



F. No. 26(16)15/SSA

22. 07.2016

To
M/s

LIMITED TENDER NOTICE

Sub: On-Site Comprehensive Annual Maintenance Contract for HP Desktops, Printers, Scanners, Switches etc with Resident Engineer in Delhi

EdCIL (India) Limited, a Government of India Enterprise invites sealed quotations from Hewlett-Packard India Sales Private Limited (HP) or its Authorized Service Partners or Warranty Service Partners for 'On-Site Comprehensive Annual Maintenance Contract (C-AMC) for HP Desktops, Printers, Scanners and Peripheral at Project Offices in New Delhi. The equipment to be covered under C-AMC is summarized at 'Annexure-II'. The technical eligibility conditions, financial terms, EMD, submission of bids, C-AMC service assurance and covers, performance security, purchase and price preference, payment terms, general terms and conditions, etc are as under:

1 TECHNICAL ELIGIBILITY CONDITIONS:

- 1.1 The bidder should be reputed authorized service partner / warranty service partner of HP for the equipments and should have authorization/agreement with OEM i.e., HP for supplying genuine spare parts for all equipment listed for C-AMC.
- 1.2 The bidder must submit an authorization letter in original ink signed copy from OEM/HP for submission of bids against our tender enquiry. The technical bids without original ink signed authorization letter from HP will not be considered.
- 1.3 The bidder should Limited or Private Limited registered with Registrar of Companies having at least one of its service centre located in New Delhi.
- 1.4 The bidder should have successfully undertaken C-AMC of minimum 50 equipments viz., desktops, laptops, printer and peripherals for 3 Years with Government Departments, Ministries and Public Sector Units with a turnover of not less than Rs.5.0 lakhs.
- 1.5 The bidder should have executed minimum one single C-AMC order for a valuing Rs.4.00 lakhs or three orders for a value of Rs.2.00 lakh in respect of equipments viz., desktops, laptops, printer and peripherals in recent years. The bidder should be registered with the Registrar of Companies and with Delhi Sales Tax Department for Works Contract Tax and should have valid registration with ESI and PF authorities.
- 1.6 The bidder should submit self-attested copies of documents related to allocation of valid Registration Number for Sales Tax, Service Tax, Works Contract Tax, PAN and latest income tax clearance certificate for F.Y. 2014-15.
- 1.7 The firms meeting the above technical eligibility conditions only should apply in the requisite proforma as per 'Annexure-I' in sealed cover accompanied by EMD as detailed at section '3' and '4' below.

Note: The bidder should submit documentary proof against each of the above seven technical eligibility conditions in chronological order. The firms fulfilling the above technical terms and conditions should apply. The financial bids of firms who fail to full fill any of the above conditions will not be considered.

2 FINANCIAL TERMS & CONDITIONS

- 2.1 The financial bid should contain the unit rate against each item separately as per 'Annexure-II'. The rate quoted for each item should on comprehensive basis inclusive of repairs and replacement of spare parts without extra payment.
- 2.2 The rates quoted should also cover the maintenance of operating system, software installation of patches, preventive actions against virus spread, detection/removal of viruses and configuration of internet.
- 2.3 The rates should be inclusive of all types of taxes, duties, levies like service tax, etc.
- 2.4 The firms agreeing to all terms and conditions as mentioned in NIQ only should apply in the requisite proforma as per 'Annexure-II' in sealed cover accompanied by EMD as detailed below at section '3. *Earnest Money*' and '4. Submission of Quotation'.

3 EARNEST MONEY DEPOSIT (EMD)

- 3.1 The bidder(s) should furnish Earnest Money Deposit (EMD) of **₹12,000/-** by way of Demand Draft (DD) drawn on any Scheduled Bank favoring 'EdCIL (India) Limited payable at 'New Delhi''. The tender bids received without EMD or submission of EMD in any other form mentioned above is liable to be rejected (to be read along with Clause 3.2).
- 3.2 The firms registered as MSEs with National Small Industries Corporation (NSIC) or with similar statutory government bodies as per norms are exempted from depositing EMD. However, they have to enclose valid registration certificate(s) otherwise the bids are liable to be rejected.
- 3.3 In case of successful bidder(s), the Performance Security of 10% of contract value should be given in the form of Bank Guarantee.. All bidders EMD will be refunded after issue of Job Order.
- 3.4 The amount remitted towards EMD is liable to be forfeited if the bidder withdraws the offer or not interested to undertake/execute the work after submission of the tender or after the acceptance of offer by EdCIL or fails to sign the contract or to remit the security deposit.
- 3.5 No interest will be payable by EdCIL on the EMD/Performance Security deposited.

