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**Government of India
Ministry of Finance
Department of Revenue
Central Board of Indirect Taxes and Customs
Directorate General of Human Resource Development
507/8, Deep Shikha, Rajendra Place,
New Delhi - 110008**

F.No.715/1/HRD(AMC Comp)/2018

Dated: 03.06.2019

NOTICE INVITING TENDER FOR ANNUAL MAINTENANCE CONTRACT (NON COMPREHENSIVE) OF COMPUTERS, PRINTERS AND PERIPHERALS IN THE OFFICE OF DIRECTORATE GENERAL OF HUMAN RESOURCE DEVELOPMENT, 507/8, DEEPSHIKHA BUILDING, RAJENDRA PLACE, NEW DELHI

- A.** Directorate General of Human Resources Development, Central Board of Indirect Taxes and Customs, 507/8, Deepshikha Building, Rajendra Place, New Delhi - 110008 invites sealed tenders for the **ANNUAL MAINTENANCE CONTRACT OF COMPUTERS, PRINTERS AND PERIPHERALS** as per details given below:

S. No.	Name of the Machine	No. of Machines
1.	All in one Computers	20
2.	LCD Moniter	93
3.	CPU	93
4.	Printers (Model- HP, Canon)	80
5.	Colour Printer (Model HP)	12
6.	Laptops (HP, Acer)	05
7.	UPS	93
8.	Scanner (Make-HP)	05
9.	Server	01
10.	Fax	07

- B.** Also note the following general conditions for submission of the quotation :

1. The quotations may be sent by post or delivered at reception at our office premises.
2. Interested suppliers are requested to submit their quotation/tender in two parts in two separate sealed covers, one containing **"Technical Bid"** and the other containing **"Financial Bid"**. Both these bids should be kept together in another sealed cover superscribed as **"QUOTATION FOR ANNUAL MAINTENANCE"**

CONTRACT (NON COMPREHENSIVE) OF COMPUTERS, PRINTERS AND PERIPHERALS". The format of the Technical Bid and Financial Bid is enclosed as Annexure - 'A' and Annexure - 'B'.

3. The quotations in sealed covers should be sent to the **Joint Director, Directorate General of Human Resources Development, Central Board of Indirect Taxes and Customs, 507/8, Deepshikha, Rajendra Place, New Delhi-110008**
4. The last date and time of the tender is **on or before 21.06.2019** Bids received after the due date shall not be entertained. The Sealed tenders will be opened on **24.06.2019 at 1200 hrs.**
5. The terms and conditions of this tender shall be as per **Annexure 'C'**.
6. The tenders/quotations which are received Incomplete and/or filed after the due date shall be summarily rejected. The parties who wish to be present at the time of opening of Tenders/quotations may represent themselves or authorize their representatives with an authority letter. If the awardees of the tender cannot fulfil the terms and conditions of the tender to the satisfaction of the office of the DGHRD, New Delhi on the day appointed then the tender will be awarded to the next lowest bidder who has fulfilled the conditions of the technical bid. This office reserves the right to accept or reject any or all tenders without assigning any reason.
7. The tenderer should be duly registered with the concerned state/Central authorities and should be well established to provide Non comprehensive annual maintenance contract of computers, printers, UPS and printers to Central Government. Such service providers should also submit details of other such government organizations to which they have extended similar service in the recent past as well as the present.
8. The firm should have been in business of maintenance of computers and peripherals for a period of not less than 2 years. A copy of the Company's Registration document should be submitted *requisite documents to support this claim will have to be produced for verification)
9. The firm intending to submit the tender should be a reputed organisation in the field of hardware and software maintenance and must have provided AMC to at least two Central Government Organisations for at least 2 years.
10. A satisfactory performance certificate regarding AMC from at least 2 government Departments shall have to be furnished.
11. The firm must be willing to provide onsite support for PCs, UPS and printer and peripherals of different makes and models.
12. The successful bidder will have to provide bank guarantee for 10% of the amount of the tender value for a period of year.


