

Tender Fees: Rs. 500/- (in form of DD/Pay order in favour of “Kendriya Bhandar”

To,

Date: July 17, 2014

List enclosed

Subject: Annual Maintenance Contract of Computer systems & Peripherals.

Sir/Madam,

Sealed bids are invited for Annual Maintenance Contract (AMC) of computer systems and peripherals installed at following locations:

S.N.	Location	Tentative No. of Computers	Tentative No. of Printers
1	Pushpa Bhawan, Madangir Road	29	29
2	East Block – 10, R.K. Puram	14	13
3	West Block – 8, Wing – 3, R.K. Puram	03	03
4	B-34/8, G.T. Karnal Road	02	01
5	GTB Hospital/Sashtri Bhawan Medical Shop	01	01
6	Masala Unit	01	01
7	Lawrence Road	01	01
8	Delhi University Medical Shop	00	01
9	Din Dayal Upadhaya Hospital Hari Nagar	01	01
10	Shastri Bhawan Medical Shop	01	01
11	Mahadev Rd Medical Shop	01	01
12	Different KB's Retail Store	17	00
	Total	71	54

Sealed tender in two bids i.e. Technical Bid & Price Bid in two separate sealed covers kept in single main cover shall be submitted by the firms in sealed envelope super-scribed “Annual Maintenance Contract for Computers & Printers” the tender alongwith tender fees of Rs. 500/- and EMD of Rs. 25,000/- in the form of DD/Pay order (in technical bid) shall be submitted to undersigned as per following schedule.

Last Date & Time for Submission of Tender: 15:00 Hours on 16th August 2014

Date & Time of opening of Technical Bid: 16:00 Hours on 16th August 2014

Date & Time of Price Bid shall be intimated to successful bidder later on.

Bidders may depute their representative to attend tender opening at scheduled date & time. Bidders are required to submit their offer in the prescribed Performa technical bid at (Annexure-II) and price bid (Annexure-III). Terms and conditions of AMC shall be as given in the Annexure – I (to be returned duly signed).

Note: Please note that tender without tender fee and EMD shall be summarily rejected.

Sd/-
Ashwani Kumar
System Analyst
(On behalf of Kendriya Bhandar)

Minimum Qualifying Requirements : The bidding is open to all qualified bidders who fully meet the following minimum qualifying requirements and provide satisfactory evidence in support, failing which their bid may be rejected:

- i) Bidder shall be an Indian Company / firm engaged in maintenance of Computer Peripherals for last three years in Delhi / NCR and having its office in Delhi / NCR (Copy of proof may be enclosed).
- ii) Bidder shall be an Authorized Service Provider of HP / IBM / Lenovo / HCL for LaserJet, Inkjet and DMP Printers (A certificate in this regard has to be produced by the Bidder from HP / IBM / Lenovo / HCL).
- iii) Bidder should have valid registration No. of Sales Tax/VAT/Service Tax, whichever is applicable;
- iv) Bidder should have copy of PAN No.(copy of proof may be enclosed);

Terms & Conditions (to be signed and returned alongwith technical bid).

