

Govt. of India
Office of the Chief Controller of Accounts
Ministry of Chemicals & Fertilizers
7th Floor, Janpath Bhawan
Janpath, New Delhi.

Dated. 09/02/2017

Tender Notice

Sub: Comprehensive Annual Maintenance of Computers and supporting items.

Sir,

I am to invite the sealed quotation for Comprehensive Annual Maintenance Contract in respect of Computers & Printers as detailed in annexure 'B' from reputed, experienced and financially sound companies/firms/agencies under two bid systems i.e. **Part-I: Technical bid** and **Part-II: Financial bid**. The contract will be for a period of 1 year. However the contract may be extended subsequently, on mutual consent, for a period of more than 1 year on review of performance depending upon the requirements and administrative conveniences of office. The terms & conditions of the contract are also enclosed at annexure 'A'.

The sealed quotations may be submitted by Speed Post/Special Messenger only superscripted as "Quotation for Comprehensive Annual Maintenance Contract of Computers & Printers" and addressed to the Sr. Accounts Officer, Ministry of Chemicals & Fertilizers, Deptt. of Fertilizers, 7th Floor, Janpath Bhawan, Janpath, New Delhi, so as to reach the undersigned by 3.00 P.M. on **01-03-2017** or deposited in the tender box kept at reception of this office. Quotations by Telex/Telegraph/Fax/E-mail will not be accepted. Quotations received after due date & time will not be accepted.. The bids will be opened by Purchase Committee on the same date at 3.30 P.M. in the presence of the tenderers or their representative who may like to be present.

The Contract shall be on a Comprehensive Annual Maintenance Contract Service basis and no extra charges will be paid for any general service, replacement of parts, wear and tear etc. During the currency of the contract period, it will be the responsibility of the company to keep the equipment in perfect working order. The repair works will have to be carried out at the location of the equipment except in the exceptional circumstances.

The Company must have their own drivers for repairing/maintaining the PCs' Printers, configuring the printers etc.

The company shall undertake to discharge all its obligations under Contract/Agreement in good workmanship manner and in case any equipment remain idle for want of repairs of drivers for more than 24 hours or 1 day after receiving complaint lodged by the user at the service centre/resident Engineer, deduction @ Rs. 200/- per day per machine during the currency of such failure shall be made from the amount to be paid to company.

The firm is required to prove their competence for undertaking the job in question and shall therefore furnish their standing and goodwill through following certificate/documents proofs.


1. Certificate regarding satisfactory work done in at least three government organizations per year for last three years.
2. Company/firm should have valid PAN/Tin No/Service Tax No. /PF/ESIC/TAN etc. Enclose it with quotation.
3. Minimum service/Maintenance Annual turnover of Rs.30 lakhs for each of the last three competed years. (Attach copy of proofs)
4. Item wise rate for each item may be quoted separately.
5. Company/firm should have ISO 9001 certification & ISO 20001.
6. The firm must be registered in Register of Company on or before 01-01-2009.

7. The firm must be a registered firm and should also be registered with the State Sales Tax Department for work contract tax (certificate of registration have to be provided to this Deptt.).
8. The firm should also furnish the details of Govt. Deptt. where they have completed the A.M.C. in the performa given below:-

Sl No.	Name & Address of Govt. Deptt. with Tel No.	Details of Equipments & Nos	No. of Resident Engineer Provided	Period of Contract	Annual Contract value (Rs. in Lakh)

9. A copy of the Term & Condition laid down here may please be attached along with the quotation, duly signed by the firm in token of having understood and agreed to the same.
10. An Earnest Money Deposit of Rs. 5000/- in the form of Demand Draft/Pay Order drawn in favor of PAO, Fertilizers, New Delhi may be submitted with quotation letter failing which their bid will not be considered valid. The EMD of unsuccessful bidders will be returned on the same day.
11. The successful tenderer will have to deposit Performance Security Money equal to 10% of the value of the contract in the form of Bank Guarantee/Account Payee Demand Draft in favour of PAO, Fertilizers, New Delhi. Performance Security should remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the vendor including warranty obligations. In case, the contract is further extended beyond the initial period, the Performance Security Money will have to be accordingly renewed by the successful tenderer.

Further clarification, if any required, may be obtained from Pr. Accounts Office, Ministry of Chemicals & Fertilizers, 7th floor, Janpath Bhawan, Janpath, New Delhi. Pr. A.O., M/o Chemicals & Fertilizers, who reserves the right to select or reject any or all quotations without assigning any, reasons whatsoever.


