

Speed Post

e-file No.17839
No.D-18016/3/2017-Admn.
Government of India
Ministry of Petroleum & Natural Gas

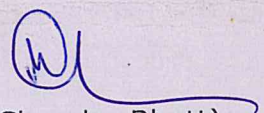
Shastri Bhawan, New Delhi-110001
Dated: 05th January, 2018

TENDER NOTICE

Subject: Limited Tender Notice for Comprehensive annual maintenance contract for computers, printers, laptops, scanners and UPS etc. in the Ministry of Petroleum & Natural Gas-reg.

The undersigned is directed to invited sealed tenders in two bids pattern (Technical & Financial) for the all-comprehensive maintenance of contract for computers, printers, laptops, scanners and UPS etc. of various makes on annual basis. Both the envelopes should be sealed and super-scribed as **"Quotation for Annual Maintenance Contract (AMC) of computers, printers and other peripherals, for technical bidding"** and **"Quotations for AMC of computers/printers and other peripherals for financial bidding"**. Both the envelopes should be enclosed in a single cover and super-scribed as **"QUOTATION FOR MAINTENANCE CONTRACT OF COMPUTER AND OTHER PERIPHERALS FOR MINISTRY OF PETROLEUM & NATURAL GAS"**. Tender should be accompanied with a bank draft of Rs.50,000/- (Rupees fifty thousand only) drawn in favour of "DDO, Ministry of Petroleum & Natural Gas, New Delhi"

2. Last date of receipt of tender is **22-01-2018 (11.00 AM sharp)**. Technical Bid will be opened on the same day at 3.30 PM in the presence of tenderers, if any. Based on the evaluation of technical bids by the Technical Committee and its recommendation, financial bids in respect of only those companies will be considered which fulfil the technical terms and conditions, as stipulated in the tender. Date of opening of Financial Bid will be intimated later on. Ministry reserves the right to reject any or all the teners received without assigning any reason.


(Mohan Chandra Bhatt)
Under Secretary to the Govt.of India
Tel.: 011-23387224

To

1. Central Public Procurement Portal-eprocure.gov.in
2. NIC for posting the tender notice in the website of Ministry of Petroleum & Natural Gas.
3. All Ministries/Department with the request that this may bring to the notice of the registered suppliers of their respective Ministry/Department.

6. After scrutiny and satisfactory technical bidding specifications, the Ministry will shortlist those who are eligible and the date of opening of Financial Bid will be intimated later on. If interested, the firm representative may be present at the time of opening of "technical" and "financial" bid quotations letters on the given dates and time.

7. Quotations received after due date, those received without separate sealed cover and rates not quoted in specified proforma will not be accepted. The undersigned reserve the right to reduce or increase the number of items offered for maintenance contract during the currency of the AMC. The undersigned also reserve the right to reject any or all quotations without assigning any reason.

8. The rates quoted be net and no discount, free services/offers quoted will be considered.

Yours faithfully,



(Mohan Chandra Bhatt)

Under Secretary to the Govt. of India

Tel.: 011-23387224

To

1. Central Public Procurement Portal-eprocure.gov.in
2. NIC for posting the tender notice in the website of Ministry of Petroleum & Natural Gas.
3. All Ministries/Department with the request that this may bring to the notice of the registered suppliers of their respective Ministry/Department.

Annexure

Annexed to Ministry of Petroleum & Natural Gas letter No No.D-18016/3/2017-
Admn. dated January, 2018.

1. SCOPE OF WORK

Award of Annual Comprehensive Maintenance Contract of Computers/Printers/UPSs (excluding batteries)/Scanners, Laptops etc. The Technical and Financial terms & conditions of AMC shall be as follows:

(A) TECHNICAL TERMS AND CONDITONS

- i) The firm should be in existence for over 5 years in the trade with the maintenance business (service business turn over) of more than Rupees one crore per annum during the last 3 years.
- ii) The firm must have previous experience in maintaining hardware and network systems, repairs of server, clients, stand alone computers, laser/inkjet printers/network components, scanners peripherals and other hardware parts and accessories in Government organizations/PSUs and must provide a certificate of each type of equipment available in Central Government Offices, from the OEM (Original Equipment Manufacturer) that his company is authorized and competent to take up maintenance. Performance Certificates (at least two) from the existing Government clients (Organizations) must be attached.
- iii) The firm must have expertise and experience in LAN troubleshooting. The bidder should have executive satisfactorily minimum 3 AMC connected in LAN under Microsoft Windows environment.
- iv) A Performance Certificate to this effect from at least two Government Department/Public Sector Undertakings shall be furnished.
- v) The firm must have two AMC of 500 PCs or three AMC of 250 PCs.
- vi) The firm should be Authorized Service Provider (ASP) for one or two PC Brands and peripherals like HP/HCL/Dell ACER etc.
- vii) The firm must be registered with the Registrar of Companies and with the Delhi Sales Tax Department for Works Contract Tax.
- viii) Copy of PAN/TIN/GST and Income tax clearance certificate for the last three years must be attached.
- ix) If the firm meets the above technical requirements, it may apply in the prescribed proforma (as per Technical Bids given in the subsequent para) placed at **Annexure-I** in sealed cover.
- x) The scope of work also includes maintenance of software procured by this office and installed in the PCS and Peripherals.

