

D-21011/05/2016-Ad.II  
CABINET SECRETARIAT  
RASHTRAPATI BHAVAN

New Delhi, the 5<sup>th</sup> April, 2017

To  
(THE INTRESTED BIDDER)

**Subject: Invitation to Tender for annual maintenance contract of Desktop, Printers, Scanners, Laptops & Servers etc.**

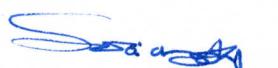
I am directed to invite sealed Tenders for award of **Annual Maintenance Contract of Desktop, Printers, Scanners, Laptops & Servers etc** installed in this Secretariat. Interested firms may send their tender along with a Bid Security Deposit of Rs.50,000/- (Rupees Fifty Thousand Only) in the form of Account Payee Demand Draft from any nationalized bank in favour of "D. D. O, Cabinet Secretariat, Rashtrapati Bhavan, New Delhi."

2. The tender document may be downloaded from the website of [www.cabsec.nic.in](http://www.cabsec.nic.in) In case of any query, please contact Section Officer (Ad-II), Room No. 6, Cabinet Secretariat, Rashtrapati Bhavan, New Delhi - 110004 (Phone: 2301-5937 & 2301-5938).

3. **The quotations may be submitted in two bids, viz. technical and financial in separate sealed covers.** Technical Bid should contain company profile and authenticated documents to prove the eligibility of all conditions as per **Annexure-II**. The Financial Bid should contain only the Financial Charges as per **Annexure-III**. Omission of any of the demanded documents may result in the rejection of their entire tender. They should go through the tender advertisement thoroughly and submit their quotations only if they meet terms and conditions of the Cabinet Secretariat as detailed in **Annexure – I**.

4. The firms should submit the quotations in separate sealed envelopes. Both sealed covers should be placed in the main sealed envelope super scribed "**Tender for Annual Maintenance Contract of Desktop, Printers, Scanners, Laptops & Servers etc.**" and the same should be addressed to "**The Under Secretary (Ad.II), Cabinet Secretariat, Rashtrapati Bhavan, New Delhi**", and should be deposited in the **Tender Box** kept for the purpose in the **Reception Office of the Cabinet Secretariat, South East Wing, Rashtrapati Bhavan, New Delhi**, latest by **3:00 PM on 28<sup>th</sup> April, 2017**. The quotation/tender received after the last date and time prescribed and or received in any manner other than through Tender Box would not be opened and would be summarily rejected. **No tenders through post/speed post/ regd. post or courier will be accepted**

5. The Tender Opening Committee will open the technical bids at **3:30 PM on 28.04.2017** in Conference Room, Cabinet Secretariat, Rashtrapati Bhavan, New Delhi in the presence of participating bidders, who may like to be present in person or through their duly authorized representative. The Committee/competent authority will assess the ability of the agencies based on its record, profile and on such other criteria as per technical bids. The representatives of only



those found successful at the technical bid stage would be allowed to be present at the time of opening of financial bids.

6. The Firms/bidders should not have been blacklisted by any Ministry/Department of the Government of India. The tendering firms/bidders shall have to give a notarized affidavit on a paper of appropriate value to the effect that they have not been blacklisted or their business dealings with Government Ministries/ Departments have not been banned.

7. The Secretariat reserves the right to cancel any or all of the Tenders without assigning any reason.



(K J Sibichan)

Under Secretary to the Govt. of India

Enclosure: (1) Detailed job requirement and terms & conditions (Annexure-I)

(2) Format of Technical Bid (Annexure-II)

(3) Format of Financial Bid (Annexure-III).

Copy to:

1. Technical Director (NIC), Cabinet Secretariat, Rashtrapati Bhavan, New Delhi. The aforesaid letter may kindly be up-loaded in a non-editable version on this Secretariat's official website [www.cabsec.nic.in](http://www.cabsec.nic.in) under intimation of the office.
2. **All Ministries and Departments of Govt. of India** located at New Delhi/Delhi with the request that the firms engaged by them for the purpose may be requested to submit their tenders, if interested.

**CABINET SECRETARIAT  
RASHTRAPATI BHAWAN**

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**General terms and conditions**

