



**EdCIL (INDIA) LIMITED**  
5<sup>th</sup> FLOOR, VIJAYA BUILDING  
17, BARAKHAMBA ROAD, NEW DELHI-110001  
Telephone No. 011-23765605-612  
FAX No.011-23765614/23765602

EdCIL\TSG-IS-Unit\SSA-CAMC\_Serv\_Eng\2018

27 -02-2018

### **LIMITED TENDER NOTICE**

**Subject: On-Site Comprehensive Annual Maintenance Contract (C-AMC) for Desktops, Laptops, Printers, etc. & Resident Service Engineer in New Delhi.**

EdCIL (India) Limited, a Government of India Enterprise Under the Ministry of Human Resource Development, invites sealed quotations for C-AMC for Desktops, Laptops, Printers, scanners and Service Engineer at Project Office of EdCIL (India) Limited, 5<sup>th</sup> Floor, Vijaya Building, 17, Barakhamba Road, New Delhi - 110001. The equipment to be covered under C-AMC is summarized at 'Annexure-II'. The technical eligibility conditions, and financial terms are given below:

#### **1.0 TECHNICAL ELIGIBILITY CONDITIONS:**

- 1.1 The bidder should be reputed authorized service partner of any one reputed OEM (Like, HP, Acer, Dell, Samsung etc).The bidder must submit an authorization letter from any one OEM for submission of bids against our tender enquiry, failing which the bid will be rejected.
- 1.2 The bidder should be a private limited, proprietary, partnership firm registered with Registrar of Companies having at least one of its Service Centre located in New Delhi. The bidder must submit a copy of the Registration Certificate, failing which the bid will be rejected
- 1.3 The bidder should have successfully undertaken C-AMC of minimum 50 equipment viz., Desktops, Laptops, Printers, Scanners and also provided services of Resident Service Engineer for 3 Years with Government Departments, Ministries and Public Sector Units. The bidder should have average turnover of not less than ₹ 20.00 lakhs per annum for the last 3 years. The proof of Job Orders, Turnover and Certificates stating that the bidder rendered satisfactory AMC services to client should be submitted, failing which the bid will be rejected
- 1.4 The bidder should have executed minimum one single C-AMC order for a value of ₹ 2.50 lakh or three orders for a value of ₹ 1.00 lakh each in respect of computer equipment viz., Desktops, Laptops, Printer, Peripherals and Resident Service Engineer in recent years with relevant job orders, failing which the bid will be rejected.
- 1.5 The bidder should submit self-attested copies of documents related to valid Registration Number for GST, PAN and latest Income Tax Clearance Certificate for F.Y. 2016-17 duly certified by Chartered Accountant, failing which the bid will be rejected.
- 1.6 The bidder may inspect the equipment mentioned in the Annexure - II.

**Note: Please note that the bidder must enclose all the above required documents to be technically eligible. In case any document is not enclosed it will be presumed that bidder does not meet eligible criteria. No further correspondence will be made in this regard with the bidder.**

## **2.0 FINANCIAL TERMS & CONDITIONS**

- 2.1 The financial bid should contain the unit rate against each item separately as per 'Annexure-III'.
- 2.2 The rates should be mentioned in figures as well as in words exclusive of taxes. All applicable taxes (if any) should be indicated separately. In case, nothing is mentioned, it will be presumed that no tax is charged / applicable for vendor.
- 2.3 The firms agreeing to all terms and conditions as mentioned in NIQ only should apply in the requisite proforma as per 'Annexure-III' in sealed cover accompanied by EMD..

## **3.0 EARNEST MONEY DEPOSIT (EMD)**

- 3.1 The bidder(s) should furnish Earnest Money Deposit (EMD) of ₹ 10,000/- (Lumpsum) by way of Demand Draft (DD)/Banker's Cheque 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 The EMD will be returned to all bidders except successful bidder after issue of CAMC order. If the successful bidder is exempted from EMD deposit, he should furnish performance security for an amount equal to 5% of the total order value for a period of one year within seven days of issue of Job Order by means of Demand Draft (DD)/ Banker's Cheque drawn on any Scheduled Bank favoring 'EdCIL (India) Limited' payable at 'New Delhi'. The EMD of successful bidder will be retained as performance Security. Bidder have to pay the remaining amount if pending after adjusting EMD amount towards performance security. The performance security will be returned to bidder after completion of CAMC period.
- 3.4 No interest will be payable by EdCIL on the EMD/Performance Security deposited.
- 3.5 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.