4 SUBMISSION OF QUOTATION

- 4.1 The tender document should be submitted in two separate sealed envelopes super scribing 'TECHNICAL BID FOR ON-SITE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR HP EQUIPMENT OF TSG PROJECT" as per 'ANNEXURE-I' and "FINANCIAL/PRICE BID FOR ON-SITE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR HP EQUIPMENT AND SWITCHES OF NLMA TSG PROJECTS" as per 'ANNEXURE-II'. These envelopes should then be kept in another sealed (outer) envelope addressed to *The Deputy General Manager (IS), EdCIL (India) Limited, 5th Floor, Vijaya Building, 17, Barakhamba Road, New Delhi – 110001* with the Name, Address & Phone No. of the Bidder on it and sent to the addressee so as to reach on or before the prescribed date and time.
- 4.2 The 'OUTER ENVELOPE' should be super scribed as 'QUOTATION FOR ON-SITE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR HP AND OTHER EQUIPMENT OF NLMA TSG PROJECT SITUTATED AT JAMNAGAR HOUSE, DELHI 110001'.

4.3 The sealed quotations, complete in all respects, should be sent to address mentioned above latest by **12-08-2016**. The quotations received afterwards will be rejected.

5 C-AMC SERVICE ASSURANCE & COVERS

5.1 The Comprehensive Annual Maintenance Contract (C-AMC) shall cover comprehensive maintenance including repair and replacement of faulty parts of equipment listed at 'Annexure-II', configuration, up-gradation, change, replacement, loading, unloading of Operating System, MS Office and software, back-up and restoration of back-ups as and when required by EdCIL.

5.2 Repairs of the equipment against the complaint lodged will be attended on-site immediately in case of minor faults (within three hours). However, prior exemptions shall be taken from EdCIL for major fault/repairs on case to case basis.

5.3 The maximum time to repair (MTTR) and resolve complaints shall not exceed beyond 4 hrs. However, prior exemption shall be taken from EdCIL on case-to-case basis.

5.4 The major faults shall be resolved within 24 working hours by replacement of faulty equipment with available spares or by providing similar standby equipment to user.

5.5 The machines are normally required to be repaired in EdCIL/MHRD only. In case of exceptional cases when the machine cannot be repaired in the office premises and required to be taken to the workshop/service centers for repairs, EdCIL will not make any payment towards cartage and expenses for to and fro transportation of the machines will be borne by the successful bidder. If the equipment is required to be transported to service centre/ workshop for repairs same shall be undertaken at the risk and cost of successful bidder/firm. Any damage or loss caused to equipment due to negligence, mishandling shall be compensated by the successful bidder/firm either by payment on prevailing market price or by a new one of the same make, model and specification.

5.6 The C-AMC provider should use only original/genuine spare parts of HP/OEM during repairs and replacement of spare parts, components, sub-assemblies and assemblies.

5.7 The replacement free of any additional charges under C-AMC shall include all items of the equipment including major and minor parts Printer Parts, Teflon, Scanning Assembly, Fuser Assembly, Roller, Gear Set, Motor, Separation PAD, Logic Card, Printer Scanning Assembly, Fuser Assembly, Tefflon Sheet, Gear Set, Motor, Logic Card of Panel, Printer SMPS Card, Separation Pad, Roller Set, Control Panel, On/Off Button etc excluding consumables such as computer stationery, burnt items, toner cartridges, UPS battery, etc.

5.8 The C-AMC firm should keep sufficient buffer stock genuine/original HP/OEM spare parts and two machines as standby for immediate repairs and replacement. In case, same model make is not available, equivalent/higher end model shall be provided as a standby.

5.9 The firm shall be responsible for maintenance of all preloaded software viz., MS-Office, Windows, Anti-Virus, etc (all versions) in desktops, laptops, printers, scanners and peripherals and reloading of software at later stages during maintenance and repairs of equipments.