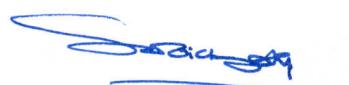
1. The firms should have at least 05 years' experience in maintenance of Desktop Computers, Laptops, Printers, Scanners and Servers etc. They also should have atleast five (5) Central Government Organization where the AMC was successfully executed. A copy of the last five years AMC should be enclosed along with the sanctioned letter alongwith the list of clients, indicating the year of working for them.
2. The firm must have ongoing AMC for Desktop Computers, Laptops, Scanners, Printers and Servers (separately or combined) in at least two Ministries/Departments of Government of India. The firm should provide a satisfactory service certificate in this regard.
3. The Firm should provide one Resident Engineer who should be well qualified with a minimum of five (5) years' experience. The qualification of the resident engineer should be minimum B. Tech, BCA or B.Sc with one year diploma of computers or equivalent. The resident engineer should have a minimum of five year experience (necessary supporting documents relating to qualifications and experience should be attached).
4. The resident engineer should be available six days (Monday to Saturday) a week from 9:00 AM to 5:30 PM. His services may be required on odd hours and also on holidays as the situation demands. The engineer should have an exposure and experience of apple products and their operating systems.
5. The power adapters of laptops and scanners should be replaced with a new OEM adapters. The faulty adapters should not be repaired.
6. In case the hard disk turns out to be faulty or defective, it should be replaced with a new hard disk. The old/faulty hard disk will not be returned back to the vendor due to the security restrictions. It may kindly be noted that the hard disks that is kept as a standby will not be returned to the vendor.
7. The firm must ensure and assure that the firm who enters into the AMC contract with Cabinet Secretariat will not outsource it further. Any deviation from this would lead to blacklisting.
8. The AMC will be given initially for a period of one year after finalization of the contract. The rates quoted will remain in force for the entire 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 Cabinet Secretariat to extend the terms of the agreement for a further period on satisfactory performance of the firm.



9. The firm shall provide services during office hours in Cabinet Secretariat, Rashtrapati Bhavan, New Delhi and its other Offices situated in Delhi and at the residences of Senior Officers of this Secretariat at different locations in New Delhi (including Saturdays/Sundays and Holidays) without any additional cost.
10. The Engineer should be equipped with a mobile phone and also a two-wheeler. He must have a thorough and in-depth knowledge of all operating systems.
11. The firm should have minimum annual turnover of services to the tune of 10 Crores exclusively from the AMC services. The firm should attach documents in support of annual turnover during the preceding five years as per tender document.
12. The firm should have ISO 20000-1:2011 certification pertaining to the services.
13. At each location, this Secretariat will keep record of Desktop Computers and Laptops, Printers, Scanners and Servers. Log-report of the firm will indicate the nature of complaint, date and time of booking the complaint, time when the machine is repaired and total down time. This record will be signed by the firm's service engineer, and user.
14. The firm will also prepare a separate log books for each of the machines to be taken under the AMC and preventive maintenance with virus detection and special cleaning of the monitor, CPU, Keyboard etc. from outside with liquid cleaner and inside will be carried out on quarterly basis. A preventive maintenance report from the user would be submitted to Administration Section failing which an appropriate, penalty would be imposed. The quarterly payment will strictly be made on the basis of satisfactory report from the user.
15. The service engineers would take up any reported fault **within two hours**. As far as possible, the repairs would be carried out on-site itself. However, in case the equipment is taken to workshop the firm would provide a **stand-by** for the same with same configuration or higher. The Department will not make any payment towards cartage and the expenditure for the to and fro for transportation of the machines should be borne by the firm. The equipment taken out of building for repair should be returned within two working days of taking out of building failing which the penalty clause would automatically get activated. The firm will also provide maintenance and repair services on holidays in case of emergency.
16. If any Desktop Computers and Laptops etc. is not repaired within 24 hrs. the firm will provide an unused standby Desktop Computers and Laptops etc. If however, the firm fails to repair or provide a stand-by desktop computer and laptop, before picking-up the defective desktops/laptops failing which a penalty of Rs.200/- (Rupees Two Hundred Only) per day for delay. Same procedure will also be followed for Printers, Scanners and Servers. In case the required part is not available, the same should be replaced with a higher level of part that is compatible with the system. The handing over of the

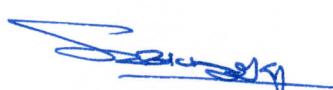
damaged or faulty part of the equipment to the firm will be sole discretion of the Cabinet Secretariat.

