

D-19016/01/2018/D(Gen/DDP)
Government of India
Ministry of Defence
Department of Defence Production

Room No. 253-A, B-wing,
Sena Bhawan, New Delhi
Dated 30th January, 2019

TENDER NOTICE

Subject: Comprehensive Annual Maintenance Contract (CAMC) for Computers, Printers, Scanner, MFP, Fax Machine, Laptop and UPS etc. in Department of Defence Production reg.

Online quotations are hereby invited at Central Public Procurement (CPP) Portal (www.eprocure.gov.in) for inviting Comprehensive Annual Maintenance Contract (CAMC) for Computers, Printers, Scanners, MFPs, Laptops and UPSs etc. in the Department of Defence Production. The quotations should invariably be accompanied by a Demand Draft of Rs. 30,000/- in favour of Account Officer, DAD, MoD (Civil), New Delhi as Earnest Money Deposit (EMD). The bid received without the requisite EMD will not be entertained. The requisite documents with the bid and EMD should be submitted in a sealed cover super scribed with 'Quotation for Annual Contract for AMC for computers, printers, scanners, MFPs, Fax Machines, laptops and UPSs etc. in Department of Defence Production in Room No.253-A, B-Wing, Sena Bhawan, New Delhi on or before 21st Feb, 2019 by 4.00 PM.

2. Manner of Depositing the Bids: Sealed quotations should be either dropped in the Tender Box marked as “**Tender Box, D (General/DDP) ” in Gate No. 1 of Sena Bhawan** or sent by registered post at the address given above so as to reach by the due date and time. Tender forms/envelop received after last date and time will not be considered. No responsibility will be taken for postal delay or non-delivery/ non-receipt of Bid documents. Bids sent by FAX or e-mail will not be considered

3. An approximate detail of operating computers/Printers/MFP/Fax Machine/Scanners/laptop etc. is as under:-

S.N.	Name of the item*	Quantity (out of warranty period)
01	Computer	172
02	UPS	164
03	LaserJet Printer	161
04	MFP	24
05	Fax	06
06	Scanner	03
07	Laptop	04

* *The number of items may be increased/decreased.*

4. The Quotations will be accepted only as physical (in two bid systems i.e. Technical & Financial) and bidders must be registered with the Central Public Procurement (CPP) Portal.

5. Detailed tender document can be obtained from Room No. 253-A, 'B' Wing, Sena Bhavan, New Delhi on payment of Rs.1000/-(One thousand only). Blank tender documents and other details can also be downloaded from the website of this office www.ddpmod.gov.in or www.eprocure.gov.in. In case the blank form is downloaded by the bidders from the website, the bidder has to enclose fee of Rs.1000/- (non-refundable) in the form of Demand Draft/Pay Order. Tenders without such fee would be summarily rejected. The Demand Drafts/Pay Orders are to be drawn in favour of "ACCOUNTS OFFICER (DAD), MOD(CIVIL)".

6. Important dates for the invitation o1 aforesaid Online Bid is:

- | | | |
|---|---|------------|
| a. Publish date of tender | - | 30-01-2019 |
| b. Tender Document downloading start date | - | 30-01-2019 |
| c. Bid/Quotation submission start date | - | 30-01.2019 |
| d. Tender document downloading end date | - | 21-02-2019 |
| e. Bid/Quotation submission end date | - | 21-02-2019 |
| f. Bid/Quotation opening | - | 22-02-2019 |

7. The General terms and conditions of the contract will be as under :-

General

- i. The contract shall be for a period of one year from the date of contract unless it is curtailed or terminated by this Department owing to deficiency of service or for any other reason and breach of contract or for any other reason. The bidders shall quote item wise rates for the CAMC for one year with applicable taxes separately; otherwise, it will be presumed that the rates are inclusive of all applicable taxes.
- ii. The contract may be extendable for 2 years on same terms and conditions or with some addition/deletion/modification, mutually agreed upon by the successful service provider and the Department. However, if the services are not found satisfactory or otherwise, contract may be terminated at any time without assigning any reason.
- iii. This Department reserves the right to terminate the contract during initial period also after giving a week's notice to the contracting agency, without assigning any reason.
- iv. The contracting Firm shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other agency without the prior written consent of this Department.
- v. The willing firm is required to submit his previous experience of maintenance of at least 200 Computers/UPS/Printer/laptop for the last three years. Reference of satisfactory work performance from the users including three (at least) Government Departments is also required.
- vi. The Firm must have valid ST/GST/PAN/TAN number and have filled IT returns preferably for the last three financial years. HP authorized Partner and ISO Certified firm would be given preference.
- vii. The firms having minimum turnover of Rs 20 lakh for the last three years, and minimum 03 Years working experience with at least three Government Departments/Ministries shall be preferred.
- viii. The firm also has to submit an undertaking stating that it has not been blacklisted from any Government Ministries/Departments/PSUs.