 Sr. Accounts officer
 (Admn)

Copy to,

1. Website on Central Public Procurement (CPP)
- ✓ 2. N.I.C., Deptt. of Fertilizers, Shastri Bhawan, New Delhi with the request to upload the tender documents on the website of M/o Chemicals & Fertilizers, Deptt. of Fertilizers.
3. Notice Board

Term & Conditions

- (1) The period of contract shall be for one year from the date of commencement of the contract. However, the contract can be terminated at any time during the period of contract after giving notice of 15 days, if the firm does not render the services satisfactory or parts/spares provided by the firm are found sub-standard or any other reasons as the department may deem proper.
- (2) The company shall take prompt corrective action in response to the complaints received by it or through its visiting representatives/resident engineer on the same day provided, however, in case of the complaints received at late hours of the day will be attended at the early hours of the following day.
- (3) Wherever the problem arises, the company will have to send well-qualified engineer.
- (4) The company shall have to depute at least one well-qualified resident engineer, having a minimum knowledge/experience of three year in the field, having recognized degree or diploma in computer (Hardware/Software) & having a knowledge of PAO 2000 Compact software/Public Financial Management System in the Pr. Accounts Office disposal. The engineer shall be required to report on all working days at 0900 hrs and will sign the attendance register of the company everyday with time, kept at the Pr. Accounts Office. The engineer deployed by the company shall be under the control and supervision of Sr. A.O. (HQ) M/o Chemicals & Fertilizers, Janpath, New Delhi Technical qualification will have to be enclosed by the Company.
- (5) The Firm must have experience of maintaining PAO-2000 of 5 years.
- (6) The firm should have authorized reseller/partner of HP/IBM/Dell/Lenovo.
- (7) Section/ Cells/Divisions of the Accounting organization M/o Chemicals & Fertilizers, and submit complaint sheets attended by him to Pr. A.O. (H.Q.). The complaint sheets, would clearly define the nature of the complaint, location of office and time taken for rectification of a complaint.
- (8) The AMC will include rectification of all hardware and software problems. The Engineer will have to ensure that all calls attended same day and the up keep time for the repair of any systems would be up to one working day.
- (9) The Company undertakes to discharge all its obligations under contract/agreement in good workmanship manner and in any case equipment should not remain idle for want of repairs of reprographics/IT materials for more than 24 successive hours or 1 day receiving complaints logged.
- (10) The company shall provide all preventive maintenance service, replacement of spare parts, etc. free of charges.
- (11) The company will also be responsible for data recovery and data security in case of system failure and crashing of HDD of any server/computer system under its maintenance contract.
- (12) The company will not revise the maintenance charges in between the period of agreement.
- (13) Un-authorized person other than company's authorized representative will not be allowed to attend the machine.
- (14) Function of all drivers would be ensured for the proper functioning of operating systems and all software should function properly.
- (15) The feed rolls of the printers should be cleaned in every month.
- (16) Repair, replacement or maintenance of the schedule equipment as deemed necessary will be done by Company's Engineer during the working hour's viz 9.00 AM to 5.30 P.M. on all working days.
- (17) The obligations undertaken by the authorized signatory on behalf of the company shall not be discharged or on any way affected by an extension of time or any indulgence granted by the client to the company.
- (18) No advance payment will be made. The payment will be released on quarterly basis after satisfactory completion of service.

(19)The tendering firms/agencies/contractors shall have to give a notarized affidavit on a stamp paper of appropriate value to the effect that the firm undertake to pay Minimum rates of wages to the persons engaged as per applicable orders of Govt. of NCT, Delhi and to enhance the rates as and when it is revised as well as all the statutory dues w.r.t. ESI, EPF etc. The affidavit should be attached with bid documents.



(Sr. Accounts Officer)

LIST OF COMPUTERS, PRINTERS etc.

S. NO.	ITEM description	QUANTITY	Rates per unit per annum(Rs.) excluding taxes
1	Server (IBM)	4	
2	Computer (HP/Lenovo)	35	
3	Laser Jet Printer (HP)	13	
5	MFP Printer (Coloured)	4	
5	All-in -one	3	
6	Dot matrix Printer	1	
7	Salary of resident engineer(as per govt. Rates applicable)	1	