
	Canon Imageclass	2
	Samsung Xpress C460fw	3
	Hp Lj 1005(all in one)	7
	Hp MFP 175 dn(Colour)	2
<b>D</b>	<b>UPS</b>	
	Orion Avior Series	23
	Paradyne DD FN2-800	08
	Asia Power	02
	Luminous	01
<b>E</b>	<b>Server</b>	
	HCL Server	1
<b>F</b>	<b>LAPTOP</b>	
	HP 348 G4	1
	DELL latitude E6400	1
	HP Probook 4420S	1
	HP Probook 4421S	1



**Technical Bid**

1. Name of the Firm/Organization :.....
2. Name of the Proprietor :.....  
Telephone/Fax/Email :.....
3. Registered Address of the bidder :.....
4. Registration No. :.....
5. GST Registration No. :.....
6. Permanent Account Number :.....
7. Number of years of Experience in maintenance of computers: .....
8. Name of the Govt. Organization in which bidder have executed satisfactorily minimum two Annual maintenance Contracts of more than 50 computers connected in LAN under Novell/Window NT Environment:  
i) .....  
ii) .....
9. Business Turnover during the last two years : (In lakhs)  
2015-16 .....2016-17.....
10. Details of EMD deposited : DD number.....Date.....Rs.....

**Documents to be attached:**

- i) EMD or Exemption Certificate, if any;
- ii) Copy of the Letters awarding AMC by Government Department/ PSU for at least Two Annual Maintenance Contracts of more than 50 computers.
- iii) Copy of the proof specifying Annual Turnover for the last three years ending on 31.03.2017
- iv) Self Attested copies of documents related to allocation of Registration Number, PAN, Service Tax Number, GST Registration Number etc.

**Declaration:**

I/We hereby state that the information furnished above is full and correct to the best of my/our knowledge . I/we read the "Terms and conditions" given in the tender notice and accepted in all respect. I/We understand that in case of any deviation detected in the above statement at any stage, the NCM is free to take any legal action against the firm/individual including blacklisted the firm/individual for dealing any matter/s with the Government of India.

**(Signature of the Bidder or  
Authorised signatory with date and Seal)**



**Financial Bid**

**(To be opened for the technically qualified bidders )**

- 1 Name of the Firm/Organization :.....
- 2 Name of the Proprietor :.....  
Telephone/Fax/Email :.....
3. Registered Address of the bidder :.....
4. GST Registration No. :.....
5. Rate of the Annual Contract ( in Rs.) (excluding GST):Rs.....  
( Itemwise rates must be provided in **Annexure III(A)**)

The Tender/Purchase Committee reserves the right to accept or reject any Financial bid without assigning reasons whatsoever.

**Declaration:**

I/We hereby state that the information furnished above is full and correct to the best of my/our knowledge . I/We understand that in case of any deviation detected in the above statement at any stage, the NCM is free to take any legal action against the firm/individual including blacklisted the firm/individual for dealing any matter/s with the Government of India.

**(Signature of the Bidder or  
Authorised signatory with date and Seal)**





Annexure -III(A)

S.No	Discription of Items	Quantity	Per unit Price for CAMQ (Rs.)	Total Price in Rs. (including GST)
<b>A</b>	<b>Desktop</b>			
	Hp Compaq Business PC	28		
	Hp Elite 8200 Small Form Factor	1		
	Dell All In One	03		
	Lenovo Thinkcentre	13		
	Accer Veriton Desktop	03		
	Hp All in One(Pavalion 23)	01		
<b>B</b>	<b>Printers</b>			
	Hp Laserjet P1007	26		
	Hp Lj 1020	3		
	Hp Lj 1015	1		
	Hp Lj CP525n	1		
	Samsung ML-2161	3		
<b>C</b>	<b>MULTIFUNCTIONAL PRINTER</b>			
	Canon Imageclass	2		
	Samsung Xpress C460fw	3		
	Hp Lj 1005(all in one)	7		
	Hp MFP 175 dn(Colour)	2		
<b>D</b>	<b>UPS</b>			
	Orion Avior Series	23		
	Paradyne DD FN2-800	08		
	Asia Power	02		
	Luminous	01		
<b>E</b>	<b>Server</b>			
	HCL Server	1		
<b>F</b>	<b>LAPTOP</b>			
	HP 348 G4	1		
	DELL latitude E6400	1		
	HP Probook 4420S	1		
	HP Probook 4421S	1		