- ix. The tenderer shall be bound by the details furnish to this Department while submitting the tender or at any subsequent stage. In case, any of such documents furnished by the agency/firm/company is found false at any stage, it would be deemed to be a breach of terms of contract making it liable for legal action besides termination or contract and consideration for blacklisting the firm.
- x. Successful firm shall have to deposit security money of Rs. 50000/- (Fifty Thousand Only) in the form of BG/FDR in favour of Account officer DAD, MoD (Civil), New Delhi would be retained during the currency of the Contract.

Job Description and Payment :-

- i. The vendor will provide three resident engineers to handle PCs, printers, UPS, Fax Machine, Scanner, MFP, Laptop services and other accessories, software problems on all the days from 9.00 am to 7.00 pm including holidays (Saturday/Sunday) if required. The firm will also provide maintenance and repair services on holidays in case of emergency. During the parliament session the firm will provide the service of one resident engineer after office hours till 10.00 p.m. The engineers should be equipped with mobile phones to ensure their availability. An amount of Rs.500/- per day will be deducted from contract payable if any service engineer remains absent / leave without providing a substitute.
- ii. The contract will be initially valid for One year. 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 shall be open to the DDP to extend the term of the agreement on the same terms and conditions for a further suitable period, if necessary on satisfactory performance of the firm on same terms and conditions.
- iii. At mutually agreed locations, the DDP will keep a record of machine failure including the nature of failure, the date and time of booking the complaint (at mutually agreed locations), when the machine were made up and the total down time. The record will be signed by the firm's service engineer, user and the DDP.
- iv. The firm shall also prepare separate log books for each of the machines to be taken under the contract. The firm shall undertake preventive maintenance with virus detection and special cleaning of the monitor, printer, key board, 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 the section officer (Gen/DDP) in DDP failing which an appropriate, penalty for each unit would be imposed by the competent authority of the Department of Defence Production Ministry of Defence. The penalty will be recovered either cash payment by the vender to the ministry or through deduction in the monthly/quarterly bill amount or from the security deposit. The quarterly payments will strictly be made on the basis of satisfactory report from the user.
- 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 stand-by equipment for the same. Also stand-by inventory of monitor, CPU, printer, HDD, Ram, Mouse and UPS should be kept in the ministry. The firm will also provide maintenance and repair services on holidays in case of emergency.
- vi. If any PC/accessory is not compatible repaired within 24 hours, the firm will provide a stand by PC/accessory. If, however, the firm fails to repair or provide a

stand-by PC/accessory within 2 days, then a penalty of Rs.500/- (Rupees Five hundred only) per day or part thereof will be charged for delay the two days till such time the PC/accessories are repaired. In case the parts that requires are not available, the same should be replaced within a higher level of part that is compatible with the system. The handing over the damage of faulty parts of the equipment's to the firm will be sole discretion of the Department of Defence Production..

- vii. For down time calculation, the day on which the call is lodged will not be taken as part of downtimes. Also if the user is not able to hand over the system to the engineer of the firm for maintenance purpose, such time will not be considered for the down time penalty.
- vii. 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 firm.
- viii. Preventive maintenance (pm) once in three months for all systems, printers & scanners will be undertaken. If the pm is not carried out within the beginning the month of each quarter from the date of award of contract 5% of contract amount will be deducted on weekly basis.
- ix. Operating system support (OS): this contract is comprehensive inclusive OS support on all the systems covered under this contract. Any problem related with os maintenance, reloading of os with all device drives, os upgrade, device drivers, system configuration and network configuration will be attended & rectified by the firm. All required device drivers of reputed brand will be provided by the firm.
- x. Antivirus software (avs) support: This contract includes the antivirus software support on the systems covered under this contract. Any problem related with virus will be attended and rectified by the firm. The firm will update the antivirus software as and when required and also during preventive maintenance of the systems.
- xi. System maintenance charges shall not include the cost of consumable and supply items such as cartridges, floppy diskettes, computer stationery and CDs. The faulty power adapter, power cable & printer interface cable will be repaired/replaced by the firm, laser/inkjet, printer maintenance charges include replacement/repair of all faulty or broken parts and spares except toner/ink cartridge & print cartridge.
- xii. New equipment purchased will be included in contract as soon as warranty expires or after the expiry of the common date of warranty.
- xiii. The new upgraded item (memory, hdd, mm kit etc.) Purchased from the firm or any other vendor and upgraded into the existing contract system, will be included in contract as soon as warranty expires or after the expiry of the common date of warranty of upgraded items.
- xiv. In case of intermittent failures and repetitive problems due to improper diagnosis or repair, the system will treated as continuously down.
- xv. The equipment will be handed over back to the Department of Defence Production Ministry of Defence in good working condition after the contract period.
- xvi. The machines are normally required to be repaired in the office only. In exceptional cases when the machines cannot be repaired in the office premises and are required to be taken to the workshop, the firm will have to provide stand by machine till the faulty machines are repaired. The Department of Defence Production Ministry of Defence will not make any payment towards cartridge for to and fro transportation of the equipment by the firm for repair. The machines taken

