

**F.No. I-29001/07/2015-16 IT Cell
KENDRIYA BHANDAR, HEAD OFFICE
(IT CELL)**

Pushpa Bhavan, E-Wing, 1st Floor,
Madangir Rd., New Delhi – 110062.

Ref. No.: KB/Tend-02/AMC/2016

Date - 6th February, 2016

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

To,

List enclosed

Subject: Annual Maintenance Contract of Computer Systems, Printers & Other Peripherals.

Sealed tenders are invited under two-bid system on the above subject. The two bid system contained Technical Bid & Financial Bid (Segment based). Both bids will be in two separate sealed envelopes and kept in one main envelope super-scribed with ‘Annual Maintenance Contract for Computer Systems, Printers and Other Peripherals’. The relevant supporting document and EMD is to be attached alongwith Technical Bid and Financial Bid contain only the price quotation.

2. All the sealed tenders should reached to the undersigned before last date and time alongwith tender fees i.e. Rs. 500/- and EMD i.e. Rs.40,000/- (Rupees Forty thousand only) in the form of DD/Pay order in favour of Kendriya Bhandar, New Delhi. The numbers of hardware installed at multiple locations are listed below:

	Description	Qty.
1.	Desktop	107
2.	Laptop	002
3.	DMP Printer	021
4.	LaserJet B/W Printer	034
5.	LaserJet Color Printer	002
6.	LaserJet MFP	003
7.	Scanner	001

- Last Date & Time of tender submission: **15:00 Hours on 26th February 2016**
- Date & Time of opening of ‘Technical Bid’: **16:00 Hours on 26th February 2016**
- Date & Time for opening of ‘Financial Bid’ will be intimated after evaluation of Technical Bid.

Essential Qualification Criteria:

- i) The tenderer should have minimum annual turnover of Rs.2 crore or above during last financial year (2014-15).
- ii) Presently the tenderer should have at least one AMC of Computer & printers with any government department or PSU etc., (Copy of proof may be enclosed).

- iii) The tenderer 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).
- iv) The tenderer 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).
- v) Bidder should have valid registration No. of Sales Tax/VAT/Service Tax, whichever is applicable;
- vi) Bidder should have copy of PAN No.(copy of proof may be enclosed);
- vii) The tender shall be required alongwith an EMD of Rs. 40,000/- in the form of DD/Pay order in favour of "**Kendriya Bhandar, New Delhi**" which shall be returned after finalization of the tender.

Essential Service Condition:

- viii) One full time engineer will have to be deputed by the successful bidder at Head Office, Kendriya Bhandar for prompt redressal of computer/printer complaints received from various stores /warehouses during any working or weekend day of the week.
- ix) In addition to that, the firm should always have one engineer in standby whenever his services required by Kendriya Bhandar.

Selection procedure for awarding AMC

The tenders received till last scheduled date and time i.e. 26/2/2016 15:00 HRS will be entertained by the Kendriya Bhandar. No tender will be accepted after that. The committee constituted by the competent authority will open the technical bids in presence of the representative of participating firms and committee members. The successful technical bidders will be informed by Kendriya Bhandar for the date and time for opening of financial bid. The committee will opened the financial bid in presence of the representative of the participating firms, committee members and competent authority. The lowest bidder (L-1) will be awarded the AMC of Computer System, Printers and Other Peripherals.

Tenderers should submit their offer in the prescribed Performa as attached herewith at Annexure-II (Technical Bid) and Annexure-III (Financial Bid). The AMC Terms and conditions at Annexure - I should be duly signed & stamped alongwith tender document.

Sd/-
Ashwani Kumar
System Analyst
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E-Wing, Madangir Road, New Delhi-110062
Tel. No. 011-29053105
Email: info@kendriyabhandar.org
(On behalf of Kendriya Bhandar)

ANNEXURE -I

Terms & Conditions for the AMC of Computer System, Printers and Other peripherals installed at Kendriya Bhandar's various stores/warehouse in National Capital Territory of Delhi.

(to be signed & stamped and returned alongwith Technical Bid).

1. The onsite AMC for Computer Systems, Printers and Other peripherals contained the work of maintenance, repairing and dusting of listed hardware as well as to provide standby hardware, in case the faulty hardware cannot be repaired onsite. The list of hardware is as follows:

S.No	Description	Qty.
1.	Desktop PC (CPU/Mouse/Keyboard/LCD or LED Screen 18.5 inches) /	107
2.	Laptop	002
3.	DMP Printer	021
4.	LaserJet B/W Printer	034
5.	LaserJet Color Printer	002
6.	LaserJet MFP	003
7.	Scanner	001

