

M/s

Dear Sir/Madam

Sub.: On-site Comprehensive Annual Maintenance Contract for various Computer Hardware with full day Resident Engineer for TSG-HESPIS Project Office,

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 **TSG-HESPIS Project Office, West Block – 2 Wing 6 1 st floor R.K. Puram office, New Delhi.** with full time resident engineer as per details mentioned in the **Annexure-I**.

If you are in a position to meet requirement the as per **Annexure-I**, 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. 9,500/- (Rupees Nine Thousand Five Hundred only) 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/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.**
10. Bidder shall furnish undertaking regarding company is not in a process of liquidation.

1. Scope of Work

The successful bidder shall maintain all the equipment as listed in at **Annexure-I**, of the Tender document.

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 of Resident Engineer listed in at **Annexure-IV** who should have of working experience in computer hardware/software and different type of peripherals including laser printers/scanners Laptop etc. as mentioned in **Annexure-I** 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 06.00 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 TSG- HESPI.**
- 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 on **Annexure-I**. 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 & battery of Laptop. 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 Noida 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.
 - 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 will be deducted from the AMC charges under the contract. They should_comply with PF/ESI rules with respect to Resident Engineer.
 - 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 of on quarterly basis. Accordingly the payment will be made on quarterly basis after certification of Project Manager, 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 Project Office building (TSG-HESPIS), 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 Project Manager, TSG-HESPIS 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 for TSG-HESPIS** addressed to the **DGM (IS UNIT), EdCIL (India) Limited, EdCIL House, 18A, Sector-16A, Noida** so as to reach not later than **1500 Hrs. on 23-12-15**. 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 23-12-15**, 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 23-12-15** 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.
- 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 24 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 10% will be imposed on the payment of the effected quarter.
- 3.25. EMD of successful bidder will be withheld till the expiry of contract and additional amount for 10% of contract value will be taken for performance security till the expiry of contract. However, Agency registered with MSME/NSIC shall furnish Performance Security of 10% of contract value as per **Annexure-III**. In the case of unsuccessful bidder(s), the EMD will be refund/returned after finalization of contract.
- 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.
- 6. 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 Chairman & Managing Director, EdCIL. The decision of the Arbitrator shall be final and binding on both the parties to the agreement with jurisdiction as Delhi only.

Yours faithfully,

(G.S. Sreedhar)
DGM (IS Unit)

Annexure-I**TECHNICAL SPECIFICATIONS**

(Onsite C-AMC of various computer peripherals installed at TSG-HESPIS Project Office, R.K. Puram Office, New Delhi)

S.No.	Description	Serial No.	Monitor Serial No.	Make
1	Desktop Computer	7S13867	833063800043	Acer
2	Desktop Computer	7S13855	833063800068	Acer
3	Desktop Computer	7S13866	833063800047	Acer
4	Desktop Computer	7S13862	833063800053	Acer
5	Laptop		-	Acer
6	Laptop		-	Acer
7	Laptop		-	Dell
8	Laptop		-	Dell
9	Mono LaserJet Printer		-	Lexmark
10	Mono LaserJet Printer		-	Lexmark
11	Mono LaserJet Printer		-	Lexmark
12	Mono LaserJet Printer		-	Lexmark
13	UPS		-	Microtek
14	UPS			Microtek
15	UPS			Microtek
16	UPS			Microtek
17	Multi-Function Colour LaserJet Printer		-	Lexmark
18	Multi-Function Colour LaserJet Printer		-	Lexmark
19	Multi-Function Colour LaserJet Printer		-	HP

Total items are 19

ON Site resident Engineer as per Annexure -IV

Annexure – II**Price Bid for (Onsite C-AMC of various computer peripherals installed at TSG-HESPIS Project Office, R.K. Puram Office, 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	Desktops with Keyboard & mouse	4		
2	Mono LaserJet Printers	4		
3	Laptops	4		
4	UPS	4		
5	Multi-functional Colour LaserJet Printer	3		
6	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) _____

Signature of authorized person with date & stamp

PERFORMANCE SECURITY FORM

To: _____ (Name of Purchaser)

WHEREAS (Name of Supplier)
hereinafter called "the Supplier" has undertaken , in pursuance of Contract (Notification of Award) No..... dated,..... 20... to supply.....
.....(Description of Goods and Services) hereinafter called "the Contract".

AND WHEREAS it has been stipulated by you in the said Contract that the Supplier shall furnish you with a Bank Guarantee by a Nationalised bank for the sum specified therein as security for compliance with the Supplier's performance obligations in accordance with the Contract.

AND WHEREAS we have agreed to give the Supplier a Guarantee:

THEREFORE WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Supplier, up to a total of (Amount of the Guarantee in Words and Figures) and we undertake to pay you, upon your first written demand declaring the Supplier to be in default under the Contract and without cavil or argument, any sum or sums within the limit of (Amount of Guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until theday of.....20.....

Signature and Seal of Guarantors

.....
.....

Date.....20...
Address:.....

Note: The Bank Guarantee to be issued by nationalized bank only and is to be submitted on a non-judicial stamp paper of Rs. 100/- (One Hundred only). The non-judicial stamp paper should be purchased in the name of issuing bankers. The Issuing bank must provide its Head Office/Regional office addresses of communication

DETAILS OF THE POSTS, ESSENTIAL QUALIFICATION OF RESIDENTIAL ENGINEER:

S.No.	Post Name	Essential Qualification & Experience
1.	Residential Engineer	<p>1. Qualification of BCA in Computer Science, Information Technology , equivalent degree from a recognized university with 2 years experience or MCA from recognized university with 1 years experience .</p> <p>2. Computer Diploma holder of Hardware, Software, Network maintenance and other allied services with 3 year experience.</p>