1. AMC period will be one full calendar year.
2. The quoted rates must be on comprehensive basis for onsite AMC inclusive of all spare parts excluding printer cartridges and printer head. **Servers, PCs, Printers etc should be covered under OEM Service Pack.**
3. The maximum response time will be within 4 hours after call registration **including sunday**. However, an engineer shall be required to be deputed for full day on alternate day basis.
4. The firm/company must have expertise in on-site maintenance and repair of **Servers, clients, stand alone computers, Laser/inkjet/dot-matrix printers, network components, scanners and other hardware parts and accessories.**
5. As far as possible, the repairs would be carried out on-site itself. However, in case the equipment is taken to the workshop, the firm would provide a stand-by for the same.
6. Preventive maintenance with virus detection and special cleaning of the Monitor, Printer, Key Board, Mouse etc. from outside with liquid cleaner and inside will be carried out on quarterly basis. A report for the same from the user would be submitted to computer section. The quarterly payment will strictly be made on the basis of satisfactory report from the user.
7. No advance payment in any case would be made. However, quarterly payment on pro rata basis on satisfactory rendering of service would be made.
8. The firm/company should produce the self attested photocopies of documents related to allocation of Registration Number, PAN number, service tax number.
9. Kendriya Bhandar reserves the right to terminate the AMC contract at any point of time in case AMC services are not found satisfactory without advance notice.
10. TDS will be deducted as per norms.
11. Kendriya Bhandar reserves the right to reject any tender or all the tenders without assigning any reason.
12. The tender shall be required to be furnish an EMD of Rs. 25,000/- in the form of DD/Pay order in favour of **“Kendriya Bhandar”** alongwith tender which shall be returned after finalization of the tender, the successful bidder shall be required to be furnish security deposit @ 10% of the value of contracts within 7 days of the placement of order.
13. Please note that Kendriya Bhandar reserve right to reject any tender or all tenders without assigning any reason whatsoever.

Date:

(Signature of authorized signatory)

Technical Bid

1	Name of the firm/company		
2	Name of the Proprietor in case of proprietary company/firm		
3	Name of the Directors in case of Pvt. Ltd. Company/firm		
4	Address (with Tel. No. Fax. No. & Email)		
5	Contact Person		
6	The number of years of experience in business including business profile		
7	Total turnover of the last 2 years (Copy of Balance Sheet shall be enclosed)	Yr. 2012-13 (Rs.)	Yr. 2013-14 (Rs.)
8	List of customers including Govt. offices in Delhi Please enclose copies of existing AMC with leading customers		
9	Registration No.		
10	PAN number		
11	Service Tax number		
12	Details of Manpower (Category-wise)		
	Total Strength	Qualification (Any Specialization in Server)	Length of Average Experience
13	Address of workshop		
14	Whether owned/rented		
15	Name of the Banker		
16	Whether the firm/company has any legal suit/criminal case pending against its proprietor or any of its Directors or having been earlier convicted on the ground of moral turpitude or for violation of PF/ESI/Minimum wages Act. or any other laws?		
17	Whether the firm/company is ISO certified?		
18	Has the firm/company cleared by Income Tax for the last two years.		
19	Confirm the following enclosure along with this format		

Date:

(Signature of authorized signatory)

20	Satisfactory service certificate from the previous customers.	
21	Certificate of registration with the Registrar of Companies/Sales tax department	
22	Certificate from concerned authority about the payment of service tax, income tax, work contract tax and other taxes applicable	
23	Certificate for registration with Income tax, Sale tax, PF, ESI and any authority applicable.	
24	Do you agree clause (3) of terms and conditions regarding response time and permission of service engineer on alternate day basis (Yes or No)	
25	Details of EMD of Rs. 25,000/- (DD/Pay order in favour of “ Kendriya Bhandar ”)	DD No. DD Date: _____
26	Details of Tender fees of Rs. 500/- (DD/Pay order in favour of “ Kendriya Bhandar ”)	DD No. DD Date: _____

Note: Please enclose relevant documents in support of experience, qualified manpower etc.

Declaration

I hereby certify that the information furnished above is full and correct to the best of our knowledge. We understand that in case any deviation is found in the above statement at any state, the company/firm will be black-listed and will not have any deal with Kendriya Bhandar.

Date:

(Signature of authorized signatory)

Price Bid
(In a sealed cover)

Sr. No.	Description of the item	Rate per Unit (Rs.)	Service Charge @
A. Server/Computers - IBM/HCL/HP/Compaq/PCL make			
1	Server		
2	Laptop		
3	Desktop PC		
B. Printers – TVSE/Wipro/HP make			
1	Dot Matrix		
2	Desk-jet/Inkjet		
3	LaserJet Color		
4	LaserJet Black & White		
5	Multifunction Printers (print/scan/fax/copy)		
C. Other peripherals			
1	Scan-Jet 2400		
2	Any other items		

Date:

(Signature of authorized signatory)