5.10 The firm shall be responsible for taking backup data and programs available in equipment i.e., desktops, laptops, printers, etc before attending faults and shall be responsible for reloading the same.

5.11 The C-AMC provider should undertake preventive maintenance and servicing of equipment on quarterly basis by deploying staff for cleaning of all hardware equipment viz., desktops, laptops, printers, etc using suitable cleaning material and tools. All the

equipment has to be cleaned once in three months. The schedule of preventive maintenance shall be as follows:

- Cleaning of equipment using dry vacuum cleaner, air brush and soft muslin cloths.
- Checking of power supply source for proper grounding and safety of equipment.
- Ensuring equipment's covers, screws, switches etc are firmly fastened.
- Scanning of all type of viruses and its elimination.

5.12 The agency should allot unique asset number on each system under C-AMC.

5.13 In addition to the C-AMC Services, the bidders are also required to provide services of a Resident Engineer to execute day-to-day activities such as maintenance of all hardware equipment including desktops, laptops, printers, servers, switch, LAN & other computer peripherals on all working days from 9:15 AM to 5:45 PM including Saturdays. If required, by EdCIL the Resident Engineer will be required to provide services even on holidays and beyond office hours.

5.14 The Resident Engineer to be provided to EdCIL, should be well versed with repairs and maintenance of equipments offered for C-AMC with proven 3 year experience and technical qualifications.

5.15 The Resident Engineer should report to Project Manager/DGM(IS) for day-to-day work. A log book/register will be maintained at Project Office in which Resident Engineer shall record complaints received, attended/resolved and unresolved. If engineer is required to take leave, suitable replacement would have to be provided by the successful bidder.

5.16 The successful bidder shall arrange to get the character and antecedents of the Resident Engineer verified from police authorities before their deployment and particulars may be furnished to EdCIL to arrange gate passes, etc.

5.17 Whenever there is more workload, complaints and emergencies to rectify and repair equipments, the contractor shall depute additional service engineers to EdCIL.

5.18 The equipments which are in C-AMC or Warranty will be included for C-AMC w. e. f. expiry of warranty or existing C-AMC contract period.

5.19 The C-AMC contract would be initially for a period of one year from the date of commencement of contract and further extension may be considered on satisfactory services on year to year basis for a maximum of three years with mutual consent in writing on same terms and conditions.

6 PAYMENT TERMS:

6.1 The payment to successful bidder will be made in return of satisfactory C-AMC services of equipment as per 'Annexure-II' on pro-rata basis after completion of each quarter.

6.2 The payment shall be made on submission of Bills/Invoice along with satisfactory services report of concerned officer i.e., Project Manager recommending release of payment to Finance Department.

6.3 All payments shall be made only through RTGS/NEFT/Bank Transfer.

7 PERFORMANCE SECURITY:

7.1 The successful bidder shall submit a Performance Security of 10% of the cost of purchase order value for the duration of C-AMC period + 2 months within 7 days of placement of purchase order.

7.2 The performance security submitted by the firm is liable to be forfeited in case of unsatisfactory performance or liquidated damages.

7.3 The performance security in the form of Bank Guarantee from scheduled bank shall be valid for 14 months from the date of release of purchase order. The Performance security will be released on successful completion of C-AMC period.

8 GENERAL TERMS & CONDITIONS

8.1 The equipments offered for C-AMC at our Project Offices of EdCIL (India) Limited, 5th & 6th Floor, Vijaya Building, 17, Barakhamba Road, New Delhi - 110001 or Jamnagar House , New Delhi can be inspected during office hours i.e., between 9:15 AM to 5:45 PM of any working days with permission of Project Manager(s).

8.2 The job demand very high standards and C-AMC work done in slipshod and unprofessional manner shall be liable for termination/cancellation of contract.

8.3 The contract will be effective for a period of one year from the date of issue of letter awarding contract. No demand revision of rates on any account shall be entertained during the contract period. The contractor shall be responsible for any loss or damage caused to any of the machines owing to negligence on their part. The contractor will be required to keep virus-free computer environment. The contract should be extended for another period of two years

8.4 All the computer desktops, laptops, printers, etc should be thoroughly inspected by the firm within 7 days of award of the award of contract and estimates for pre-maintenance/repairs.

