

GA/8/2016-GENERAL(e-16636)
Government of India
Ministry of Women & Child Development

Shastri Bhawan, New Delhi-110001

Dated: 4th November, 2019

Subject: Inviting of Quotations for Comprehensive Annual Maintenance Contract (CAMC) for repair/maintenance of Desktops, Multifunction Printers, laptops, All in Ones, Printers etc. in the Ministry of Women & Child Development - regarding.

I am directed to refer to the subject mentioned above and to invite sealed quotations for Comprehensive Annual Maintenance Contract (CAMC) for repair and maintenance of Desktops, Multifunction Printers, Printers, Laptops, All in Ones etc. in the Ministry of Women & Child Development for one year from the date of awarding the contract as per terms & conditions given in **Annexure-I**.

2. The tender should be submitted in two sealed covers.

(A) The first sealed cover super-scribed as "Technical Bid" should contain the following items:-

- (i) The pro-forma at Annexure-II, duly filled in, along with relevant documents/information
- (ii) Acceptance letter of terms and conditions at Annexure-I.
- (iii) Earnest Money Deposit (EMD).

(B) The Second sealed envelope super-scribed "Financial Bid" as at Annexure-III should contain only rates for CAMC for repair and maintenance of Desktops, Multifunction Printers, laptops, All in One PCs, Printers etc.

(C) Both the sealed covers should be placed in one sealed envelope super-scribed as 'Quotation for Comprehensive Annual Maintenance Contract for repair and maintenance of Desktops, Multifunction Printers, Printers, laptops, All in One PCs, etc.'

(D) Tender should be addressed to the Under Secretary (General Admn.), Ministry of Women and Child Development, Room No.638, 'A' Wing, Shastri Bhawan, Dr. Rajendra Prasad Road, New Delhi-110 001 and **dropped in the Tender Box mounted at the gate of Room No.629, 'A' Wing, Shastri Bhawan, New Delhi latest by 3.00 PM on or before 2nd December, 2019.**



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(बी. बी. बसेशंकर)
(B. B. BASESHANKAR)
अवर सचिव/Under Secretary
महिला एवं बाल विकास मंत्रालय
Ministry of Women & Child Dev.
भारत सरकार/Govt. of India
नई दिल्ली/New Delhi

3. The Technical bids will be opened by the Tender/Purchase Committee on the same day at 3.00 PM in the office of Under Secretary (General Admn.), Room No. 638, 'A' Wing, Shastri Bhawan, New Delhi -110001 in the presence of the participating bidders who may wish to be present. Quotations received after the stipulated time & date will be rejected forthwith.
4. The competent authority in the Ministry reserves the right to amend any of the terms and conditions contained in the Tender Documents or reject any or all application/s (offers) without giving any notice or assigning any reason thereof. The decision of Competent Authority in this regard will be final and binding.
5. All the tenderers are requested to read and understand the terms and conditions of the contract as detailed in the Annexure-I before sending their quotations, as no change or violation of the aforesaid terms and conditions are permissible once the quotation is accepted by the Ministry.
6. The Tender document can be downloaded from the website of the Ministry i.e. www.wcd.nic.in and <http://www.eprocure.gov.in>.

Yours faithfully,



(B. B. Baseshankar)

Under Secretary to the Government of India

अवर सचिव/Under Secretary
महिला एवं बाल विकास मंत्रालय
Ministry of Women & Child Dev.
भारत सरकार/Govt. of India
नई दिल्ली/New Delhi

Copy to:

- (1) All Ministries/Departments of the Govt. of India, New Delhi with the request that a copy of the tender notice may kindly be provided to the venders who have been awarded the contract by them for CAMC for repair & maintenance of computers, printers, laptops, All in One PCs, UPSs etc. in their offices.
- (2) Tech. Dir. NIC, with the request to upload the tender on the website of the Ministry.
- (3) <http://www.eprocure.gov.in>.