out of building for repair should be returned within two working days of taking out of building. Delay in returning the machines within this period shall attract penal deduction @ Rs. 250/- for each computer and Rs.150/- for each printer and ups per day beyond the stipulated period.

- xvii. The firm would use only genuine spare parts of reputed brands.
- xviii. The contract may be terminated by the Department of Defence Production Ministry of Defence at any time without assigning any reason thereof. If the services of the firm are found to be unsatisfactory, the contract will be awarded to another firm at the risk and expense of the defaulting firm. In this regard, the decision of the Department of Defence Production Ministry of Defence will be final and binding upon the firm.
- xix. Mouse pads shall be provided by the firm as and when required.
- xx. Quarterly payment would be made after satisfactory completion of each quarter. No advance payment in any case would be made.

Legal :-

1. Tendering agency shall be liable for depositing all taxes, levies, Cess etc. on account of service rendered by it to the Department of Defence Production to concerned tax collection authority from time to time as per extant rules and regulations on the matter.
2. The Tax Deduction at Source (T.D.S) shall be deducted as per the provisions of Income Tax Department, as amended from time to time and a certificate to this effect shall be provided to the agency by this Department.
3. In case, the tendering agency fails to comply with any statutory/taxation liability under appropriate law, and as a result thereof the Department is put to any loss/obligation, monetary or otherwise, the Department will be entitled to make deduction from the outstanding bills or the performance Security Deposit of the agency, to the extent of the loss or obligation in monetary terms.
4. In case of breach of any terms and conditions attached to this Contract, the Performance Security Deposit of the agency will be liable to be forfeited by this Department besides termination of contract and consideration for black listing the firm.
5. This Department reserves the right to withdraw/relax/modify any of the terms and condition mentioned above so as to overcome the problem encountered at a later stage.
6. This Department shall not be responsible for any financial loss or other injury to any person deployed by service providing agency in the course of their performing the functions/duties, or for payment towards any compensation.
7. All disputes arising out of Contract shall be subjected to the jurisdiction of Delhi Courts only.

(Manmohan)
US (Gen/DDP)
Tele No. 2301 1114

COMMERCIAL BID FORM

Tender for awarding Comprehensive Annual Maintenance Contract (CAMC) for Computers, Scanners, MFP, Printer, UPSs, Fax Machines, Laptops installed in the various offices/sections of Department of Defence production

1. Tender to addressed to : The Under Secretary(Genl./DDP) Department of Defence Production
2. Tender to submitted to: Under Secretary(Genl.), Ministry of Defence, Department of Defence Production, New Delhi – 11

3. Name of Firm : -----
Registered address -----
With telephone numbers -----

4. Present Address with Telephone numbers : -----

5. Service charges per

S.N.	Name of the item	Quantity	Rate without tax	Tax	Rate with Tax	Total
01	Computer (HP, Dell)	01				
02	UPS (Paradyne, Luminous, Samtek)	01				
03	LaserJet Printer (HP, Canon)	01				
04	MFP (HP, Canon)	01				
05	Fax (Canon, Panasonic)	01				
06	Scanner (Canon, HP)	01				
07	Laptop (HP)	01				
	Total					

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.Validity of Bid for technical : Three months from the date of opening of bids

Office Seal

(Signature of the Tenderer)

Date:

Proprietor/Partner

Place:

Check List For the Documents submitted

S.No.	Document Required	Document Submitted
1.	An attested copy of the registration	
2.	ISO Certificate	
3.	In case of partnership firms, a copy of the partnership agreement	
4.	Proof of successful and satisfactory completion of the contract of three year from three Government Department .	
5.	Last three financial year ITRs	
6.	A copy of financial statement of the firm duly certified by the CA	
7.	Certified copy of the PAN card	
8.	Certified copy of the GST registration	
9.	A Copy of previous experience of maintenance of 200 Computers/UPS/Printers for last three year	
10.	Self-Certificate that the firm has not been blacklisted	
11.	Earnest Money Deposit (EMD) of Rs. 30,000/-	
12.	Tender Fee of Rs. 1000/-	