

Shastri Bhawan, New Delhi
Dated 26th June, 2018

TENDER NOTICE

Sub: Annual Comprehensive Service and Maintenance Contract (CSMC) for Computers, Printers, Servers, Laptops, Scanners and UPSs of this Ministry of Petroleum and Natural & Natural Gas.

The undersigned is directed to invite sealed tenders in two bid pattern i.e. two separate sealed envelopes one each for Technical Bid and Financial Bid for the Comprehensive Service and Maintenance Contract for all the Computers, Printers, Servers, Laptops, Scanners and UPSs of various makes of this Ministry on annual basis. Both sealed envelopes containing Technical and Financial Bids should be kept in third sealed envelope super-scribing with "**Tender for Annual Comprehensive Service and Maintenance Contract for Computers, Printers, Servers, Laptops, Scanners and UPSs of Ministry of Petroleum & Natural Gas**" and addressed to Shri M.C. Bhatt, Under Secretary (Admn.), Ministry of Petroleum and Natural Gas, Shastri Bhawan, New Delhi – 110001 may be dropped in the Tender Box placed at the Facilitation Center, Ministry of Petroleum & Natural Gas, Garrage No.18, Ground Floor, Near Gate No. 3, Shastri Bhawan, New Delhi

2. The last date of receipt of the bid is **10th July, 2018 up to 11.00 AM** sharp. Technical bid will be opened on same day at **3.30 PM** in the presence of bidders, if any. Financial bids will be opened only in respect of those firm who meet the technical criteria of the tender, the notice for which will be issued separately. Tenders received after due date and time, those received without separate sealed cover and rates not quoted in specified proforma (**Annexure-I, II and III**) will not be accepted.

3. TECHNICAL BID CRITERIA

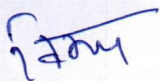
i) The firm must be registered with the Registrar of Companies A copy of the company registration must be attached.

ii) The firm must have a minimum annual turnover of more than Rupees One Crore in at least one year during the last three years. Copy of the balance sheets duly audited by the CA must be attached.

iii) The firm must have registered office in Delhi/NCR. The firm must submit documents towards proof of this effect along with name and address of Banker(s).

iv) The firm must have previous experience of at least 3 years in maintaining hardware, network systems, LAN Troubleshooting, servers, clients, stand alone computers, laser/inkjet printers/network components, scanners, laptops and other hardware parts etc. Experience Certificate from the two (02) Government Ministries/Department/PSUs must be attached.

v) The firm must have at least three ongoing AMCs of 250 PCs in Government Departments/PSUs. Copy of award letters of contracts is to be attached in support of the claim.



vii) The firm should be Authorized Service Provider (ASP) for at least one of the PC brands like HP/Dell/ACER etc.

(vii) The firm should have GST Registration. A copy of the GST Registration Number must be enclosed.

(viii) The firm should have PAN number in the name of the Company/Proprietor. ITR for the last two years must be enclosed.

(ix) The firm should have registered with ESIC & EPFO. A copy each of the registration number must be attached.

x) The firm should submit a certificate clarifying that the firm or its subsidiary or promoters have not been blacklisted by any of the Government Agencies and no such case is undergoing /pending upon the firm/promoters.

xi) **Earnest Money Deposit (EMD)** : The firm must submit EMD of Rs.50,000/- (Rupees Fifty Thousand only) in the form of Demand Draft in favour of DDO, Ministry of Petroleum & Natural Gas, New Delhi. The EMD is refundable without interest after the award of contract. Cheque will not be accepted.

4. FINANCIAL BID

(i). The rate may be quoted on per item basis for the computers, printers, UPS, Scanners, Servers Laptop in the proforma at **Annexure-II** in a separate sealed cover. The rates quoted in the Financial Bids should be clearly legible without any cutting or overwriting. All corrections are countersigned. The financial bid should be properly sealed / signed and kept in separate sealed envelope.

(ii) The firm is required to submit a declaration /undertaking in the format attached at **Annexure-III**.

5. Performance Security: The successful tenderer will have to deposit 10% of the contracted value as performance security money in the form of FDR in favour of DDO, Ministry of Petroleum & Natural Gas, which will be returned after 60 days of expiry of the contract period.

6. SCOPE OF WORK AND OTHER TERMS AND CONDITIONS OF THE CONTRACT

i) The contract will initially be valid for a period of one year. However, it can be extended on yearly basis for further two years depending upon satisfactory performance of the work subject to same rates and terms and conditions. The rates quoted will remain in force of the full period of contract. No demand for revision of rates on any account shall be entertained during the contract period

(ii) The firm shall be responsible for proper maintenance of Computers, Printers, UPSs (excluding batteries), Scanners, Servers, Laptops etc. and keep them in working condition throughout the period of contract and shall obtain a certificate from the user at least once a quarter to that effect.

iii) The firm shall have to provide two resident engineers on all working days from 9.00 AM to 5.30 PM. If required, engineers will also need to be available beyond working hours and on holidays (including Saturday/Sunday). The engineers should be equipped with Mobile phones to ensure their availability.