8.5 The successful bidder shall be responsible for full execution of the contract and shall not in any case assign or sublet ordered items or part thereof to any other party.

8.6 The bidder should not be blacklisted by any Government Department and Public Sector Units, Central Vigilance Commission.

8.7 The tender bids/quotations shall remain open for acceptance for 180 days. No revision/modifications in the rates quoted will be allowed during the period.

8.8 EdCIL reserves the right to terminate contract if services and spare parts are inferior quality.

8.9 The bids should be should be free from errors, overwriting and unambiguous in all respects and should bear sign and seal of authorized signatory of bidder.

8.10 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.

8.11 EdCIL reserves the right to accept or reject any quotation/ tender in whole or in parts without assigning any reason thereof and also for termination of contract without notice if C-AMC services are found to be unsatisfactory.

8.12 The successful bidder should not sub-let or assign this contract any part thereof without obtaining prior written permission of EdCIL and shall be liable to the corporation for any loss of damage which the corporation may sustain in consequence or arising out of such purchase.

8.13 In case of 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.

8.14 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.

8.15 Arbitration: In case of any dispute arising between the contract holders any constituents being party to the contract, the sole authority for such disputes will rest with the arbitrator appointed by EdCIL.

8.16 Jurisdiction: Failing arbitrations solving the dispute, the Courts at Delhi alone shall have the jurisdiction of all aggrieved parties i.e., EdCIL, the Company or any constituent being party to the contract directly or indirectly.

8.17 Penalty:

- (i) Penalty shall be levied @ 1% on the annual C-AMC charges of that equipment per day. If the equipment is not set right inner faults within 24 hours from the time of complaint registered with RE as mentioned in paragraph above 5.2 above.
- (ii) Penalty shall be levied at the rate of 2% on the C-AMC charges for that equipment for each delay (exceeding first 48 hours), if the equipment is not set right within the stipulated time mention ie 24 Hours.
- (iii) In the case service assurance mentioned under paragraph 5.5 above, the same equipment should be reinstated after servicing within 7 days (working days). In case of default, the penalty shall be levied at the rate of 2.5% of the value of annual C-AMC charges for those items per day.
- (iv) If the company fails to repair/replace the system for one week, the system may be got repaired from other company/firm and made functional and the expenditure incurred thereon shall be recovered from the company apart from the penalty levied as stated in preceding paragraph and shall even entail termination of the contract and forfeiture of security deposit.
- (v) Penalty shall also be levied for the absence of resident engineer at the rate of Rs.75/- per hour for each absence of one hour or more but less than 4 hours and at the rate of Rs.100/- per hour for more than 4 hours for every working day.

The bidders are requested to read carefully and understand the terms and conditions of the maintenance contract in the foregoing paragraphs before submitting their quotations. No violations of the aforesaid terms and conditions shall be permitted once EdCIL accepts your quotations. In case of any doubt, clarification may be sought through consultation.

Yours faithfully,

(.....)
G S Sreedhar
Deputy General . Manager (IS -TSG)

TECHNICAL BID FOR ON-SITE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR HP EQUIPMENT OF TSG NLMA PROJECTS

Name of the Firm/Agency :

S. No.	Particulars	Information/Remarks	Encl Page No.
1	Name of Bidder (Private/Public Limited Company) (Enclose Registration Certificate with Authority)		
2	Full Address of Bidders' Registered / Branch Office at New Delhi Telephone: Fax: Email: Cell:		
3	EMD of Rs.12,000/- by way of Demand Draft (DD) drawn on any Scheduled Bank favoring 'EdCIL (India) Limited' payable at 'New Delhi' OR Registration certificate (s) of the firms registered with competent government bodies/agencies viz., NSIC, KVIC for exemption from depositing EMD to be enclosed with Technical Bid.	DD. No: Date: Bank: Place: Agency: Reg. No: Yes/No (Enclose Copy)	
4	Authorization Letter (in original ink signed copy) from OEM/HP for Submission of Bids against EdCIL's Tender Enquiry		
5	Proof & Particulars of Service Centre(s) in Delhi		
6	Proof of Job Orders w. r. t. C-AMC from Government Departments, Ministries and Public Sector Units		
7	Proof for Job Order w. r. t. C-AMC Services of 50 equipments viz., desktops, laptops, printer and peripherals during last 3 Financial Years		
8	Proof of Minimum Turn Over of 10 Lakhs per Year		
9	Registration with Registrar of Companies		
10	Permanent Account Number (PAN)		
11	Delhi Sales Tax Department		
12	Works Contract Tax Registration		
13	Service Tax Registration		
14	ESI Registration		
15	EPF Registration		
CERTIFICATE			
<i>It is certified that the firm M/s..... has not been blacklisted by any Govt. Organization/ DGS&D/ NCCF/ Kendriya Bhandar/ PSUs during last three years.</i>			