17. For down time calculation, from the time the complaint is lodged should be taken as downtime.
18. **Preventive maintenance (PM)** Once in three months for all Desktop Computers, Laptops, printers, scanners and servers etc. will be undertaken. If the PM is not carried out within the beginning the month of each quarter from the date of award of AMC, 5% of AMC amount will be deducted on weekly basis.
19. **Operating System Support:** 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 to and rectified by the firm.
20. **Anti-Virus Software (AVS) Support:** Anti-Virus software support on the systems covered under this contract. Any problem related with system virus shall be attended to and rectified by the firm. The firm will update anti-virus software as and when required and also during preventive maintenance of the systems.
21. New equipment purchased will be included in AMC as soon as warranty expires.
22. The new upgrade item (Memory, HDD, MM Kit etc.) purchased from the firm or any other vendor and upgraded into the existing AMC system, will be included in AMC with the firm as soon as warranty expires.
23. The firm would use only OEM spare parts. The firm must have Multi-OEM product support capability i.e. HP, HCL, Dell, Lenovo etc. and shall act as single point of support contact for all the products. An OEM service provider certification in this regard should be submitted. A certificate is to be given by the firm in each case/repair that OEM products parts are used.
24. It is mandatory that the firm should maintain inventory of spares in Cabinet Secretariat under the custody of resident engineer. The inventory should consist of a minimum of one complete set of i7 PC along with an extra SMPS, Mono-Printers, Colour Printers, Colour MFPs, Feeder Scanners, two sets of Teflons, Two sets of pick-up-rollers, 24" LED Monitor and one HDD (500 GB/1TB).
25. Duration of the Contract: The Contract will be valid for a period of 12 months. In case the services of the Contractor are not found satisfactory or contractor fails to comply with any terms and conditions of this contract, the Department may terminate the Contract.
26. The Firm must provide new Teflon from OEM for the printers in case the Teflon needs to be replaced without any extra cost.



27. The firm must provide new Laptop battery, Laptop adapter, keyboards of OEMs, in case the battery gets drained out or the keyboard becomes malfunctioning, without any extra cost. Similarly, keyboard and the mouse of Desktops should be replaced with the new ones, that too of OEM only without any extra cost, if they go faulty during the current contract. The mouse/ Keyboard could be of USB or PS2 as per demand. The keyboards and the mouse cannot be repaired due to security reasons.
28. The company which has been awarded AMC should carry out the inspection of the hardware within two weeks before the start of the AMC.
29. The company should ensure and assure the availability of the mother-boards of the brands put on AMC.
30. The firm should submit valid latest ISO 9001:2000 Certification.
31. Engineer should be on the payroll of the company, valid documents may be attached.
32. The firm should have adequate technical staff in New Delhi with expertise in dealing in various flavours of Windows Operating System.
33. The contract shall be subject to the Indian laws and Jurisdiction of the Courts located in Delhi.

**Signature of the authorized signatory  
of the Tenderer with seal of the Firm**



**Technical Bid**

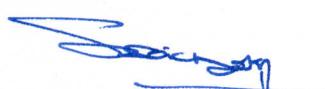
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S. No.	Particulars	To be filled by the Tenderer
1	(a) Name of Firm/Agency	
	(b) Address	
	(c) Name of proprietor	
	(d) Telephone No.	
	(e) Mobile No.	
	(f) Email address	
	(g) Name of business partner, if any	
2	Details of EMD i. Amount ii. Draft No. iii. Date iv. Issuing Bank	
3	Proof of 3 years' experience from 3 different Central Ministries/Departments of Govt. of India along with performance certificate	
4	List of attested copies (latest) i. the audited accounts ii. IT Returns filed and iii. IT Clearance Certificate iv. Sales Tax Certificate	
5	List of attested copies of i. PAN/TAN Card ii. Service Tax Registration Number	
6	Attested copies of Performance Certificates from existing Government Clients.	
7	5 years' experience certificate of Resident Engineer	

Note: Only requisite documents are to be attached. Kindly attach documents in proper indexing.

**Signature of the authorized signatory of the  
Tenderer with seal of the Firm and date**

Place:-



Financial Bid

**Subject: Subject: Invitation to Tender for annual maintenance contract of Desktop, Printers, Scanners, Laptops and Servers etc.**

<b>S. No.</b>	<b>Item with description (quantity in brackets)</b>	<b>Quantity</b>	<b>Rates per Unit for One year (Inclusive all taxes in Rupees)</b>
<b>1</b>	<b>CPU TFT/LED</b> [Processors – i5 (171), i7 (99), core2duo (02), AMD (01), Xeon server (03)]	<b>277 (including 3 servers)</b>	
<b>2</b>	<b>Printers</b> [Colour printers (18), Mono printers (250), MF-mono printers (07), MF Colour Printer (21), Canon Printers (03)]	<b>299</b>	
<b>3</b>	<b>Scanners</b> [HP-8270 (03), HP-7000 (01), HP-5590 (50), HP-5000 (14), KODAK i420 (01)]	<b>69</b>	
<b>4</b>	<b>Laptops</b> [DELL 5410 i5 (07), DELL 5420 i5 (01), Sony Vaio i5 (01), Lenovo i7 (02), Lenovo i5 (03), HP 348G3 i7 (07), HP Pavilion i7 (01)]	<b>22</b>	
<b>5</b>	<b>Resident Engineer (One)</b>		

- The number of machines may be increased/decreased.

Place:-

Date:-

**Signature of the authorized signatory  
of the tenderer with seal of the firm  
Tele: \_\_\_\_\_**