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iv) These two resident engineers should be graduate in computers/electronics/ Telecommunications Engineering with an experience of not less than 3 years in Computer Hardware/Software maintenance. Their details will have to be provided for the Ministry with salary details. Their wages would not be less than the minimum wages fixed and revised from time to time as notified by the Govt. of NCT of Delhi.

v) The firm will also provide the Police verification of the Resident Engineers so deputed in the Ministry. The successful bidder will not be allowed to frequently change the engineers. Change of Engineers, without prior information of the competent authority of the Ministry, may attract penalty, as per the discretion of the Ministry.

vi) The firm will prepare separate logbooks for each of the machines to be taken under the CSMC and preventive and corrective 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. The quarterly payment will strictly be made on the basis of satisfactory report from the user.

vii) The service engineers would take up any reported fault within one hour. As far as possible, the repairs would be carried out on-site itself. However, in exceptional cases, where the work cannot be done within the office premises, the Computers/Printers/ UPSs /Scanners, Laptops etc. may be taken to workshop, only with the prior permission of this Ministry, no extra charges will be admissible on account of transportation.

viii) If any PC/accessory is not repaired within two days, the firm will provide a standby PC/accessory. If the firm fails to repair or provide a stand-by PC/accessory within 2 days, then a penalty of Rs. 500/- (Rupees Five hundred only) per item per day or part thereof will be charged for delay beyond the two days till such time PC/accessories are repaired/provided and it will be incumbent on the firm to provide stand-by inventory till the defect is rectified. If the firm fails to attend to a complaint or rectify a defect, the Ministry shall get the same complaint/defect attended by another firm at the cost of the AMC firm.

ix) The firm will also provide maintenance of repair services on holidays in case of emergency. The firm is also liable to provide maintenance of all software already installed in the PCs and peripherals and the software to be installed at later stage.

x) Data recovery in case of crashed hard disk drives, expenditure in this regard, shall be borne by the firm. If the data is lost in the process, then the AMC vendor will be charged for the cost of reconstruction of data

xi) The firm must have availability of Anti Virus software at site for removal of virus from the PCs and storage disks. The necessary support for maintaining virus free computer environment in the Ministry and help in upgrading the software/virus detection mechanism should be provided by the firm. Implementation of Anti-Virus Solution shall be in coordination with NIC as per their policy.

xii) The contract is comprehensive inclusive of OS support on all the systems covered under this contract. Any problem related with OS maintenance, reloading of OS with all device drivers, OS upgrade, device drivers, system configuration and network configuration will be attended & rectified by the firm.

xiii) The faulty power adopter, power cable, USB cable, Data cable etc. will be repaired/ replaced by the firm.

xiv) New equipment purchased will be included in AMC as soon as warranty expires or after the expiry of the common date of warranty at the same rate of similar product.

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xv) It shall also be the responsibility of the firm to periodically service and inspect/check all the gadgets/apparatus under the "maintenance period", so as to ensure their smooth and satisfactory functioning. The contractor shall also obtain a certificate from the user Sections/Officers at least once in a quarter to the effect that the said apparatus are working satisfactorily during the quarter in question. No payment will be made without this signed list.

xvi) In case, the firm backing out in midstream without any explicit consent of this Ministry, he will be liable to recovery at higher rates, besides terminating the contract and forfeiture of performance security.

xvii) The Ministry also has the right to cancel the contract and forfeiture of performance security at any time, If the work of the contractor is found to be unsatisfactory.

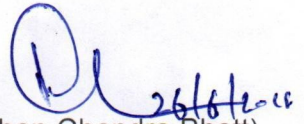
6. The Computers, Printers, UPSs (excluding batteries), Scanners, Laptops are to be taken over for comprehensive maintenance on "as is where is basis" and could be inspected by the prospective bidder on any working day between 3.00 p.m to 4.00 p.m.

7. The Nos. of gadgets may increase or decrease at the discretion of this Ministry and payment will increase or decrease accordingly. In case any new office at a new location is added, this contract will deemed to be applicable in that new office also.

8. The quarterly payment to the extent of 100% will be authorized to the firm on submission of pre-receipted bill, in triplicate, along with satisfactory service reports, separately for each quarter and all such taxes shall be paid by the contractor.

