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

To  
(THE INTERESTED BIDDER)

New Delhi, the 23<sup>rd</sup> March, 2020

**Subject: Annual Maintenance Contract of Desktop, Laptops, Printers, Scanners & Servers etc.**

The Cabinet Secretariat, Rashtrapati Bhavan invites e-tender on CPP Portal under two bid system for the maintenance of **Desktop, Printers, Scanners, Laptops & Servers etc.** installed in this Secretariat.

2. The e-tender document can be downloaded from the website of <http://eprocure.gov.in/eprocure/app> from 25.03.2020 to 22.04.2020. The tender document is also available in the Secretariat's website [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). The crucial dates for the tender are as under:

Published Date & time	25 <sup>th</sup> March, 2020 (04:00PM)
Bid Documents Download	25 <sup>th</sup> March, 2020 (04:00PM)
Bid Submission Start Date & Time	25 <sup>th</sup> March, 2020 (05:00PM)
Bid Submission End Date & Time	22 <sup>nd</sup> , April, 2020 (03:00PM)
Bid Opening Date & Time	23 <sup>rd</sup> , April, 2020 (03:30PM)

3. The interested bidders may submit their bids at <http://eprocure.gov.in/eprocure/app> in two bid system in the prescribed proforma. Tenders are to be submitted online only through e-Procurement Portal. All documents in support of eligibility criteria are to be scanned and uploaded along with the tender document. The bidders are requested to go through the General Terms and Condition (Annexure-I) carefully. They should submit their technical bid as per Annexure II and financial bids as per Annexure-III. Rates to be quoted shall be inclusive of taxes/GST. All the documents attached should be properly indexed.

4. The technical bids will be opened on 23<sup>rd</sup> April, 2020 at 03:30 PM in Room No. 09, Cabinet Secretariat, Rashtrapati Bhavan, New Delhi – 110004. The financial bid will be opened only for the bidders who qualified technically after thorough examination of technical bids. Incomplete or ambiguous bids will not be considered.

5. 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) General terms & conditions (Annexure-I)  
(2) Format of Technical Bid (Annexure-II)  
(3) Format of Financial Bid (Annexure-III).

Copy to:

1. All Ministries/Departments for circulation along with their contract holders.
2. 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.

Vikas Singh

**CABINET SECRETARIAT  
RASHTRAPATI BHAWAN**

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**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 Charted 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 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.

*Vikas Dwivedi*

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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.
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).

Vikas Joshi

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20. The firm would use only OEM spare parts. The firm must have Multi-OEM product support capability i.e. HP, 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, 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 1<sup>st</sup> and 3<sup>rd</sup> 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. 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**

*Vikas Singh*

Technical Bid

**Subject: 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 Charted 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:

Vikas Shukla

Financial Bid

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

S. No.	Item with description	Quantity	Rates per Unit for One year (Inclusive all taxes in Rupees)
1	<b>Desktops</b> <u>Item Description</u> - <u>Qty</u>	335 (including 5 servers)	
	Processors – i5 173		
	Processors – i7 155		
	Processor (AMD) 01		
	Processor (core2quad) 01		
	Zeon server 05		
2	<b>PRINTERS</b> <u>Item Description</u> - <u>Qty</u>	310	
	HP-1007 115		
	HP-1106 66		
	HP-1108 48		
	HP 576DW 13		
	HP 577DW 03		
	HP175NW 03		
	HP128 05		
	Canon 05		
	HP 1025 11		
	HP 4515 01		
	HP1515N 03		
	HP112 01		
	HP400M 02		
	HP1566 01		
	HP1606 11		
	HP4500 01		
	HP 2025 01		
	HP 1536 01		
	HP 1020 Plus 07		
	HP 177NW 01		
	HP600M602 01		
	276N 01		
	Brother L2351DW 01		
	HP-1008 02		
	Kyocera-1135 01		
	HP-M1522NF 01		
	HP-6970 03		
	HP-3525 01		
3	<b>SCANNERS</b> <u>Item Description</u> - <u>Qty</u>	73	
	HP-5000 12		
	HP-5590 53		
	KODAK 01		
	HP-8270 01		
	HP-7000 04		
	CANON 02		

*Vihas Smruti*

<b>4</b>	<b>LAPTOPS</b>		
	<u>Item Description</u>	<u>Qty</u>	
	Processor i7	18	
	Processor i5 and below	21	
<b>5</b>	<b>Resident Engineer</b>	<b>01</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: \_\_\_\_\_

Vikas Shukla