

GOVERNMENT OF INDIA
MINISTRY OF EARTH SCIENCES
PRINCIPAL ACCOUNTS OFFICE
MAUSAM BHAWAN, LODHI ROAD, NEW DELHI 110003

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No: PrAO/Admn./AMC/2010-11/

Dated: 19-07-2010

NOTICE INVITING QUOTATION

Principal Accounts Office, MoES invites sealed rates quotations for the Annual Maintenance Contract for Computers/Servers/Printers/Scanners, All in one and other related peripherals installed in office of CA, MoES at Mausam Bhawan, New Delhi on two bid system. The general scope of work includes:

The maintenance of hardware and software, and is also applicable to Linux/Unix systems. The software maintenance includes loading of software, formatting of discs with software like Windows 2000, XP, Vista, Microsoft Office software, Anti-virus, Internet Explorer, COMPACT, Data retrieval and installation/removal of any other software purchased by this office from time to time. It also includes regular back up of data & removal of virus and re-installation of software, if corrupted. Support for users and troubleshooting of commercial software packages mentioned above.

1. Upkeep and maintenance of the hardware, software & networking installed.
2. To carry out equipment's onsite repairs. Stand-by arrangement to be made in case the equipment is to be taken to workshop for repairs.
3. Any other maintenance work to be undertaken related to the Computers/peripherals.

The list of computers, printers, servers, other related peripherals software and any other related items is attached as **Appendix 'A'**. However new equipments purchased from time to time, after expiry of their warranty/guarantee period, will also have to be serviced/maintained at the same terms and conditions.

The interested parties may send their sealed quotations super scribed with **'Quotation for AMC Computer and Peripherals'** which should reach to the undersigned by Registered Post, by Hand in Person or by Courier latest **by 3.00 P.M. on 30.07.2010**. The quotations will be opened on the same day at 3.30 PM. Late submission of quotations will not be accepted.

This office reserves the right to cancel the tender or contract without assigning any reasons or reduce or increase the number of items offered for maintenance contract during the currency of the AMC.

Yours faithfully,

(Jagdish Prasad)
Senior Accounts Officer (Admn)
O/o Controller of Accounts,
Ministry of Earth Sciences
A-20, Old Building, Mausam Bhawan
Lodhi Road, New Delhi 110003

Copy to: NIC in MoES for display of NIQ on www.moes.gov.in.

The Technical and financial terms and conditions of AMC shall be as follows:

A. TECHNICAL

- 1. The firm should be in existence for over 3 years in the trade with the maintenance business of computer & peripherals (service business turn over) of more than Rs.5 lakhs per annum during the last 2 years ending 31st March, 2010.
- 2. The firm must have expertise in on-site maintenance and repair of servers, clients, stand alone computers, Laser/inkjet & MFP printers, network components, scanners, peripherals and other hardware parts and accessories.
- 3. The firm also must have expertise and experience in LAN troubleshooting. The bidder should have satisfactorily executed minimum 02 Annual Maintenance of more than fifty computers connected in LAN under Novell/Window NT environment for two years.
- 4. The firm must be registered with Service Tax and Work Contract Tax (VAT) department. The firms not registered will not be qualifying for participation in tendering.
- 5. The **qualification criteria** for opening of rate bids are **at least 70 points** in technical bid.

Technical Bid Criteria & Scoring		
S. No.	Criteria	Allocation of points (Max 100)
1	Existence in relevant business of AMC of Computers & peripherals (see A1)	10
2	Business turnover Annual for last 2 years (see A1)	10
3	Experience of 3 years of onsite maintenance of PCs, Printers	20
4	Experience in LAN trouble shooting with more than 50 Computers	20
5	Experience of 3 years in any PrAO of Civil Accounts Organization	20
6	Resident Service Engineer as per T&C No. iv of Tender Document,	NON-NEGOTIABLE CONDITION. Mention cost exclusively in the Financial Bid
7	Qualification & Experience of Resident Service Engineer.	20 points for at least a 1 year certificate course & 2 year onsite experience

B. FINANCIAL

The rate may be quoted on comprehensive basis for the servers, computers, laptops, scanners, printers, all in one, networking components, service charges & taxes etc all inclusive in a separate sealed cover.

Terms and condition for awarding the AMC shall be as below:

- i. The contract will be valid for a period of one year from the date of award of the contract. The AMC can be extended for further one year subject to satisfactory service & approval of competent authority. 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.
- ii. The successful bidder shall have to deposit **Rs 5000/-** in form of Demand Draft as **Security Deposit** payable to **PAO (Sectt.), MoES, New Delhi**.
- iii. The firm will prepare 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, Printer, Keyboards, 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 PrAO failing which an appropriate, penalty of Rs. 500 would be imposed.** Cost of spare parts to be replaced shall be borne by the Department. The firm may quote their minimum competitive rates.

- iv. No request of advance payment shall be entertained. The quarterly payment will strictly be made on the basis of satisfactory report from the user.
- v. **A dedicated resident service engineers shall be available on all days to be present in office to attend to any break down.** 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. If any PC/accessory is not repaired within 24 hours, the firm will provide a stand by PC/accessory. **If, however, the firm fails to carry out repairs within 5 days, to the satisfaction of the user, a penalty of Rs.100/- (Rupees two hundred only) per day or part thereof will be charged for delay beyond the two working days till such time the PC/accessories are repaired.**
- vii. The successful bidder shall provide necessary support for maintaining VIRUS free computer environment in the Department and help in upgrading the Software's/Virus Detection mechanism. Cost of anti-virus and software shall be borne by the Department.
- viii. It may also be noted that in case of contractor backing out in mid term without any explicit consent of this department, he will be liable to recovery at higher rates, vis-à-vis, those contracted with it, which may have to be incurred by this Department on maintenance of machines for the balance period of contract through alternative means.
- ix. The above act of backing out would automatically debar the firm from any further dealing with this office.
- x. The rates quoted should be net and no discount, free services/offers quoted will be considered.
- xi. This tender is not transferable. O/o CA, MoES reserves the right to accept or reject any or all tenders without assigning any reasons.

Appendix ‘A’: FINANCIAL BID

S. No.	Items	Qty		AMC @ in Rs.	Total Rs.
		PrAO	PAO (IMD)		
1.	Servers	1	1		
2.	Desktop Computer	22	18		
3.	Printers	15	5		
4.	UPS with Desktops	20	18		
5.	All-in-One printer (MFPs)	2	-		
6.	Resident Service Engineer	1 (Compulsory)			
Taxes @					
Grand Total(in words) Rs.					

The quantity is suggestive therefore firms need to quote their rates for the items.

IMPORTANT

- I. The bidders are required to fill in all the relevant details in technical bid also in the format as attached with the tender document.
- II. Supporting documents are also required to be attached in support of entries made in technical bid.
- III. The technical & financial bids must be kept in two different envelopes with clear marking on them i.e. ‘TECHNICAL BID’ or ‘FINANCIAL BID’. Both the envelopes should be kept in one envelope & submitted to the designated official before prescribed date.
- IV. Partial or incomplete bids & without proper documents will be summarily rejected.
- V. The technical bids will be opened firstly as per the date & time given in tender documents. The date and time of opening of financial bid will be conveyed to the technically qualified bidders later.