9. The competent authority of Ministry of Petroleum & Natural Gas reserves the right to reject any or all bids/tender without assigning any reason. For further details and obtaining full copy of the tender documents, tender notices may be seen at the website of Ministry of Petroleum & Natural Gas at <http://petroleum.nic.in> and <http://eprocure.gov.in>.

Encl.: as above.


(Mohan Chandra Bhatt)

Under Secretary to the Government of India
Tel. 011-2338 7224

To,

1. All Ministries /Departments for circulation among their contract holders.
2. Technical Director, NIC, Ministry of Petroleum & Natural Gas, Room No. 224-A Wing, Shastri Bhawan with the request to place the notice on the website of Ministry for wider publicity.
3. Central Public Procurement Portal (eprocure.gov.in)
4. Notice Boards
5. Hindi Section for Hindi Version



Proforma for Submission of Technical Bid

(Annual Comprehensive Service & Maintenance Contract (CSMC) of Computers)

Sl. No.	Technical Criteria/ Particulars	Yes/No	Page Nos. of the documents/copies submitted in support of the claim		Remarks, if any
			From	To	
1.	EMD of Rs. 50,000/-				
2.	Registration of Firm in Delhi/NCR- Copy of certificate of registration/ incorporation of the firm				
3.	Details regarding Name of the Firm and its proprietor along with Complete Address and Telephone/ Mobile Nos. And Bank Account Details				
4.	Copy of PAN				
5.	Copy of Income Tax return filed for the last two years				
6.	Copy of the balance sheet duly audited by the CA indicating annual turnover of more than Rupees One Crore in at least one year during the last three years				
7.	GST Number				
8.	Experience of at least 3 years in maintaining hardware, network systems, LAN troubleshooting in Government organizations/PSUs. Performance certificates from two such clients to be attached.				
9.	Authorization from the OEM of one of the PC brands.				
10.	Copy of contract award letters in support of three running AMCs of 250 PCs or two AMCs of 500 PCs each.				
11.	The firm should be registered with EPFO and ESIC. Copy of EPFO and ESIC registration.				
12.	Certificate clarifying that firm or its subsidiary or promoters have not been blacklisted by any of the Govt. Agency and no such case is pending upon the firm/ promoters.				

(Signature & full address of the tenderer)

Seal/Stamp of the firm

Quotation for Annual CSMC of PCs, Printers, UPSs and peripherals and accessories etc. for the year 2018-19.

Sl. No.	Items	Tentative No. of Items	Rate per unit per year (in Rs.)
1.	Computer of all make	175	
2.	Mono Laser Jet Printers of all make	185	
3.	Colour LaserJet printers of all make	32	
4.	UPS upto 1 KVA of all make	152	
5.	UPS 2 KVA online of all make	3	
6.	UPS 5 KVA online of all make	1	
7.	Laptop of all make (hp, Sony, apple, Dell)	24	
8.	Scanner (all make)	39	
9.	Server -HP and IBM Make	1	

Note: GST/Taxes, if any, will be extra, which will not be quoted by the bidder.

The L-1 will be decided based on lowest rate of per unit of item of each of the above items.

The above numbers of items are tentative, which may increase or decrease as per the requirement of this Ministry. However, the payment will be made based on actual number of items placed under Annual CSMC.

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DECLARATION

I, _____ son/ daughter/ wife of Shri _____,
proprietor /Director/ authorised signatory of the Agency/Firm
_____, is competent to sign this declaration and execute
this tender document.

2. I do hereby solemnly declare/undertake that I have completely read and understood the terms & conditions attached to the "Annual Comprehensive Service & Maintenance Contract" and that these are acceptable to the firm in full;

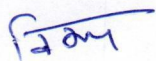
3. I do also hereby undertake that the damages caused, if any, to the equipment/systems or to any other property of the Government through our negligence or on the part of the employees deputed by us for the maintenance work in the Ministry shall be at our risk and responsibility and that we shall make good the financial or any other loss that is resultantly sustained by the Government because of such negligence; and

4. I do also hereby declare that the decisions of the Government of India, Ministry of Petroleum & Natural Gas on all the matters connected to the contract in question, and on the matter disputes arising due to the provisions of this contract shall be final and binding on the firm.

5. It is also stated that the firm has not been black listed by any Central /State Government Ministry/ Department.

6. The information/ documents furnished along with the bid are true.

7. I have carefully read and understood all the terms and conditions of the tender and undertake to abide by them. I/We am/are fully aware of the fact that furnishing of any false information/ fabricated document and not abiding stipulated terms and conditions of the tender would lead to rejection of my tender at any stage and entail forfeiture of bid security, performance security as the case may be besides liabilities towards prosecution under appropriate law.



(Signature of authorised person)

Full Name_____

Name of the Firm_____

Contract Phone/Mobile No._____

Seal/Stamp of the firm