

D-21011/03/2017-Ad.II
CABINET SECRETARIAT
RASHTRAPATI BHAVAN

New Delhi, the 7th September, 2017

To

(THE INTRESTED BIDDER)

Subject: Invitation to Tender for annual maintenance contract of Desktop, Printers, Scanners, Laptops & Servers etc.

I am directed to invite sealed Tenders for award of **Annual Maintenance Contract of Desktop, Printers, Scanners, Laptops & Servers etc.** installed in this Secretariat. Interested firms may send their tender along with a Bid Security Deposit of Rs.50,000/- (Rupees Fifty Thousand Only) in the form of Account Payee Demand Draft from any nationalized bank in favour of "D. D. O, Cabinet Secretariat, Rashtrapati Bhavan, New Delhi."

2. The tender document may be downloaded from the website of www.cabsec.nic.in In case of any query, please contact Section Officer (Ad-II), Room No. 6, Cabinet Secretariat, Rashtrapati Bhavan, New Delhi - 110004 (Phone:2301-5937 & 2301-5938).

3. **The quotations may be submitted in two bids, viz. technical and financial in separate sealed covers.** Technical Bid should contain company profile and authenticated documents to prove the eligibility of all conditions as per **Annexure-II**. The Financial Bid should contain only the Financial Charges as per **Annexure-III**. Omission of any of the demanded documents may result in the rejection of their entire tender. They should go through the tender advertisement thoroughly and submit their quotations only if they meet terms and conditions of the Cabinet Secretariat as detailed in **Annexure – I**.

4. The firms should submit the quotations in separate sealed envelopes. Both sealed covers should be placed in the main sealed envelope super scribed "**Tender for Annual Maintenance Contract of Desktop, Printers, Scanners, Laptops & Servers etc.**" and the same should be addressed to "**The Under Secretary (Admin), Cabinet Secretariat, Rashtrapati Bhavan, New Delhi**, and should be deposited in the **Tender Box** kept for the purpose in the **Reception Office of the Cabinet Secretariat, South East Wing, Rashtrapati Bhavan, New Delhi**, latest by **3:00 PM on 28th September, 2017**. The quotation/tender received after the last date and time prescribed and or received in any manner other than through Tender Box would not be opened and would be summarily rejected. **No tenders through post/speed post/ regd. post or courier will be accepted**

5. The Tender Opening Committee will open the technical bids at **3:30 PM on 28.09.2017** in Conference Room, Cabinet Secretariat, Rashtrapati Bhavan, New Delhi in the presence of participating bidders, who may like to be present in person or through their duly authorized representative. The Committee/competent authority will assess the ability of the agencies based on its record, profile and on such other criteria as per technical bids. The representatives of only

Vikas Singh

those found successful at the technical bid stage would be allowed to be present at the time of opening of financial bids.

6. The Firms/bidders should not have been blacklisted by any Ministry/Department of the Government of India. The tendering firms/bidders shall have to give a notarized affidavit on a paper of appropriate value to the effect that they have not been blacklisted or their business dealings with Government Ministries/ Departments have not been banned.

7. The Secretariat reserves the right to cancel any or all of the Tenders without assigning any reason.

Vikas Srivastava
(Vikas Srivastava)

Under Secretary to the Govt. of India

Enclosure: (1) Detailed job requirement and terms & conditions (Annexure-I)
(2) Format of Technical Bid (Annexure-II)
(3) Format of Financial Bid (Annexure-III).

Copy to:

1. Technical Director (NIC), Cabinet Secretariat, Rashtrapati Bhavan, New Delhi. The aforesaid letter may kindly be up-loaded in a non-editable version on this Secretariat's official website www.cabsec.nic.in under intimation of the office.
2. **All Ministries and Department of Govt. of India** located at New Delhi/Delhi with the request that the firms engaged by them for the purpose may be requested to submit their tenders, if interested.