मोहन चन्द्र भट्ट / MOHAN CHANDRA BHATT
अवर सचिव / Under Secretary
पेट्रोलियम एवं प्राकृतिक गैस मंत्रालय
Ministry of Petroleum & Natural Gas
भारत सरकार / Govt. of India
नई दिल्ली / New Delhi

xi) Two qualified Resident Graduate Engineers in computers/Electronics/Telecommunications Engineering with an experience of not less than 3 years in Computer Hardware/Software maintenance will have to be provided for the Ministry with salary details.

xii) The equipment will be handed over back in good working condition to the Ministry after AMC period.

B. The scope of software maintenance covers:

a) Maintenance of all software already installed in the PCs and peripherals and the software to be installed at later stage.

b) Availability of Anti Virus software at site for removal of virus from the PCs and storage disks. Implementation of Anti-Virus Solution shall be in coordination with NIC as per their policy.

c) Data recovery in case of crashed hard disk drives, expenditure in this regard, shall be borne by the firm.

C. FINANCIAL

1. The rate may be quoted on comprehensive basis for the computers, printers, UPS, Scanners, Laptop in the proforma at Annexure-II in a separate sealed cover.

2. The other terms and conditions for awarding the AMC shall be as below:

i) The vendor will provide two resident engineers on all working days from 9.00 AM to 5.30 PM. If required, engineers will be available even after 5.30 PM on working days and also on holidays (Saturday/Sunday). The engineers should be equipped with Mobile phones to ensure their availability. Amount will be deducted if any Service Engineer remains absent/on leave without providing a substitute.

ii) The contract will be valid for a period of one year and the period of Maintenance Contract will be informed after finalization of the contract. The rates quoted will remain in force of the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period. It will be open to the Ministry of Petroleum & Natural Gas to extend the term of agreement for a further period of two more years, one year at a time, if necessary subject to satisfactory service.

iii) The awardee has to provide services for PCs, Printers, UPS peripherals, and accessories under contract in the Ministry of Petroleum & Natural Gas at Shastri Bhawan, residential offices of Minister and other locations in New Delhi/NCR.

मोहन चन्द्र भट्ट / MOHAN CHANDRA BHATT
अवर सचिव / Under Secretary
पेट्रोलियम एवं प्राकृतिक गैस मंत्रालय
Ministry of Petroleum & Natural Gas
भारत सरकार / Govt. of India
नई दिल्ली / New Delhi

iv) The firm will prepare separate logbooks for each of the machines to be taken under the AMC 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.

v) 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 case the equipment is taken to the workshop, the firm would provide a stand-by for the same. Also stand-by inventory of monitor, CPU, Laser Printer, HDD, RAM, Mouse/Keyboard and UPS should be kept in the Ministry. The firm will also provide maintenance of repair services on holidays in case of emergency. In case of non-availability of Drivers of the machine (branded one-HP, HCL, IBM, Dell, Acerr, Wipro etc.) in the Ministry, they will arrange from their own sources.

vi) If any PC/accessory is not repaired within two days, the firm will provide a standby PC/accessory. If, however, the firm fails to repair or provide a stand-by PC/accessory within 2 days, then a penalty of Rs.200/- (Rupees two hundred only) per day or part thereof will be charged for delay beyond the two days till such time PC/accessories are repaired/provided. In case the parts that require change are not available, the same should be replaced with a higher level of part which is compatible with the system.

vii) 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.

viii) It may also be noted that in case of contractor backing out in midstream without any explicit consent of this Ministry, he will be liable to recovery at higher rates, vis-a-vis, those contracted with it, which may have to be incurred by this Ministry on maintenance of machines for the remaining period of contract through alternative means.

ix) The above act of backing out would automatically debar the firm from any further dealing with this Ministry and the EMD/Bank Guarantee amount would also be forfeited.

x) No advance payment in any case would be make. However, quarterly payment after satisfactory completion of each quarter would be make.

xi) The contract can, however, be terminated by the Ministry at any time assigning reasons therefore to be communicated to the maintenance contract holder and after allowing an opportunity of hearing to the contractor. The authority will be HOD of this Ministry. If the work of the contractor is found to be unsatisfactory, the contract shall be cancelled.

