

D-21011/04/2019-Ad.II
CABINET SECRETARIAT
RASHTRAPATI BHAVAN

New Delhi, the 18th September, 2019

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 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 (Admin), 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 10th October, 2019**. 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/ reqd. post or courier will be accepted**

5. The Tender Opening Committee will open the technical bids at **3:30 PM on 10.10.2019** 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

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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.


(Vikas Srivastava)
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 under intimation of the office.
2. **All Ministries and Department 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**

General terms and conditions

1. The firm should have at least 05 years' experience in three different Government Organizations in maintenance of Desktop Computers, Laptops, Printers, Scanners and Servers etc. A copy of the experience in AMC should be enclosed along with the sanctioned letter along with the list of clients, indicating the year of working for them.
2. 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 (i) B. Tech in Computer Science or in Information Technology or in Electronics & Communication Engineering with one year Hardware handling experience; or (ii) B.Sc. (Hons) in Computer Science with two years' experience in Hardware Handling or (iii) BCA with two years' Hardware handling experience. (Necessary supporting documents relating to qualifications and experience should be attached).
3. The resident engineer should be available six days (Monday to Saturday) a week from 9:00 AM to 6:30 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. The Engineer should be equipped with a mobile phone and a two-wheeler.
4. The resident engineer should be on the payroll of the company, valid documents may be attached. The resident engineer should be covered under Minimum Wages Act notified by Government of the NCT of Delhi. The firm must have to submit police verification report of the resident engineer before the commencement of the AMC.
5. The firm must ensure and assure that the firm who enters into the contract with Cabinet Secretariat will not outsource it further. Any deviation from this would lead to blacklisting.
6. The firm should have minimum annual turnover of services to the tune of 1 Crore exclusively from the AMC services. **A Chartered Accountant Firm Certification must be attached as a support of the declaration of turnover.**
7. The Firm should have ISO 20000-11:2015 certification or latest pertaining to the services. A copy of same should be attached.
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

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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. 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.
10. The company which has been awarded AMC may carry out the inspection of the hardware within two weeks before the start of the AMC.
11. 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.
12. Log-report should be maintained by the Resident Engineer indicating 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. This is mandatory without which the bill will not be processed for payment.
13. 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.
14. If any Desktop Computers, Laptops, Scanners, Printers or Servers etc. is not repaired within 24 hrs, the firm will provide a functional standby of the same configuration. If the firm fails to repair or provide a stand-by before picking-up the defective equipment a penalty of **Rs.1,000/- (Rupees Thousand Only)** per day for delay. 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.
15. For down time calculation, from the time the complaint is lodged should be taken as downtime.
16. The power adapters of laptops and scanners should be replaced with new OEM adapters. The faulty adapters should not be repaired.

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17. 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.
18. New equipment purchased will be included in AMC as soon as warranty expires. The new upgraded item (Memory, HDD, MM Kit etc.) purchased from the firm or any other vendor and upgraded into the existing AMC system, will also be included in AMC with the firm as soon as warranty expires.
19. It is mandatory that the firm should maintain inventory of spares in Cabinet Secretariat under the custody of resident engineer. The copy of inventory list should also be given to Computer in-charge with regular updates. The inventory should consist of a minimum of one complete set of i7 PC with Windows-10 Professional Licensed Operating System duly activated, along with three (03) extra SMPS, Mono-Printers models 1606dn, HP pagewidth Pro 577 dw or higher, Feeder Scanners HP 7000-S3 or higher, two sets of Teflons, two sets of pick-up rollers, 24 inch LED Monitor (Samsung or LG), two DVD writers (internal) and one new HDD (500GB/ 1 TB) for Desktop and similarly one new HDD (500GB/ 1 TB) for laptop. Three mother boards both for i5 and i7 (i.e; three for i5 and three for i7).
20. 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.
21. The firm must ensure and assure the availability and arrangement of OEM mother boards for the desktops which are under AMC. Only those companies who can ensure and assure the arrangement of OEM mother board should apply.
22. The firm must provide new Teflon from OEM for the printers in case the Teflon needs to be replaced without any extra cost. The firm must also provide new keyboard and mouse of OEMs without any extra cost in case the keyboard or mouse becomes malfunctioning. The mouse/keyboard could be USB or PS2 as per demand. The keyboards and mouse cannot be repaired due to security reasons.
23. The firm should have adequate technical staff in New Delhi with expertise in dealing in various flavours of Windows Operating System.
24. The firm should have to do Preventive maintenance all the equipment which are under AMC twice in year. The firm will also prepare a separate log books for each of the machines taken for preventive maintenance. The CPU, Monitor, Keyboard, printer,

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scanner etc. should be cleaned from outside with liquid cleaner. A preventive maintenance report from the user would be submitted to Administration Section at the time of submission of 1st and 3rd quarter. Failing which 25% amount of that quarter bill will be deducted while making payments.

25. The Resident Engineer will not take part in any circumstances in preventive maintenance. In case the Company sells any IT product to Cabinet Secretariat, the Resident Engineer will not be allowed to take part in installing or connecting or changing or any other activity required to be carried out.
26. **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.
27. **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.
28. 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**

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Annexure – II
Technical Bid

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

S. No.	Particulars	To be filled by the Tenderer
1	Details of the firm: (a) Name (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 Demand Draft: i. Amount ii. Demand Draft No. iii. Date iv. Issuing Bank (if exempted under MSME, please attach relevant document)	
3	Proof experience: i. 5 years' experience in Govt. Organization ii. Work experience in 3 different Govt. Organization	
4	Required attested documents: i. IT Returns filed (for last 3 yrs) ii. PAN/TAN/GST No. iii. Service Tax Registration Number iv. ISO 20000:1:2015 certification or higher v. Certification for turnover from Chartered Accountant Firm	
5	Affidavit for non-blacklisting	

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:-

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Annexure - III

Financial Bid

Subject: Invitation to Tender for annual maintenance contract of desktops, printers, Scanners, Laptops and Servers etc.

S.No.	Item with description	Quantity	Rates per Unit for one year (Inclusive all taxes in Rupees)
1.	Desktop Item Description	331+5=336 (including 5 servers)	
	Processor i5	174	
	Processor i7	155	
	Processor AMD	1	
	Processor core2quad	1	
	Servers	5	
2.	PRINTERS Items Description	311	
	HP-1007	116	
	HP-1106	66	
	HP-1108	48	
	HP-576dw	15	
	HP-175NW	4	
	HP-128	5	
	Canon	5	
	HP-1025	11	
	HP-4515	1	
	HP-1515N	3	
	HP-1102W	1	
	HP-400M401	2	
	HP-P1566	1	
	HP-1606DN	11	
	HP-4500	1	
	HP-2025DN	1	
	HP-1536	1	
	HP-1020PLUS	7	
	HP-177NW	1	
	HP-600M602	1	
	HP-276N	1	
	BROTHER-L2351DW	1	
	HP-1008	2	
	KYOCERA-1135	1	

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	HP-M1522NF	1		
	HP-6970	3		
	HP-3525	1		
3.	SCANNERS Item Description		73	
	HP-5000	12		
	HP-5590	53		
	KODAK-I1420	1		
	HP-8270	1		
	HP-7000	4		
	Canon	2		
4.	LAPTOP Item Description		31	
	DELL	13		
	HP	11		
	LENOVO	6		
	SONY	1		
5.	Resident Engineer (One)		01	

- The number of machines may be increased/decreased.

Place:-

Date:-

Signature of the authorized signatory

Of the tenderer with seal of the firm

Tele: _____

Vikas Gurukar