#### **4.0 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 COMPUTER EQUIPMENT OF TSG-SSA PROJECT' as per 'ANNEXURE-I' and "FINANCIAL/PRICE BID as per 'ANNEXURE-III'. These envelopes should then be kept in another sealed (outer) envelope super scribing 'ON-SITE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR COMPUTER EQUIPMENT OF SSA TSG PROJECT addressed to 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 sealed quotations, complete in all respects, should be sent to address mentioned above latest by **3:00 PM on 15-03-2018** The quotations received afterwards will be rejected.
- 4.3 First Technical Evaluation will be conducted based on Annexure – I and related documents. Financial bids will be opened and evaluated only for technically successful bidders

#### **5.0 OTHER TERMS AND CONDITIONS:**

- 5.1 Repairs of the equipment against the complaint lodged will be attended on-site immediately in case of minor faults (within three hours).
- 5.2 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. If any delay in service a penalty of 1% of contract value per week with a maximum of 5% of contract value will be deducted from the bill.
- 5.3 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 extra payment.
- 5.4 The C-AMC provider should use only original/genuine spare parts of OEM during repairs and replacement of spare parts, components, sub-assemblies and assemblies except consumables.
- 5.5 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.
- 5.6 The job demand very high standards and C-AMC work done in slipshod and unprofessional manner shall be liable for termination/cancellation of contract.
- 5.7 The bidder should not be blacklisted by any Government Department and Public Sector Units, Central Vigilance Commission.
- 5.8 The tender bids/quotations shall remain open for acceptance for 90 days. No revision/modifications in the rates quoted will be allowed during the period.

- 5.9 EdCIL is not bound to accept the lowest Tender and 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.
- 5.10 The bidder should submit the list of qualified service personnel with their qualification who will be rendering the C-AMC services.
- 5.11 The Resident Engineer should be made available TSG-SSA on all working days between 09.15 AM to 06.00 PM for maintenance/repair of the systems/peripherals in TSG-SSA Vijaya Building Barakhamba Road, New Delhi, premises. In case of emergency repairs during holiday and after working hours, the Resident Engineer shall be made available at no extra charges. Resident Engineer have also to provide IT Support during the events of TSGs- like workshops/meetings of TSG SSA.
- 5.12 Your quotation will be considered for Resident Engineer whose qualification & experience mentioned in Annexure - IV.

## **6.0 PAYMENT TERMS:**

- 6.1 The payment to successful bidder will be made in return of satisfactory C-AMC services of equipment on pro-rata basis after completion of each quarter in a year.
- 6.2 All payments shall be made only through RTGS/NEFT/Bank Transfer.

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. All pages of the tender document should be signed by the authorized signatory of the company confirming that bidder is abiding to all the terms and conditions.

Yours faithfully,

(.....)  
(G. S. SREEDHAR)  
Deputy General Manager (IS)

**Annexure-I**

**TECHNICAL BID FOR ON-SITE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT COMPUTER EQUIPMENT OF SSA-TSG PROJECT**

**[ All documents related to S.No. 1 to 11 must be enclosed and placed in a separate envelop along with Annexure-I ].**

**Name of the Firm/Agency** : .....

<b>S. No.</b>	<b>Particulars</b>	<b>Information/Remarks</b>	<b>Encl Page No.</b>
1	Name of Bidder (Private Limited, Proprietary, Partnership Company) (Enclose Registration Certificate with Authority)	Yes/No (Enclose Copy of Registration)	
2	Full Address of Bidders' Registered / Branch Office at New Delhi Telephone: Fax: Email: Cell:	Address: ..... ..... ..... ..... .....	
3	EMD of ₹ 10,000/- by way of Demand Draft (DD)/Banker's Cheque drawn on any Scheduled Bank favoring 'EdCIL (India) Limited' payable at 'New Delhi' <b>OR</b> 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 from any One OEM (Like HP,DELL, ACER, etc.) for Submission of Bids against EdCIL's Tender Enquiry	Yes/No (Enclose Original)	
5	Proof & Particulars of Service Centre(s) in Delhi.	Yes/No (Enclose Copy)	
6	Proof of Job Orders w. r. t. C-AMC from Government Departments, Ministries and Public Sector Units.	Yes/No (Enclose Copy)	
7	Proof for Job Order w. r. t. C-AMC Services of 50 equipment viz., Resident Engineer, Desktops, Laptops, Printer, Scanner and also provide service of Resident Engineer during last 3 Financial Years.	Yes/No (Enclose Copy)	
8	Proof of Minimum Turn Over of ₹ 20 Lakhs per Year in repair Maintenance of Computer Equipment.	Yes/No (Enclose Copy)	
9	Proof of one Job order having value ₹ 2.50 Lakh or three job orders having value ₹ 1.00 Lakhs in r/o Desktops, Laptops and Resident Service Engineer.	Yes/No (Enclose Copy)	
10	Permanent Account Number (PAN)	No: ..... (Enclose Copy)	
11	GST Registration	No: ..... (Enclose Copy)	

**CERTIFICATE**

*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/We have been carefully read and fully understood Notice Inviting Quotation and conform to undertake the job of AMC as per terms and conditions enumerated therein.

Signature & Seal of the Original Equipment Manufacturer or Bidder

Date: .....2018  
Place: .....

**ANNEXURE - II****List of Computer Equipment for SSA -TSG Projects for CAMC**

S.NO. (A)	ITEM (B)	SPECIFICATIONS (C)	MAKE/ MODELDESCRIPTION (D)	QTY (E)	DATE OF PURCHASE (F)
1	SCANNER	HP SCANJET 3570C	HP	1	2010
2	DESKTOP	I3 4GB RAM, 500GB HDD, DVD+RW	HP	19	2008
3	PRINTER	HP LASERJET 1010	HP	1	2015
4	HP LASERJET MFP 227FDW	HP LASERJET M403 DN	HP	5	2017
5	UPS	MICROTEK TWIN GUARD ONE KVA	MICROTEK	10	2017
6	PRINTER		HP	2	2017
7	LAPTOP	HP LAPTOP 15-Ae008tx CPU i7, 5 <sup>TH</sup> <u>Gen@2.4ghz</u> , RAM 16 GB, HDD 2TB, Touch Screen 15", S.NO.CND5253DZ4	HP	1	2014
<b>TOTAL</b>				<b>39</b>	

The CAMC should provide full time service engineer as qualification and experience as specified in Annexure IV

**ANNEXURE-III**

**FINANCIAL/PRICE BID FOR ON-SITE COMPREHENSIVE ANNUAL MAINTENANCE  
CONTRACT FOR COMPUTER EQUIPMENT OF SSA - TSG PROJECT**

**NAME OF BIDDER: .....**

S.NO. (A)	ITEM (B)	SPECIFICATIONS (C)	MAKE/ MODEL DESCRIPTION (D)	QTY (E)	DATE OF PURCHASE (F)
1	SCANNER	HP SCANJET 3570C	HP	1	2010
2	DESKTOP	I3 4GB RAM, 500GB HDD, DVD+RW	HP	19	2008
3	PRINTER	HP LASERJET 1010	HP	1	2015
4	PRINTER	HP LASERJET M403 DN	HP	5	2017
5	UPS	MICROTEK TWIN GUARD ONE KVA	MICROTEK	10	2017
6	PRINTER	HP LASERJET MFP 227FDW	HP	2	2017
7	LAPTOP	HP LAPTOP 15-Ae008tx CPU i7, 5 <sup>TH</sup> <u>GEN@2.4GHZ</u> , RAM 16 GB, HDD 2TB, TOUCH SCREEN 15", S.NO.CND5253DZ4	HP	1	2014
8		Resident Service Engineer Annual Charges			
9		TOTAL COST FOR CAMC FOR ALL THE ABOVE TSG-SSA ITEMS [ <u>EXCLUDING TAXES</u> ] RS.....			
10		APPLICABLE TAXES ..... GST .....@ .....% EXTRA			
11		TOTAL AMOUNT IN WORDS WITHOUT TAXES (RS.....)			

Note:

- (i) ***The Bidder should quote for all the items and quantity mentioned above, failing which the bid will be rejected.***
- (ii) ***The lowest Bid will be decided based on the total lowest cost for the package (all items and quantities).***
- (iii) ***The price bid should be submitted in a separate sealed envelope as per Clause '4' of NIQ otherwise the bid will summarily be rejected.***
- (iv) ***The price quoted should be mentioned in figures as well as in words exclusive of taxes.***
- (v) ***All applicable rates of taxes (if any) should be indicated separately at S. No. 10 above. In case, nothing is mentioned, it will be presumed that no tax is charged / applicable for bidder.***

Signature of the  
Bidder with Stamp & Seal

Date: ..... 2018

Place: New Delhi

**DETAILS OF THE POSTS, ESSENTIAL QUALIFICATION OF RESIDENTIAL ENGINEER:**

<b>S.No.</b>	<b>Post Name</b>	<b>Essential Qualification &amp; Experience</b>
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>