**CABINET SECRETARIAT
RASHTRAPATI BHAWAN**

General terms and conditions

1. The firms should have at least 05 years' experience in maintenance of Desktop Computers, Laptops, Printers, Scanners and Servers etc. They also should have successfully executed AMC in at least five (5) Central Government Organizations. A copy of the last five years AMC should be enclosed along with the sanctioned letter along with the list of clients, indicating the year of working for them.
2. The firm must have ongoing AMC for Desktop Computers, Laptops, Scanners, Printers and Servers (separately or combined) in at least two Ministries/Departments of Government of India. The firm should provide a satisfactory service certificate in this regard.
3. The Firm should provide one Resident Engineer who should be well qualified with a minimum of five (5) years' experience. The qualification of the resident engineer should be (i) B. Tech in Computer Science or in Information Technology or in Electronics & Communication Engineering with one year Hardware handling experience; or (ii) B.Sc. (Hons) in Computer Science with two years' experience in Hardware Handling or (iii) BCA with two years' Hardware handling experience. (necessary supporting documents relating to qualifications and experience should be attached).
4. The resident engineer should be available six days (Monday to Saturday) a week from 9:00 AM to 5:30 PM. His services may be required on odd hours and also on holidays as the situation demands. The engineer should have an exposure and experience of apple products and their operating systems.
5. The power adapters of laptops and scanners should be replaced with new OEM adapters. The faulty adapters should not be repaired.
6. In case the hard disk turns out to be faulty or defective, it should be replaced with a new hard disk. The old/faulty hard disk will not be returned back to the vendor due to the security restrictions. It may kindly be noted that the hard disks that is kept as a standby will not be returned to the vendor.
7. The firm must ensure and assure that the firm who enters into the AMC contract with Cabinet Secretariat will not outsource it further. Any deviation from this would lead to blacklisting.
8. The AMC will be given initially for a period of one year after finalization of the contract. The rates quoted will remain in force for the entire period of contract. No demand for

Vikas Singh

revision of rate on any account shall be entertained during the contract period. It will be open to the Cabinet Secretariat to extend the terms of the agreement for a further period on satisfactory performance of the firm.

9. The firm shall provide services during office hours in Cabinet Secretariat, Rashtrapati Bhavan, New Delhi and its other Offices situated in Delhi and at the residences of Senior Officers of this Secretariat at different locations in New Delhi (including Saturdays/Sundays and Holidays) without any additional cost.
10. The Engineer should be equipped with a mobile phone and also a two-wheeler. He must have a thorough and in-depth knowledge of all operating systems.
11. The firm should have minimum annual turnover of services to the tune of **Two (02) Crores** exclusively from the AMC services. The firm should attach documents in support of annual turnover during the preceding five years as per tender document.
12. The firm should have ISO 20000-11:2015 certification pertaining to the services.
13. At each location, this Secretariat will keep record of Desktop Computers and Laptops, Printers, Scanners and Servers. Log-report of the firm will indicate the nature of complaint, date and time of booking the complaint, time when the machine is repaired and total down time. This record will be signed by the firm's service engineer, and user.
14. The firm will also prepare a separate log books for each of the machines to be taken under the AMC and preventive maintenance with virus detection and special cleaning of the monitor, CPU, Keyboard 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 Administration Section failing which an appropriate, penalty would be imposed. The quarterly payment will strictly be made on the basis of satisfactory report from the user.
15. The service engineers would take up any reported fault **within two hours**. As far as possible, the repairs would be carried out on-site itself. However, in case the equipment is taken to workshop the firm would provide a **stand-by** for the same with same configuration or higher. The Department will not make any payment towards cartage and the expenditure for the to and fro for transportation of the machines should be borne by the firm. The equipment taken out of building for repair should be returned within two working days of taking out of building failing which the penalty clause would automatically get activated. The firm will also provide maintenance and repair services on holidays in case of emergency.
16. If any Desktop Computers and Laptops etc. is not repaired within 24 hrs. the firm will provide an unused standby Desktop Computers and Laptops etc. If however, the firm fails to repair or provide a stand-by desktop computer and laptop, before picking-up the defective desktops/laptops failing which a penalty of **Rs.500/- (Rupees Five Hundred**

Vikas Singh

Only) per day for delay. Same procedure will also be followed for Printers, Scanners and Servers. In case the required part is not available, the same should be replaced with a higher level of part that is compatible with the system. The handing over of the damaged or faulty part of the equipment to the firm will be sole discretion of the Cabinet Secretariat.

17. For down time calculation, from the time the complaint is lodged should be taken as downtime.
18. **Preventive maintenance (PM)** Once in three months for all Desktop Computers, Laptops, printers, scanners and servers etc. will be undertaken. If the PM is not carried out within the beginning the month of each quarter from the date of award of AMC, 5% of AMC amount will be deducted on weekly basis.
19. **Operating System Support:** 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 to and rectified by the firm.
20. **Anti-Virus Software (AVS) Support:** Anti-Virus software support on the systems covered under this contract. Any problem related with system virus shall be attended to and rectified by the firm. The firm will update anti-virus software as and when required and also during preventive maintenance of the systems.
21. New equipment purchased will be included in AMC as soon as warranty expires.
22. The new upgrade item (Memory, HDD, MM Kit etc.) purchased from the firm or any other vender and upgraded into the existing AMC system, will be included in AMC with the firm as soon as warranty expires.
23. The firm would use only OEM spare parts. The firm must have Multi-OEM product support capability i.e. HP, HCL, Dell, Lenovo etc. and shall act as single point of support contact for all the products. An OEM service provider certification in this regard should be submitted. A certificate is to given by the firm in each case/repair that OEM products parts are used.
24. It is mandatory that the firm should maintain inventory of spares in Cabinet Secretariat under the custody of resident engineer. The copy of inventory list should also be given to computer in charge with regular updates. The inventory should consist of a minimum of one complete set of i7 PC along with an extra SMPS, Mono-Printers, Colour Printers, Colour MFPs, Feeder Scanners, two sets of Taflons, Two sets of pick-up-rollers, 24" LED Monitor and one HDD (500 GB/1TB).