TERMS AND CONDITIONS OF THE TENDER

1. The Tender is for Comprehensive Annual Maintenance Contract (CAMC) for computers, printers, laptops, scanners, UPSs, etc. installed in different rooms at Shastri Bhavan, Jeevan Vihar Building, Jeevan Tara Building and at the Minister's residence office and Senior Officers of the Ministry.
2. The contract will be valid for a period of one year from the date of award of contract. The rates quoted shall remain in force for the full period of the contract. No demand for revision of rates on any account shall be entertained during the contract period. However, the contract may be extended further after reviewing the performance of the contracting firm up-to a maximum of two years.
3. The competent authority in the Ministry reserves the right to accept/reject all or any of the bids, or cancel the tender process at any time prior to award of contract without assigning any reasons.
4. The selected firm will have to deposit a Performance Security equivalent to 10% of contract value either in the form of Bank Guarantee or FDR from a commercial bank in favor of Pay and Accounts Officer, Ministry of Women and Child Development which should remain valid for a period of sixty days beyond the date of expiry of the contract period. In case of extension of contract, the validity period of bank guarantee/FDR will have to be extended accordingly.
5. In case, the successful bidder shows inability at any stage, after the contract is finalized and awarded, for whatsoever reason(s), to honor the contract, the performance security deposit would be forfeited.
6. The successful bidder after finalization of the contract, shows inability/decline to accept the contract, its EMD shall stand forfeited.
7. The contract for repair and maintenance of Desktops, Multifunction Printers, Printers, laptops, All in Ones etc. is comprehensive, i.e. covers all the items like CPU, Memory, Monitor, Hard Disc etc. No payment on account of any of these items will be made extra.

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8. The firm will provide operating system support, device drivers support, networking configuration, installation of MS Office software, internet service and other software support, configuration of all peripherals and Operating system (including installation, if needed), installation of computers, laptops, printers (proper printing from the printer), proper working of the scanners, servers etc. In case, the computers, laptops, printers, scanners, etc. are transferred to the other sections/rooms/residences of the officers, it is the duty of the firm to re-install/install the system (here system means computers, laptops, printers, scanners, etc.). The firm will also ensure the retention of the data and ensure that no data is lost. The Ministry does not take any guarantee regarding making available any parts of the system. In such cases, proper maintenance of such system is the duty of the firm.
9. The selected firm should provide three experienced engineers. The engineers will be stationed in the Ministry during 9.00 AM to 5.30 PM on all working days. Out of the three, at least one engineer shall also be available upto 8.00 PM on all working days. The firm will provide maintenance and repair service on holidays and weekends also in case of emergency. The engineers should be equipped with functional Mobile Phones to ensure their availability and for immediate communications. No salary/honorarium will be claimed by the engineers to the Ministry. Contractor shall pay the salary to their engineers not less than the minimum wages as per rates payable to the skilled employees as per the order of Govt. of NCT of Delhi. The contractor shall also pay the EPF/ESI etc. as applicable. Payment to the engineers should be made through RTGS so that details of disbursement of payment could be produced to the Ministry as and when asked.
10. Any reported complaint will be taken up by the engineers within one hour on the same day. A call sheet duly signed by the user should be submitted to the Section Officer (Genl.) after successfully attending the call. As far as possible, the repairs will be carried out on-site itself. In case, any of the computers, laptops, printers, scanners etc. cannot be repaired on-site and is required to be taken to the firm's workshop, it should be done only on written permission of Section Officer, General Section.
11. Any damage or loss caused to the Computers, Laptops, Printers, All in One PCs, UPSs etc. or their parts due to negligence, mishandling shall be made good by the company/firm either by payment, in cash, the prevailing market price of that item or supplying new one from OEM Company.
12. The firm shall be responsible for taking back up data and programme available in computers before attending the fault and shall be responsible for reloading the same. The backup copies are to be returned to the users under acknowledgement from the user.



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13. The firm shall carry out periodic check-up of all the computers, laptops, printers, scanners, servers etc. under contract. Outer cleaning of all equipments would be done free of cost at least once in two months and a separate register to this effect would be maintained by the contracting firm.
14. It shall be the responsibility of the firm to ensure that all the computers, laptops, printers, scanners, UPSs etc. work satisfactorily throughout the contract period and also to handover these hardware items to the Ministry in good working condition on the expiry of the contract. In case, any damage on any of the items under the contract of the Ministry is found, compensation as decided by the Competent Authority in the Ministry will have to be provided by the firm or deducted from security deposit.
15. The Ministry reserves the right to increase or decrease quantities of contracted items any time and charges would be increased or decreased accordingly.
16. The contractor will arrange to get the character and antecedents of engineers to be deployed in the Ministry verified from Police authorities before their deployment in the Ministry.
17. The computers, printers, peripherals etc. are also installed at Minister's office and senior officers of the Ministry, the firm will attend to the complaints by own arrangement and no travelling cost will be paid by the Ministry.
18. The selected firm will keep general spare parts for all types of computers such as Mother Boards, suitable HDD, RAM, HP Lj printers 1020/2015/1320/1007 Series, HP CLj printers, LAN Cards, Pen Drives, Mouse, Key Board, Mouse Pad, Laptop (P-II) etc. at Shastri Bhavan so that the repair of the hardware items can be attended to on the date of reporting of the complaint(s) of hardware items.
19. In case, any complaint is not attended promptly and within the specified time, the work will be got done from other sources at the contractor's risk and cost. In this regard, the decision of the Competent Authority in the Ministry shall be final and binding on the contractor.
20. Penalty of Rs.500/- per day will be deducted from pending bills of the firm or by raising a separate claim, in case any of the items (computers, printers, modems, scanners, servers, UPSs etc.) is not repaired within 24 hours of reporting the fault.

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21. The Ministry may at any time terminate/cancel/withdraw the contract for some/all of the items (computers, laptops, printers, scanners, UPSs etc.) without assigning any reasons to the firm. The decision of the Ministry will be final in this regard.
22. The Ministry will make no advance payment. The payment would be released on quarterly basis after satisfactory completion of each quarter. In case, the Ministry terminates the contract, the payment will be made on pro-rata basis. The selected firm will prefer triplicate pre-receipted bill for payment along with user's reports.
23. If any dispute(s) arises between the Ministry and the firm with reference to any provision of the contract, the decision of the competent authority in the Ministry shall be final and binding on the contractor.
24. The contract shall be effective from the date of formal acceptance of the terms and conditions by the selected firm and deposit of Performance Security.
25. The selected firm shall perform the services and carry out its obligations under the contract with due diligence and efficiency, in accordance with professional engineering standards and shall observe sound management, technical and engineering practices. Un-authorized persons other than selected firm's authorized representative(s) will not be allowed to attend to the machine.
26. In case of violation of any terms and conditions on the part of the firm is noticed and/or the services are found unsatisfactory, performance security shall be forfeited besides annulment of the contract.
27. 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 Under Secretary (Genl.) is conveyed, the original specification/characteristics/features shall not be changed.
28. The firm/company will prepare log books for each of the machines to be taken under the CAMC and Preventive maintenance with virus scanning, and virus removal 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.



29. An Earnest Money Deposit (EMD) of Rs.1,00,000/- (Rupees One Lakh only) through a Bankers Cheque/Demand Draft on any scheduled bank in Delhi drawn in favor of PAO (WCD), Ministry of Women and Child Development, New Delhi must accompany the quotation letter. Quotations received without earnest money will not be considered. Earnest money received from unsuccessful tenderers will be returned without interest after finalization of the contract. EMD of successful bidder will be returned only after the submission of Performance Security amounting to 5 to 10% of the annual contract cost.
30. Any dispute arising in the matter shall be resolved through an arbitrator to be nominated by the Competent Authority in the Ministry.
31. The contract shall be subject to the Indian laws and jurisdiction of the courts located in Delhi.



Annexure-II**Technical Bid (All Field are mandatory to be filled up)**

Sl. No.	Particulars	To be filled by the Tenderer
1	Name of the Agency	
2	Brief profile of the Agency (Please enclose separate sheet)	
3	Detailed Office Address of the Agency with office telephone No, e-mail address, Mobile No. and name/Designation of the contact person.	
5	PAN Number (copy to be enclosed)	
6.	TIN Number (copy to be enclosed)	
7	GST No.(copy to be enclosed)	
9	Length of experience in the Field	
10	List of Govt. Ministries/Departments/clients showing experience in the field (Copies of contracts/orders placed with the Agency during the last 3 years should be attached)	
11	Whether copies of Income Tax return for the last 2 years attached. (Copies to be attached)	
12	Details of EMD: DD Amount, DD No., Date and Issuing Bank	
13	Whether a copy of terms and conditions (Annexure-I) duly signed as token of acceptance of the same is attached	
14	Whether the firm is blacklisted by any Government Department or any criminal case is registered against the firm or its owner/partners anywhere in India (If no, an undertaking to this effect is to be attached in this regard.)	

(Signature of the authorized person)

Date:
Place:

Name:
Designation:



Annexure-III

Proforma (Financial Bid)

With reference to the Ministry of Women and Child Development's letter No. dated regarding tender for repair and maintenance of Desktops, Multifunction Printers, Printers, laptops, All in One, etc. I/we quote the rates, excluding taxes, as under: -

S.No.	Item	Qty.	Per unit CAMC charges (Excluding Taxes)	Total Charges in Rupees (Excluding Taxes)
1.	Desktops (All Brands)	400		
2.	All in One (All Brands)	20		
3.	Laptops (All Brands)	25		
4.	Multifunction Printers (All Brands)	300		
5.	Color Multifunction Printers (All Brands)	25		
6.	Printers	100		

Signature of authorized person of the tendering firm
with Name & Office Seal

Date:
Place:

