

M/s

Dear Sir/Madam

Sub.: On-site Comprehensive Annual Maintenance Contract for various Computer Hardware with full day Resident Engineer for EdCIL House, Noida & Annual Maintenance Contract for one Laptop for our Project office, NMEICT, IGNOU Campus, 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 various computers hardware equipment installed at corporate office, Noida (with full time resident engineer) & Delhi office as per details mentioned in the Schedule of Requirement- I & II.

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. 10,000/- 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- I & II.
3. Letter of acceptance to the terms and conditions of the NIQ.
4. The agencies dealing with any reputed OEM manufacturer of Laptops/Printers/Projectors supply & services 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.

Contd. 2/-

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. Scope of Work

The successful bidder shall maintain all the equipment as listed in Schedule of Requirement I & II '**List of Hardware**' of the Tender document under a "**On site Comprehensive**" Annual Maintenance Agreement initially for a period of 2 (two) years. However order from EdCIL will be placed on annual basis based on the satisfactory performance of the services. It may further be extendable for third year on mutual agreement without increase in AMC Cost. A formal letter from the EdCIL to this effect & acceptance from the vendor will suffice.

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

- 2.1 Maintaining of all items under AMC in good working condition. bidders are required to depute ONE technically qualified Resident Engineer who should have minimum two years of working experience in computer hardware/software and different type of peripherals including laser printers/scanners Laptop etc. as mentioned in Annexure-I & II of tender document and should be equipped with the maintenance kit comprising of tool box, multimeter, diagnostic software, device driver software, external CD-ROM/storage drive and any other tools required for carrying out such services. The Resident Engineer should be made available in EdCIL, Noida on all working days between 09.30 AM to 05.30 PM for maintenance/repair of the systems/peripherals in EdCIL, Noida premises. In case of emergency repairs during holiday and after working hours, the Resident Engineer shall be made available at no extra charges. The resident engineer shall not carry out any maintenances repair work of any other party in EdCIL premises. **Resident Engineer have also to provide IT Support during the events of EdCIL like high level meetings etc.**

2.2 AMC is comprehensive in nature and includes all parts of the computers/printer/scanner/Laptop provide the **repairs/replacement of defective parts of various machines within the maintenance charges including printer belt, Teflon paper of printer, socket of printer, lamp of scanner, printer band, logic card, printer head, Tray, Daisy wheels, Printer roller, Tray & Door, Printer belt, Transparency film, Sealed Magnetic media, Knobs, Tractors rods, Hard Disk, Fuser Assembly, Printer knobs, online buttons, gear, CPU along with mother board, FDD,DVD, HDD, RAM, SMPS, Monitor, Picture Tube etc.** whichever applicable including consumable parts except batteries, printer cartridges, ink, ribbons and other parts which are bound to go bad due to what so ever reason including technical, electrical, burn out, wear and tear etc.

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

- 3.1. The C-AMC firm should keep sufficient original spare parts equivalent to 2 machine for immediate repair of laptop/desktop/printer. The laserjet printer maintenance charges include all parts including Fuser Assemblies & Fuser units. It does not include toner cartridges of printers and batteries of laptops. Before submitting the quotation/bid, agency(s) must visit the respective sites for check the working condition of installed computer hardware items etc.
- 3.2. 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.
- 3.3. 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.
- 3.4. The bidder should be conversant with the handling of repair and maintenance of all the Computer Systems and associated peripherals covered in the specifications.
- 3.5. 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.

Contd. 4/-

- 3.6. 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).
- 3.7. The Resident Engineers should have their own/vendor vehicle and mobile phone to facilitate them at work place. All the charges towards fuel, maintenance of vehicle and mobile phones/call charges shall be borne by the vendor. If Resident Engineer does not report for duty, vendor should provide alternative Resident Engineer of the same capacity. If vendor fails to provide alternate REs, then penalty @Rs.1000/- per Week for engineer per day will be deducted from the AMC charges under the contract.
- 3.8. 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.
- 3.9. The service provider will ensure shifting/movement of computer systems or other item under the contract within the building or out of the EdCIL building, through his manpower responsible for the maintenance.
- 3.10. 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.
- 3.11. **SUBMISSION OF TENDER:** The quotations should reach in a sealed cover as superscribed "**Quotation for C-AMC of Computer Hardware equipment for EdCIL, Noida & NMEICT, Delhi** addressed to the **Assistant Manager (Admin.), 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 of the EdCIL House, Noida. The quotation/ tender received after the due date will not be entertained.
- 3.12. **OPENING OF THE TENDER :** Sealed tender received up to **15.00 hours on 19/06/2015** will be taken up for opening. Tender received after the specified date and time will not be accepted. Ed.CIL reserves the right to disqualify any or all of the tenders in case it is not satisfied with the documents furnished or otherwise without assigning any reasons thereof. The bids will be opened up on the same day at **16.00 hrs on 19/06/2015** before the evaluation committee and the bidders in the office premises at EdCIL (India) Limited, Sector 16A, Plot 18A, NOIDA – 201 301
- 3.12. 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.

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- 3.13. 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.
- 3.14. 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.
- 3.15. 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.
- 3.16. The C-AMC provider would be required to provide preventive maintenance to all the above equipment on quarterly basis.
- 3.17. 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.
- 3.18. 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.
- 3.19. 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.
- 3.20. 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.
- 3.21. 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.
- 3.22. 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.

- 3.23. 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.
- 3.24. 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.
- 3.25. The EMD of successful bidder will be withheld till expiry of C-AMC contract as performance guarantee. The successful bidder(s) shall sign the Contract within 10 days of receipt of job order on Rs. 100/- Non-judicial stamp paper.
- 3.26. 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.
- 3.27. All the documents & annexure etc. should bear the page numbers & signed by the authorized signatory of the firm.
- 3.28. Vendors registered with MSME/NSIC will be given services preference as per the Government Procurement Policy 2012.
- 3.28. The quotation should be unambiguous in all respects.

4. 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.

5. 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.

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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.)

Schedule of Requirement - I
(Onsite C-AMC of equipment installed at EdCIL House, 18A, Sector 16A, Noida)

TECHNICAL SPECIFICATIONS (For NOIDA Office)

S.No.	Description	Serial No.	Make	Type
1	HP Laserjet 1022	VNRJ79X0NK	HP	Printer
		VNRJ79W3TI		
		VNRJ79W0BJ		
		V9RJ7W0VJ		
		VNRJ9W3S4		
		BNRJ79WJY		
		VNR79W4RH		
		VIXRJ79WINR		
		CNM207103		
2	HP Laserjet 2015 DN	CNCJL19631	HP	Printer
3	HP Laserjet 2605 DN	CNHJ7BR017	HP	Printer
4	HP Laserjet 1320	CNCJN57233	HP	Printer
5	HP Laserjet 1160	CNMIH39531	HP	Printer
		CNM1G29332		
		CNM1H5267		
		CNMIH52911		
		CNMIG29367		
		CNMIH52914		
		CNM2D18560		
		CNN2D06659		
		CNN HIS 2843		
		CNM2D07103		
6	HP Multifunctional 3055 Printer	CNCKR04891	HP	Printer
		CNCKR04898		
		CNFKRO4881		
		CNCKRO4912		
		CNCK637378		
7	HP Laserjet 1020 Plus Printer	VNC3604027	HP	Printer
8	HP Pentium 4 desktop DX 6170MT	SGH52700BR	HP	Desktop
9	HP Business Inkjet 2800	TH9B35Z02R	HP	Printer

10	Dell Inspiron 15 R 7520	20XTLV1	Dell	Laptop
11	Sony Laptop VPC SB18GG/s	S01-7000326-4	Sony	Laptop

Annexure – I

Price Bid for onsite C-AMC for EdCIL House, Noida

(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 Laserjet Printer 1022	9		
2	HP Laserjet Printer 2015 DN	1		
3	HP Laserjet Printer 2605 DN	1		
4	HP Laser Jet 6 L Printer	2		
5	HP Laser Jet 1320 Printer	1		
6	HP Laser Jet 1160 Printer	10		
7	HP Multifunctional 3055 Printer	5		
8	HP Laser Jet 1020+ printer	1		
9	HP Pentium 4 desktop DX 6170 MT	1		
10	HP Business Inkjet 2800	1		
11	Dell Inspiron 15R 7520 Laptop			
12	Full Day Resident Engineer (monthly basis) for computer systems	12 month	(per month rate)	
	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

Schedule of Requirement - II

(Onsite C-AMC of equipment installed at NMEICT, IGNOU Campus, New Delhi

TECHNICAL SPECIFICATIONS (For Delhi Office)

S.No.	Description	Serial No.	Make	Type
1	Sony VPCEG-38	7000578	Sony	Laptop

Annexure – II**Price Bid for onsite C-AMC for NMEICT, Delhi Office**

Sl. No.	Name of item with make	Qty.	(Amount in Rs.)	
			C-AMC Cost without Tax Per Unit	Total C-AMC Cost without Tax
1	Sony Laptop	01		
	Total Cost without taxes (Rs.)			
	Taxes, if any			
	Total cost with taxes (Rs.)			

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

Total C-AMC cost in words (with tax)_____

Signature of authorized person with date & stamp