2. The decision to increase or decrease in the number of equipments as mentioned above will be at the sole discretion of Kendriya Bhandar. The payment will be made on pro-rata basis depending upon the actual number of equipments covered under AMC.
3. AMC will be for the period of one year.
4. The quoted rates must be on comprehensive basis for onsite AMC inclusive of all spare parts excluding printer cartridges and printer head.
5. The maximum response time will be maximum 4 hours after call registration **including sunday**. In case computer/printer/network downtime is more than 48 working hours, Kendriya Bhandar reserved the right to impose penalty @ 1500/- per day. The fine will be deducted from the security deposit.
6. 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 and to bear the transportation cost etc.
7. 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.**
8. Kendriya Bhandar reserves the right to relocate machine/computer depending upon its requirements during the AMC period.
9. The firm/company is requested to submit duly signed and stamped copies of the requisite documents sought hereunder i.e. Annexure I, II, III, Registration Number, PAN number, Service tax number, Proof of turnover etc.
10. One full time engineer will be deputed by the successful firm at Head Office, Kendriya Bhandar for prompt redressal of computer/printer complaints received from various KB stores /warehouses during any day of a week

- (including holidays). In addition to that, the firm should always have one engineer in standby whenever his services required by Kendriya Bhandar.
11. The engineer may be interviewed by officer of Kendriya Bhandan before award of contract. SA, IT Cell will be his reporting officer.
 12. The deputed engineer shall not be changed by the firm without prior permission of the competent authority; violation of this condition may attract fine as decided by the competent authority. In case of leave, a standby engineer is to be provided by successful firm at Head Office, Kendriya Bhandar.
 13. 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 IT Cell.
 14. No advance payment will be made to the firm.
 15. The payment will be made on quarterly basis. The payment will be released to firm within one week from the date of receipt of the bill subject to satisfactory service certificate issued by IT Cell.
 16. Incomplete tender information, deficiency in supporting documents, Overwriting in tender document or violation of any aforesaid terms & condition will be considered as incomplete tender and rejected by the competent authority.
 17. Sub-letting of AMC is not permissible as well as AMC is non-transferrable. Violation this condition may attract termination of AMC.
 18. TDS will be deducted as per govt. norms.
 19. The successful firm will have to submit the security deposit @ 10% of the value of AMC within 7 days from the date of awarding work order to the firm. The security deposit will be returned after successful completion of AMC.
 20. Kendriya Bhandar reserves the right to terminate the AMC at any point of time without giving any advance notice to the firm in case AMC services are not found to be satisfactory by Kendriya Bhandar.
 21. AMC can be extended for one year with mutual agreement subject to satisfactory completion of AMC.
 22. The firm should use the genuine spare parts as well as maintain in advance 10 keyboard and 10 optical mouse at Head Office, Kendriya Bhandar to cope the keyboard and mouse complaints.

DECLARATION

I, hereby, certify that I have read all the aforesaid terms and condition and agree to work on the rates quoted under my Financial BID (Annexure III).

Date:

**(Signature of authorized signatory
with stamp)**

TECHNICAL BID

1	Name of the firm/company	
3	Name of the Proprietor/Directors etc. of the firm	
4	Address (with Tel. No. Fax. No. & Email)	
5	Contact Person with Telephone No. and Mobile No.	
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. 2013-14 (Rs.) Yr. 2014-15 (Rs.)
8	List of customers including Govt. offices in Delhi (Enclose copies of existing AMC atleast two customers)	
9.	Satisfactory service certificate from the previous or existing customers (at least two).	
10	Registration No.	
11	PAN number	
12	Service Tax number	
13	Details of Manpower (Category-wise)	
	Total Strength	Qualification (Any Specialization in Server)
		Length of Average Experience
14	Name of the Banker	
15	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? (YES/NO)	
16	Whether the firm/company is ISO certified? (YES/NO)	
17	Has the firm/company cleared Income Tax for the last two years. (YES/NO)	
18	Certificate of registration in respect of PF, ESI. (YES/NO)	
19	Details of EMD of Rs. 40,000/- (DD/Pay order in favour of “Kendriya Bhandar”)	DD No. DD Date: _____
20	Details of Tender fees of Rs. 500/- (DD/Pay order	DD No.

	in favour of “ Kendriya Bhandar ”)	DD Date: _____
21	Have you enclosed relevant documents in support of experience, qualified manpower etc. (YES/NO)	

DECLARATION

I hereby, certify that the information given above is complete and correct to the best of our knowledge as well as enclosing supporting requisite documents herewith sought hereunder. While knowing the fact, that my technical bid will be liable to reject, if any of requisite documents are found missing by Kendriya Bhandar. 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
with stamp)**

List of enclosures:

- 1 _____
- 2 _____
- 3 _____
- 4 _____
- 5 _____
- 6 _____
- 7 _____
- 8 _____
- 9 _____
- 10 _____
11. _____

**FINANCIAL BID
(In separate sealed envelope)**

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

Date:

**(Signature of authorized signatory
with stamp)**