(Bharti Sharma)
Deputy Director (Admn)

TERMS AND CONDITIONS

1. The AMC shall exclude the spare parts fitted for maintenance of the equipments and the AMC holder will attend the call immediately (within 1-3 hours) and setting right all computer systems to smooth working conditions. The AMC holder will be maintaining LAN & Remote Locality Service. Installation of Anti Virus software etc. will be done by the AMC holder.
2. The contract shall be valid for an initial period of one year.
3. The agency/firm shall have sufficient numbers of Technicians and Computer Engineers with them. In case of non-availability of Engineers at any time, the firm shall provide substitute engineers as the case may be List of engineers/support staff has to be provided along with their qualifications.
4. The agency/firm should have good financial viability and can cushion credit up to three months.
5. The Contract between the Joint Director (Admn), DGHRD and the service provider can be terminated after a prior notice of one month from either side in the instance of poor service or violation of any of the conditions stipulated.
6. The firm should submit the list of Engineers along with their contact numbers, whom they will be able to provide to this office in case they are selected in the tender.
7. The address along with the telephone numbers and fax numbers of the workshop in New Delhi should be furnished.
8. A general undertaking shall be given that all the terms and conditions of the Bid document are acceptable
9. Only the firms meeting the above technical terms & conditions should submit their quotations in sealed covers. Technical Bid shall include documentary proof in respect of each of the above points of Technical terms & conditions. Financial bids of Firms who fail to fulfill any of the above conditions will not be considered.
10. Any matter during the period of this agreement which has not been specifically covered by this agreement shall be decided by the office of DGHRD whose decision shall be final and conclusive.
11. In case of any dispute of any kind and in any respect whatsoever, the decision of this office shall be final and binding.
12. The service provider should have Service Tax Registration or submit an undertaking that he is not liable to pay Service Tax. The rates offered shall be considered exclusive of all taxes including service tax (All taxes may be shown separately).
13. The service provider must have 24 hours working telephone system so that he can be contacted over phone at short notice and at odd hours and on holidays. In case of requirement of any service Engineer it would also be essential for each service Engineer to have a mobile number so that he could be contacted for duty.
14. The department is not liable to pay any other charges in addition to the above.
15. The Vendor will provide one (1) dedicated Engineer on all the working days during working hours of DGHRD, which may even be called for on Saturdays & Sundays and other public holidays if required. The service of the Engineer may also be required beyond working hours on some occasions to meet any emergency situations. The contractor shall ensure that on such occasions also the personnel are deputed with no extra cost.

GENERAL TERMS & CONDITIONS:

1. The AMC will be for a period of one year.
2. The vendor will provide the Area Service engineer (preferably qualified in Computer Hardware/software) who will attend to service calls within 1-3 hours after lodging a complaint. If found incompetent by this office, the Engineer shall be changed by the firm immediately.
3. Apart from the Hardware/Software failures of various types, the calls will also require servicing of non-functional printers in Networked environment etc.
4. The rates quoted in the contract will remain in force for the full period of the contract. No demand for revision of rate on any account shall be entertained during the contract period.
5. The contract can be terminated by this office at any time without giving any notice or without assigning any reason. If the work of the contractor is found unsatisfactory during the period of this contract, decision of the competent authority of this office shall be final and binding on the firm.
6. This tender is not transferable and under no circumstance shall be successful bidder be allowed to sub-contract to any person/party.
7. The systems that are not serviceable by the agency due to obsolescence of technology or non availability of parts/assemblies/components will be withdrawn from the maintenance contract. The decision of the competent authority regarding non availability and obsolescence of technology and withdrawal of these items from the main contract will be final. Withdrawal of such systems shall be communicated to the agency and equivalent maintenance charges shall be deducted accordingly.
8. No advance payment would be made in any case. However, payment will be made on quarterly basis.
9. In case of non-satisfactory service provided by the firm, the contract shall be cancelled without giving prior notice or penalty upto deduction of 20% of service fee shall be levied.
10. TDS will be deducted as per rules.

ANNEXURE 'A'

TECHNICAL BID

1. Name, Address and Telephone number of Tenderer :
2. Name and address of the Proprietor/Partner/Directors of the firm:
3. Registered Address, Telephone No. & Fax No.
4. Other Address of any branches with their tel. No.
5. Address & Contact no. of the workshop
6. Whether firm is registered under Sales Tax Act
7. Whether firm is registered under Sales Tax Act
8. PAN no. of the firm
9. Total engineers working under the firm
10. Name(s) of the Public sector/Govt. org. whom similar Services have been provided by the firm
(please attach the service certificate)
11. Name of the website, email ID etc. if available

*Attach Relevant Documents

"I have read the terms & conditions of the tender notice and agree to abide by them."

Signature:

Name of Authorized Signatory:

Seal/ Stamp:

Date:

ANNEXURE 'B'

FINANCIAL BID

1. Name, Address and Telephone number of Tenderer:
2. Name and address of the Proprietor/Partner/Directors:
3. Service Tax Registration Number:
4. Rate quoted for AMC for one year

"I have read the terms & conditions of the tender notice and agree to abide by them."

Signature:

Name of Authorized Signatory:

Seal/ Stamp:

Date: