

Dear Sir/Madam

**Sub.: On-site Comprehensive Annual Maintenance Contract for 11 Nos. of HP Laptop
for our TSG-RMSA & NSIGSE Project office, 6th Floor, Vijaya Building,
Barakhamba Road, New Delhi.**

EdCIL (India) Limited is a public sector enterprise under the Ministry of Human Resource Development having its Corporate office, EdCIL House, 18A, Sector 16A, Noida. This corporation intends to give on-site Comprehensive Annual Maintenance Contract for 11 Nos. of Laptop for our Project Office, New Delhi at as per details mentioned in Annexure - I.

If you are in a position to meet requirement the as per schedule of requirements, you are requested to submit your sealed quotation based on our terms & conditions as set forth hereunder.

The quotation is based on single bid system. The envelope must contain the following documents.

1. Earnest Money Deposit (EMD) of Rs. 3,000/- by Demand Draft only drawn in favour of 'EdCIL (India) Limited' Payable at Delhi/Noida. **Any bid received without EMDs will be rejected summarily.** However, Bidders registered with DGS&D, NSIC or MSEs are exempted from payment of Bid Security.
2. Price Bid as per Annexure- II.
3. Letter of acceptance to the terms and conditions of the NIQ.
4. The agencies dealing with any reputed OEM manufacturer of Laptops may submit their bids within stipulated time.
5. The agency must be in the field of C-AMC of Computer Hardware items as per schedule of requirements for last three years (2012-2013, 2013-2014 & 2014-2015). Supporting documents viz. copies of Job Order must be attached.
6. The bidder must be submitted audited Balance sheets including profit and loss accounts for the last three financial years as mentioned above.

7. Attach copies of Certificate of Incorporation of the Firm, Service Tax Registration Certificate, Sales Tax/VAT, Registration Certificate and PAN No. Certificate.
8. The bidder shall furnish an undertaking regarding their non-blacklisting in any of the Government Department and Public Sector undertaking /enterprise in India and central vigilance commission during the last three financial years.
9. The bidder should have **at least one of its service centre located in Delhi/NCR.**

1. The **comprehensive maintenance** shall cover:

- 1.1 Maintaining of all items under AMC in good working condition.
 - 1.2 AMC is comprehensive in nature and includes all parts of the Laptops.

2. **TERMS & CONDITIONS:** Your quotation will be considered only for the specifications given above. Other terms & conditions will be as under:

- 2.1. The C-AMC firm should keep sufficient original spare parts equivalent to 2 machine for immediate repair of laptop including batteries. Before submitting the quotation/bid, agency(s) must visit the respective sites for check the working condition of Laptops etc.
- 2.2. Since the C-AMC services are to be made at Delhi base offices, Service Tax/ WCT to be charged should be shown separately, if no service tax/ WCT is shown separately, it will be presumed that service tax/ WCT is shown separately, it will be presumed that service tax/ WCT is included in the rates.
- 2.3. You are requested to quote your Service Tax/ Work Control Tax no. for the purpose of making payment on account of Service Tax/ Work Control Tax No. and also to provide the xerox copies of the same.
- 2.4. The bidder should be conversant with the handling of repair and maintenance of all the Laptops and associated peripherals covered in the specifications.
- 2.5. Failure of submission of any of the documents in Technical Bid will make the bid rejected as non-responsive. EdCIL will have the option to treat some documents as mandatory/optional in the benefit of the EdCIL.
- 2.6. The firm should have proper **workshop** with well qualified engineers and the latest/modern gadgets and tools for service/repair/maintenance of computers/printers/scanners/servers etc. (Documentary evidence with complete current address, name of contact person with Telephone/Mobile No. should be submitted).

Contd. 3/-

2.7 No advance payment will be made to the bidder. The performance of the bidder will be monitored/assessed by the I.T. Division on quarterly basis. Accordingly the payment will be made on quarterly basis after certification of I.T. Division for satisfactory performance of the services rendered by the contractor for the said quarter and production of Preventive Maintenance Reports.

2.8. The CAMC shall be awarded for a period of one year extendable to another one year on rendering satisfactory services with the successful technically-commercially qualified lowest bidder. The performance of the contractor will be assessed by the I.T. Division on quarterly basis.

2.9. The quotations should reach in a sealed cover as superscribed "**Quotation for C-AMC of Laptops for TSG-RMSA & NSIGSE, New Delhi**" addressed to the **Assistant Manager (Admn.), EdCIL (India) Limited, EdCIL House, 18A, Sector 16A, Noida** so as to reach not later than **1500 Hrs. on 19/06/2015**. If you wish to deliver the tender/quotation personally, you are requested to drop your quotation/tender in the tender box only available at reception. The quotation/tender received after the due date will not be entertained. The received quotations will be opened internally the committee.

2.10. All the amount shall be indicated unit wise by the vendor/tenderers in figures as well as in words. Where there is any difference between the price quoted in figures and words, amount quoted in words shall prevail.

2.11. Your quotations / tenders shall remain open for acceptance for 90 days or as may be specified from the date of opening. No revision/modifications in the quoted/tendered rate will be allowed during the period of validity of tender/ quotation or the extended period.

2.12. Tenderer should furnish details of Comprehensive Annual Maintenance Contracts carried out by them in last three years giving complete details viz. name of the clients/ customer and their contact numbers with copies of the award letters.

2.13. The C-AMC provider would be required to **use only genuine spare parts** in the equipment, a certificate to that effect should be given by tenderer.

2.14. The C-AMC provider would be required to provide preventive maintenance to all the above equipment on quarterly basis.

2.15. The standby equipment to be provided should be of same make and specifications. The Corporation reserves the right to cancel the contract if the quality of material supplied/services offered fall below the required specifications and also if the deliveries are not made in accordance with the delivery schedule.

Contd. 4/-

- 2.16 The successful tenderers/vendors shall not sub-let or assign this contract or any part thereof without obtaining prior written permission of the corporation otherwise the corporation shall have the right to cancel the contract and to purchase the goods elsewhere and the successful tenderers/vendors shall be liable to the corporation for any loss of damage which the corporation may sustain in consequence or arising out of such purchase.
- 2.17. The payment of services C-AMC shall be made in quarterly installments after completion of satisfactory services to be certified by authorized person from projects office.
- 2.18. You are requested not to erase or mutilate any word (s) of figures occurring in your quotation/tender, otherwise the quotation may be ignored. Your quotation/tender should be free from overwriting. All corrections and alteration should be duly attested by the vendor/tenderer. The bid will be evaluated on the total cost of requirement considering all the rates quoted by the bidder.
- 2.19 The time to attend the fault may be indicated. The maximum response time for maintenance complaint during C-AMC period shall not exceed 48 hours.
- 2.20. This Corporation also reserves the right to terminate the Contract/ Agreement without any notice in the event of your services are not being found satisfactory.
- 2.21. This Corporation also reserves the right to accept or reject any quotation/ tender in whole or in parts without assigning any reason thereof. Further, the Corporation does not bind itself to accept the lowest tender or assign any reason for non-acceptance of the same.
- 2.22. If the successful bidder will not be able to provide satisfactory services, a penalty of 5% to 10% will be imposed on the payment of the effected quarter.
- 2.23. This contract extends only to problems arising out of normal functioning of equipment and contract does not cover break down or services for separate cost, arising out of damages caused due to fire, theft, riots, accidents earthquake storm and other nature calamities.
- 2.24. All the documents & annexure etc. should bear the page numbers & signed by the authorized signatory of the firm.
- 2.25. Vendors registered with MSME/NSIC will be given services preference as per the Government Procurement Policy 2012.
- 2.26. The quotation should be unambiguous in all respects.

3. **TERMINATION FOR INSOLVENCY**

EdCIL may at any time terminate the Contract Agreement by giving a written notice to the awarding firm, without compensation to the firm, If the firm becomes bankrupt or otherwise insolvent as declared by the competent Court, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to EdCIL.

Contd. 5/-

4. **FORCE MAJEURE**

- (i) Should any force majeure circumstances arise, each of the contracting parties shall be excused for the non-fulfillment or for the delayed fulfillment of any of its Contractual obligations, if the affected party within 15 days of its occurrence informs in a written form the other party.
- (ii) Force Majeure shall mean fires, flood, natural disaster or other acts such as war, turmoil, sabotage, explosions, epidemics, quarantine restriction, strikes, and lock-outs beyond the control of either party.

5. **ARBITRATION**

In the event of any question, dispute or difference arising between EdCIL and the company relating to any matter arising out of or connected with the servicing, maintenance and installation/delivery, job assigned to the firm for execution under the contract agreement, the same shall be referred to the Sole Arbitration of an officer to be nominated by Chairperson & Managing Director, EdCIL. The decision of the Arbitrator shall be final and binding on both the parties to the agreement.

Yours faithfully

(Sushant Dey)
Assistant Manager (Admin.)

Annexure-I

**(Onsite C-AMC of Laptops for TSG-RMSA & NSIGSE Project Office,
New Delhi)**

TECHNICAL SPECIFICATIONS

S.No.	Description	Serial No.	Make	Type
1	6540 B	CND018306G	HP	Laptop
2		CND018305T		
3		CND0182ZY2		
4		CND0182ZNY		
5		CND0182ZQJ		
6		CND0182ZXY		
7		CND0182ZQM		
8		CND0182ZL0		
9		CND0182ZMR		
10		CND0182ZQN		
11		CND0182ZNR		

**Price Bid for onsite C-AMC for Laptops for TSG-RMSA & NSIGSE Project,
New Delhi**

(Amount in Rs.)				
Sl. No.	Name of item with make	Qty.	C-AMC Cost without Tax Per Unit	Total C-AMC Cost without Tax
1	HP Laptop 6540 B	11		
	TOTAL COST without taxes			
	Service/other Taxes, if any			

Total C-AMC cost in words (without tax) _____

Total C-AMC cost in word (With Tax) _____

Signature of authorized person with date & stamp