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

To

New Delhi, the 16<sup>th</sup> June, 2020

(THE INTERESTED BIDDER)

**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 tender document can be downloaded from the website of <http://eprocure.gov.in/eprocure/app> from 16.06.2020 to 07.07.2020. 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            | 16 <sup>th</sup> June, 2020 (05:00PM) |
| Bid Documents Download           | 16 <sup>th</sup> June, 2020 (05:00PM) |
| Bid Submission Start Date & Time | 16 <sup>th</sup> June, 2020 (05:00PM) |
| Bid Submission End Date & Time   | 7 <sup>th</sup> July, 2020 (03:00PM)  |
| Bid Opening Date & Time          | 8 <sup>th</sup> July, 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 8<sup>th</sup> July, 2020 at 03:30 PM in Room No. 06, 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](http://www.cabsec.nic.in).

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**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 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 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.

Vikas Singh

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.
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



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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, 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 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:<br>(a) Name<br>(b) Address<br>(c) Name of proprietor<br>(d) Telephone No.<br>(e) Mobile No.<br>(f) Email address<br>(g) Name of business partner, if any   |                              |
| 2      | <b>Proof of experience to be attached:</b><br>Total 5 years' of experience in Government Organization with at least working experience in three different Govt. Organization.   |                              |
| 3      | Required self-attested documents:<br>i. IT Returns filed and balance sheet (for last 3 yrs)<br>ii. PAN/TAN/GST No.<br>iii. Service Tax Registration Number<br>iv. ISO 20000:1:2015 certification or higher<br>v. Turnover of Rs.1 Crore exclusively from AMC services certified from Chartered Accountant Firm. |                              |
| 4      | Affidavit for non-blacklisting (The participating firms may attach self-declaration at the time of technical evaluation but must have to produce the affidavit before entering into contract).  |                              |
| 5      | The participating firms have to enclose the details of proposed resident engineer having the qualification/experience mentioned in para (2) of general terms and conditions.  |                              |

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 Surt



Financial Bid

Subject: 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<br>(Inclusive all taxes in Rupees) |
|--------|---|---------------------------------|--|
| 1      | <b>Desktops</b><br><u>Item Description</u> - <u>Qty</u><br>Processors – i5 173<br>Processors – i7 155<br>Processor (AMD) 01<br>Processor (core2quad) 01<br>Zeon server 05   | 335<br>(including<br>5 servers) |  |
| 2      | <b>PRINTERS</b><br><u>Item Description</u> - <u>Qty</u><br>HP-1007 115<br>HP-1106 66<br>HP-1108 48<br>HP 576DW 13<br>HP 577DW 03<br>HP175NW 03<br>HP128 05<br>Canon 05<br>HP 1025 11<br>HP 4515 01<br>HP1515N 03<br>HP112 01<br>HP400M 02<br>HP1566 01<br>HP1606 11<br>HP4500 01<br>HP 2025 01<br>HP 1536 01<br>HP 1020 Plus 07<br>HP 177NW 01<br>HP600M602 01<br>276N 01<br>Brother L2351DW 01<br>HP-1008 02<br>Kyocera-1135 01<br>HP-M1522NF 01<br>HP-6970 03<br>HP-3525 01 | 310                             |  |
| 3      | <b>SCANNERS</b><br><u>Item Description</u> - <u>Qty</u><br>HP-5000 12<br>HP-5590 53   | 73                              |  |

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|   |                           |            |    |  |
|---|---------------------------|------------|----|--|
|   | KODAK                     | 01         |    |  |
|   | HP-8270                   | 01         |    |  |
|   | HP-7000                   | 04         |    |  |
|   | CANON                     | 02         |    |  |
| 4 | <b>LAPTOPS</b>            |            | 39 |  |
|   | <u>Item Description</u> - | <u>Qty</u> |    |  |
|   | Processor i7              | 18         |    |  |
|   | Processor i5 and below    | 21         |    |  |
| 5 | <b>Resident Engineer</b>  |            | 01 |  |

- The number of machines may be increased/ decreased at the time of entering into contract.

Place:-

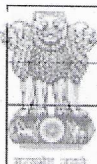
Date:-

Tele:\_\_\_\_\_

**Signature of the authorized signatory  
of the tenderer with seal of the firm**

Vikas Sule





**Government  
eProcurement  
System**

**eProcurement System Government of India**

**Tender Details**

Date : 16-Jun-2020 01:22 PM

Print

**Basic Details**

|   |                       |  |       |
|---|-----------------------|--|-------|
| <b>Organisation Chain</b>                   | Cabinet Secretariat   |  |       |
| <b>Tender Reference Number</b>              | D-21011/04/2019-Ad-II |  |       |
| <b>Tender ID</b>                            | 2020_CABSE_565228_1   |  |       |
| <b>Tender Type</b>                          | Open Tender           | <b>Form of contract</b>                      | Works |
| <b>Tender Category</b>                      | Services              | <b>No. of Covers</b>                         | 2     |
| <b>General Technical Evaluation Allowed</b> | No                    | <b>ItemWise Technical Evaluation Allowed</b> | No    |
| <b>Payment Mode</b>                         | Not Applicable        | <b>Is Multi Currency Allowed For BOQ</b>     | No    |
| <b>Is Multi Currency Allowed For Fee</b>    | No                    | <b>Allow Two Stage Bidding</b>               | No    |