Vikas Surti

25. The firm must ensure and assure the availability and arrangement of OEM mother boards for the desktops which are under AMC. Only those companies who can ensure and assure the arrangement of OEM mother board should apply.
26. Duration of the Contract: The Contract will be valid for a period of 12 months. In case the services of the Contractor are not found satisfactory or contractor fails to comply with any terms and conditions of this contract, the Department may terminate the Contract.
27. The Firm must provide new Teflon from OEM for the printers in case the Teflon needs to be replaced without any extra cost.
28. The firm must provide new Laptop battery, Laptop adapter, keyboards of OEMs, in case the battery gets drained out or the keyboard becomes malfunctioning, without any extra cost. Similarly, keyboard and the mouse of Desktops should be replaced with the new ones, that too of OEM only without any extra cost, if they go faulty during the current contract. The mouse/ Keyboard could be of USB or PS2 as per demand. The keyboards and the mouse cannot be repaired due to security reasons.
29. The company which has been awarded AMC should carry out the inspection of the hardware within two weeks before the start of the AMC.
30. The company should ensure and assure the availability of the mother-boards of the brands put on AMC.
31. Engineer should be on the payroll of the company, valid documents may be attached.
32. The firm should have adequate technical staff in New Delhi with expertise in dealing in various flavours of Windows Operating System.
33. The contract shall be subject to the Indian laws and Jurisdiction of the Courts located in Delhi.

**Signature of the authorized signatory
of the Tenderer with seal of the Firm**

Vikas Surti

Technical Bid

Subject: Subject: Invitation to Tender for annual maintenance contract of Desktop, Printers, Scanners, Laptops and Servers etc.

S. No.	Particulars	To be filled by the Tenderer
1	Details of the firm: (a) Name (b) Address (c) Name of proprietor (d) Telephone No. (e) Mobile No. (f) Email address (g) Name of business partner, if any	
2	Details of Demand Draft: i. Amount ii. Demand Draft No. iii. Date iv. Issuing Bank	
3	Proof experience: i. 5 years' experience in Central Govt. Organization ii. Work experience in 5 different Central Govt. Organization	
4	Required attested documents: i. The audited accounts ii. IT Returns filed and iii. IT Clearance Certificate iv. Sales Tax Certificate v. PAN/TAN Card vi. Service Tax Registration Number vii. ISO 20000:1:2011 certification	
5	Affidavit for non-blacklisting	
6	Details of resident engineer: (a) Name (b) Address (c) Qualification (d) Details of Diploma (e) 5 years' experience certificate	

Note: Only requisite documents are to be attached. Kindly attach documents in proper indexing.

**Signature of the authorized signatory of the
Tenderer with seal of the Firm and date**

Place:-

Vikas Suri

Financial Bid

Subject: Subject: Invitation to Tender for annual maintenance contract of Desktop, Printers, Scanners, Laptops and Servers etc.

S. No.	Item with description	Quantity	Rates per Unit for One year (Inclusive all taxes in Rupees)
1	CPU TFT/LED <u>Item Description</u> - <u>Qty</u> Processors – i5 163 Processors – i7 122 Zeon server 03	288 (including 3 servers)	
2	PRINTERS <u>Item Description</u> - <u>Qty</u> HP-1007 116 HP-1106 67 HP-1108 49 HP 576DW 16 175 04 128 05 Canon 03 HP 1025 13 HP 4515 01 HP1515N 03 1102 01 400M 02 1566 01 1606 07 577dw 02 4500 01 3050 02 2025 01 1536 01 1505 02 1022 01 1020 Plus 11 177 01 2550 01 600 01 4688 01 276N 01	314	
3	SCANNERS <u>Item Description</u> - <u>Qty</u> 5000 14 5590 49 KODAK 01 8270 02 7000 02	68	

Vikas Singh

4	LAPTOPS Item Description - Qty DELL 5410 i5 06 DELL 5420 i5 01 DELL inspiron 3537 01 Sony VAIO i5 01 Lenovo LU41-70 02 Lenovo Y-500 01 Lenovo Z580 01 HP 4431S 01 HP PRO Book 4430S 01	15	
5	Resident Engineer (One)		

- The number of machines may be increased/decreased.

Place:-

Date:-

**Signature of the authorized signatory
of the tenderer with seal of the firm**
Tele: _____

Vikas Singh