Signature & Seal of the Original Equipment Manufacturer or Bidder

Date:2016

Place:

LIST OF COMPUTER EQUIPMENT

ANNEXURE IA

S.NO	MAKE	SERIAL NUMBER
	HP LASER JET 1505P	
1	HP LJ 1505 P	VNF3F71168
2	HP LJ 1505 P	VNF3 70786
3	HP LJ 1505 P	VNF3F70870
4	HP LJ 1505 P	VNF3F71029
5	HP LJ 1505 P	VNF3F71153
6	HP LJ 1505 P	VNF3F70877
7	HP LJ 1505 P	VNF3F70830
8	HP LJ 1505 P	VNF3F71020
9	HP LJ 1505 P	VNF3F71027
10	HP LJ 1505 P	VNF3F71028
	HP LASERJET P 2055P	
1	HP LJ P 2055P	CNC K217831
2	HP LJ P 2055P	CNCK117929
3	HP LJ P 2055P	CNCK216075
4	HP LJ P 2055P	CNCK116492
5	HP LJ P 2055P	CNCK116497
6	HP LJ P 2055P	CNCK216261
7	HP LJ P 2055P	CNCK115461
8	HP LJ P 2055P	CNCK117435
9	HP LJ P 2055D	VNC3D01636
10	HP LJ P 2055D	VNC3D01709
11	HP LJ P 2055D	VNC3D01770
12	HP LJ P 2055D	VNC3D01610
13	HP LJ P 2055D	VNC3H01670
14	HP LJ P 2055D	VNC3D01713
15	HP LJ P 2055D	VNC3D01765
	HP Laserjet M 2727 NF	
1	HP Laserjet M 2727 NF	CNG8B4GNXB
2	HP Laserjet M 2727 NF	CNG8B4GNSM
1	hp Colour LaserJet CP2025N	
1	HP Laser Jet Pro 400 M40	
	SANNER	

1	HP SCANJET 5590	300763202
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SWITCH	
1	D Link 24 Port
2	D Link 24 Port
3	D Link 24 Port
4	D Link 24 Port

S.NO.	Description	Qty
1	D Link Patch Panel	3 Nos
2	9U Rack	3 Nos
3	LAN Points	80 Nos
4	Resident Engineer for one year (3 Years Experience BCA/MCA Qualified Engineer)	One

**FINANCIAL/PRICE BID FOR ON-SITE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT
FOR HP EQUIPMENT AND SWITCHES . LAN OF NLMA TSG PROJECTS**

S.NO	MAKE	Qty. (a)	Unit Price In RS. (b)	Total Price (C)= axb	Taxes D	Total with tax E=(c+d)
1	HP LASER JET 1505P	10				
2	HP LASERJET P 2055P	15				
3	HP Laserjet M 2727 NF	2				
4	hp Colour LaserJet CP2025N	1				
5	HP Laser Jet Pro 400 M40	1				
6	SANNER HP SCANJET 5590	1				
7	SWITCH D Link 24 Port	4				

S.NO.	Description	Qty (a)	Unit price (b)	Total Price (c)=axb	Taxes D	Total with Tax E=(c+d)
8	D Link Patch Panel	3 Nos				
9	9U Rack	3 Nos				
10	LAN Points	80 Nos				
11	Resident Engineer for one year (3 Years Expereince BCA/MCA Qualified Engineer)	One				

Grand Total Price of the Bid/NIQ(Excluding Taxes) = Rs.

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The Grand Total Price in Words (Excluding Taxes).....

The Grand Total Price in Words (Including Taxes)