**Cover Details, No. Of Covers - 2**

| Cover No | Cover                 | Document Type | Description   |
|----------|-----------------------|---------------|---|
| 1        | Fee/PreQual/Technical | .pdf          | Working Experience  |
|          |                       | .pdf          | IT Returns and balance sheet for last 3 years   |
|          |                       | .pdf          | PAN No., TAN No., GST No.   |
|          |                       | .pdf          | ISO Certificate as mentioned in para para 7 of general terms and conditions                   |
|          |                       | .pdf          | Turnover exclusively from AMC duly certified by Chartered Accountant Firm                     |
|          |                       | .pdf          | Affidavit or self declaration for non-blackling   |
|          |                       | .pdf          | Details of resident engineer having qualification and experience mentioned in para 2 of terms |
| 2        | Finance               | .xls          | Financial bid as per proforma attached at Annexure-III  |

**Tender Fee Details, [Total Fee in ₹ \* - 0.00]**

|                                     |      |                       |     |                       |     |
|-------------------------------------|------|-----------------------|-----|-----------------------|-----|
| <b>Tender Fee in ₹</b>              | 0.00 | <b>Fee Payable To</b> | Nil | <b>Fee Payable At</b> | Nil |
| <b>Tender Fee Exemption Allowed</b> | No   |                       |     |                       |     |

**EMD Fee Details**

|                        |       |   |     |
|------------------------|-------|---|-----|
| <b>EMD Amount in ₹</b> | 0.00  | <b>EMD through BG/ST or EMD Exemption Allowed</b> | No  |
| <b>EMD Fee Type</b>    | fixed | <b>EMD Percentage</b>                             | NA  |
| <b>EMD Payable To</b>  | Nil   | <b>EMD Payable At</b>                             | Nil |

**Work /Item(s)**

|                         |  |
|-------------------------|--|
| <b>Title</b>            | Annual Maintenance Contrat of Desktop, Printers, Scanners, Laptops and Server etc. |
| <b>Work Description</b> | Annual Maintenance Contrat of Desktop, Printers, Scanners, Laptops and Server etc. |



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|   |  |                                  |                            |                              |   |
|---|--|----------------------------------|----------------------------|------------------------------|---|
| <b>Pre Qualification Details</b>            | Please refer Tender documents.                     |                                  |                            |                              |   |
| <b>Independent External Monitor/Remarks</b> | NA   |                                  |                            |                              |   |
| <b>Show Tender Value in Public Domain</b>   | No   |                                  |                            |                              |   |
| <b>Tender Value in ₹</b>                    | 8,00,000   | <b>Product Category</b>          | AMC/ Maintenance Contracts | <b>Sub category</b>          | NA  |
| <b>Contract Type</b>                        | Tender   | <b>Bid Validity(Days)</b>        | 180                        | <b>Period Of Work (Days)</b> | 365   |
| <b>Location</b>                             | Cabinet Secretariat, Rashtrapati Bhavan, New Delhi | <b>Pincode</b>                   | 110004                     | <b>Pre Bid Meeting Place</b> | NA  |
| <b>Pre Bid Meeting Address</b>              | NA   | <b>Pre Bid Meeting Date</b>      | NA                         | <b>Bid Opening Place</b>     | Room No. 6, Cabinet Sectt, Rashtrapati Bhavan |
| <b>Should Allow NDA Tender</b>              | No   | <b>Allow Preferential Bidder</b> | No                         |                              |   |

**Critical Dates**

|  |                      |  |                      |
|--|----------------------|--|----------------------|
| <b>Publish Date</b>                        | 16-Jun-2020 05:00 PM | <b>Bid Opening Date</b>                  | 08-Jul-2020 03:30 PM |
| <b>Document Download / Sale Start Date</b> | 16-Jun-2020 05:00 PM | <b>Document Download / Sale End Date</b> | 07-Jul-2020 03:00 PM |
| <b>Clarification Start Date</b>            | NA                   | <b>Clarification End Date</b>            | NA                   |
| <b>Bid Submission Start Date</b>           | 16-Jun-2020 05:00 PM | <b>Bid Submission End Date</b>           | 07-Jul-2020 03:00 PM |

**Tender Documents**

|                     |      |                    |  |  |                       |
|---------------------|------|--------------------|--|--|-----------------------|
| NIT Document        | S.No | Document Name      | Description  | Document Size (in KB)  |                       |
|                     | 1    | Tendernotice_1.pdf | Annual Maintenance Contract of Desktop, Printers, Scanners, Laptops and Servers etc. | 263.66   |                       |
| Work Item Documents | S.No | Document Type      | Document Name  | Description  | Document Size (in KB) |
|                     | 1    | Tender Documents   | FreshTender.PDF  | Annual Maintenance Contrat of Desktop, Printers, Scanners, Laptops and Server etc. | 251.37                |

**Bid Openers List**

| S.No | Bid Opener Login Id    | Bid Opener Name  | Certificate Name |
|------|------------------------|------------------|------------------|
| 1.   | anurag.tiwari86@gov.in | ANURAG TIWARI    | ANURAG TIWARI    |
| 2.   | v.srivastava92@nic.in  | VIKAS SRIVASTAVA | VIKAS SRIVASTAVA |

**Tender Inviting Authority**

|                |   |
|----------------|---|
| <b>Name</b>    | Ms. Indrani Gupta, Director                         |
| <b>Address</b> | Room No. 9, Cabinet Secretariat, Rashtrapati Bhavan |

**Tender Creator Details**

|                     |                      |
|---------------------|----------------------|
| <b>Created By</b>   | ANURAG TIWARI        |
| <b>Designation</b>  | Section Officer      |
| <b>Created Date</b> | 16-Jun-2020 01:08 PM |