मोहन चन्द्र भट्ट / MOHAN CHANDRA BHATT
अवर सचिव / Under Secretary
पेट्रोलियम एवं प्राकृतिक गैस मंत्रालय
Ministry of Petroleum & Natural Gas
भारत सरकार / Govt. of India
नई दिल्ली / New Delhi

xii) The AMC holder needs to have rectification software. He should rectify the damage in time. In case any cost involved in the rectification process, no claim will be entertained by the Ministry. If the data is lost in the process, then the AMC vendor will be charged for the cost of reconstruction of data. If the AMC holder fails to attend to a complaint or rectify a defect, the Ministry shall get the same complaint/defect attended to by another firm on payment basis, and the payment so made shall be chargeable to the AMC holder.

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.

xv) 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 drives, OS upgrade, device drivers, system configuration and network configuration will be attended & rectified by the firm.

3. The successful tender/firm will be required to furnish a Bank Draft/Bank Guarantee in the name of DDO, Ministry of Petroleum & Natural Gas for an amount of 10% of the contracted value which will be released to the contractor on completion of the contract.

4. The earnest money of Rs.50,000/- (Rupees Fifty thousand only) through a Demand Draft/Bank Guarantee on any scheduled bank in Delhi/New Delhi drawn in favour of DDO, Ministry of Petroleum & Natural Gas must accompany the "Technical Bidding" Quotation letter. Quotation received without earnest money will not be considered. Earnest money receive from the tenderers will be returned without interest immediately after the process of selecting the award is over. The other requisite documents mentioned shall be accompanied with quotation letters. The financial bid quotation will be considered only after fulfilment of technical bid as stated above.

5. If your firm is interested, you may submit your documents satisfying the technical bid requirements in a sealed cover superscribed with "Quotation for AMC computer, printers and peripherals, for technical bidding". The other sealed envelope containing the quoted rates and documents relating to acceptance of all the terms & conditions, may be submitted superscribed with "Quotations for AMC of computers/printers and peripherals for financial bidding". Both the envelopes should be enclosed in single cover and superscribed as " QUOTATION FOR AMC OF COMPUTER AND OTHER PERIPHERALS FOR MINISTRY OF PETROLEUM & NATURAL GAS" and **addressed to Shri M.C. Bhatt, Under Secretary (Admn), Ministry of Petroleum & Natural Gas, New Delhi may be dropped in the Tender Box placed at the Facilitation Centre Garage No.18, Ground Floor, near Gate No.3, Ministry of Petroleum & Natural Gas, Shastri Bhawan, New Delhi-110001 upto 2.00 P.M. on 22nd January, 2018.** The technical quotations will first opened on the same day at 3.30 AM in the room No.311 'A' Wing, Shastri Bhawan, New Delhi.

मोहन चन्द्र भट्ट / MOHAN CHANDRA BHATT
अवर सचिव / Under Secretary
पेट्रोलियम एवं प्राकृतिक गैस मंत्रालय
Ministry of Petroleum & Natural Gas
भारत सरकार / Govt. of India
नई दिल्ली / New Delhi

QUOTATION FOR TECHNICAL BIDDING

The Technical Bid should include the following details/documents:

1. The date of commissioning of the firm and a certificate of its continuous functioning in the maintenance business. Please enclose certified photocopy of the Company Registrations.
2. Indicate the date from which the firm is continuously Registered with Delhi Sales Tax Ministry for Work Contract Tax. Also enclose a certified photocopy of the Registration Certificate.
3. Indicate whether the firm is the authorised service provider of any branded computers. If yes, please attach certified photocopies of all the supporting documents.
4. Please provide the details of maintenance contracts executed by the firms during the last three years. Specifically, highlight those in Government Sector (copies of such contracts may be attached).
5. Details of service engineers:

Sl. No.	Name	Technical qualifications	Area of specializa-tion	No.of years of experience in computer maintenance	Date of joining the firm	Month/ Annual salary to be drawn

(Note: Two Qualified Engineers in Computer/Electronics/Telecommunication with an experience of not less than 3 years in Computer Hardware/ Software maintenance will have to be provided for the Ministry).

6. Indicate whether the firm has expertise in maintaining computers and peripherals of different brands and vintage. If so, provide supporting documents.
7. Whether the firm has experience in LAN troubleshooting? If so provide supporting documents.
8. Attach performance certificate from the existing Govt. Clients (at least two).
9. Attach Income Tax clearance certificates for the last two years.
10. Details of Bank Draft attached: Bank Draft No. _____

Date: _____

Drawn on Bank: _____

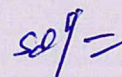
मोहन चन्द्र भट्ट / MOHAN CHANDRA BHATT
अवर सचिव / Under Secretary
पेट्रोलियम एवं प्राकृतिक गैस मंत्रालय
Ministry of Petroleum & Natural Gas
भारत सरकार / Govt. of India
नई दिल्ली / New Delhi

(Signature & full address of the tenderer)

ANNEXURE-II**Quotation for Comprehensive AMC of PCs, Printers, UPSs and peripherals and accessories etc. for the year 2018-19.**

Sl. No.	Items	*Quantity	Period	Rate per unit per year	Total (Rs.)
1.	Computer of all make	221	1 year		
2.	HP Black LaserrJet Printer	199	-do-		
3.	Colour LaserJet	33	-do-		
4.	UPS upto 1 KVA	157	-do-		
5.	UPS 2 KVA online (Paradyne)	03	-do-		
6.	Laptop of all make (hp, Sony, apple, Dell)	28	-do-		
7.	Scanner (all make)	26	-do-		

* The above Table shows present number of units under each category. This number may increase or decrease, however payment will be made on actual basis.



(Mohan Chandra Bhatt)
Under Secretary to the Govt. of India
Tel: 011-23387224

मोहन चन्द्र भट्ट / MOHAN CHANDRA BHATT
अवर सचिव / Under Secretary
पेट्रोलियम एवं प्राकृतिक गैस मंत्रालय
Ministry of Petroleum & Natural Gas
भारत सरकार / Govt. of India
नई दिल्ली / New Delhi

QUOTATION FOR ANNUAL MAINTENANCE CONTRACT FOR COMPREHENSIVE SERVICES OF PERSONAL COMPUTERS/PRINTERS/SCANNERS/UPS ETC. IN THE MINISTRY OF PETROLEUM & NATURAL GAS, SHASTRI BHAWAN, NEW DELHI.

Sl. No.	Description	Details	Page No.
1.	Name of the firm (in block letters) with date of commissioning of the firm.		
2.	Complete Address		
3.	Annual turnover of the firm with proof for last 3 years in the form of CA certificate/balance sheet/profit & Loss Account		
4.	Telephone/Mobile No.		
5.	Copy of the details of the past experience of providing maintenance & service as indicated at para (i) of tender document. (Proof of maintaining 250 computers per year for three years to be enclosed)		
6.	Performance certificates issued by at least 3 (three) reputed customers for maintenance of computers including UPS in individual.		
7.	Ministries/Departments/PSU provided AMC during the last three years (self certified copies to be enclosed).		
8.	Date from which the firm is continuously Registered with Delhi Sales Tax Ministry for Work Contract Tax. Also enclose a certified photocopy of the Registration/ License No.of the firm.		
9.	The earnest money of Rs.50,000/- (Rupees fifty thousand only) through a demand draft/pay order.		
9A	Details of Bank Draft attached: Bank draft No. with date : Amount (Rs.):		

मोहन चन्द्र भट्ट / MOHAN CHANDRA BHATT
 अवर सचिव / Under Secretary
 पेट्रोलियम एवं प्राकृतिक गैस मंत्रालय
 Ministry of Petroleum & Natural Gas
 भारत सरकार / Govt. of India
 नई दिल्ली / New Delhi

DECLARATION/UNDERTAKING

1. I/We do hereby solemnly declare/undertake that I/We have completely read and understood the terms & conditions attached to the "Annual Maintenance Contract" in question, for which the all-inclusive rates as above have been submitted, and that these are acceptable to us in full;
2. I/We do also hereby declare/undertake that the all-inclusive rates quoted as above are submitted after full understanding and in accordance with the relevant clauses of the terms & conditions of the contract.
3. I/We 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/We 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 me/us/our firm.

Signature in full_____

Name of the Firm_____

Contract Phone/Mobile No._____

Seal/Stamp of the firm

मोहन चन्द्र भट्ट / MOHAN CHANDRA BHATT
अवर सचिव / Under Secretary
पेट्रोलियम एवं प्राकृतिक गैस मंत्रालय
Ministry of Petroleum & Natural Gas
भारत सरकार / Govt. of India
नई दिल्ली / New Delhi

10.	GST Account No. VAT Account No.		
11.	Supporting document in respect of TDS certificate issued by concerned Ministry		
12.	The bidder should have firm's Service Tax number with latest service Tax Challan (proof of the same must be attached).		
13.	Whether authorized service provider to IBM/HP/HCL/Acer/Wipro/Zenith/LG etc.		
14.	Address of the Workshop/Service Centre (with telephone number).		

(Signature in full)

Name of the firm

Seal/Stamp if the firm

(Note: attach photocopy of each of the valid certificate (ITCC/STCC/Works contract etc.) from the relevant authorities along with the copies of audited balance sheet etc. and of other relevant documents/papers explained in the main tender documents).

मोहन चन्द्र भट्ट / MOHAN CHANDRA BHATT
अवर सचिव / Under Secretary
पेट्रोलियम एवं प्राकृतिक गैस मंत्रालय
Ministry of Petroleum & Natural Gas
भारत सरकार / Govt. of India
नई दिल्ली / New Delhi