

No. Pr.AO/MoEF&CC/ADMN/Comp.AMC/2016-17/6578

GOVERNMENT OF INDIA  
PRINCIPAL ACCOUNTS OFFICE  
MINISTRY OF ENVIRONMENT, FOREST & CLIMATE CHANGE  
INDIRA PARYAVARAN BHAWAN, JOR BAGH  
NEW DELHI - 110 003  
Ph. 24695436, Fax No. 24695437  
E-mail : praomoef@yahoo.co.in

Dated: 16.01.2017

**Subject: Recalling Tender for providing Annual Maintenance Contract(AMC) for Computers/Printers & other related peripherals installed in the Office of Chief Controller of Accounts, Ministry of Environment, Forest and Climate Change(MoEF&CC), Indira Paryavaran Bhawan, Jorbagh Road, New Delhi.**

**Closing Date: 31.01.2017 (3:00 P.M.)**

Scaled bids are invited from reputed Firms/Companies for the Annual Maintenance Contract for Computers/Printers & other related peripherals installed in the **Office of Chief Controller of Accounts, Ministry of Environment, Forest and Climate Change (MoEF&CC), Indira Paryavaran Bhawan, Jorbagh Road, New Delhi.**

The maintenance includes loading/reformatting of operating system/application software with software like Windows 7 (Professional/Home), Windows XP (Professional/Home), Windows 2000, COMPACT 2000/PFMS, M-S Office, Internet Explorer, Outlook Express, Anti-virus software, Data Retrieval from corrupt Hard Disks whenever necessary and installation of new/used PCs, maintenance of any other software purchased by Pay & Accounts Office from time to time. It also includes removal of virus and re-installation of software, if corrupted. Support for users and troubleshooting of commercial software packages mentioned above.

2. The bid shall consist of two parts-Technical bid and Price bid. Both the bids are to be placed in two separate sealed envelopes (clearly super scribing 'Technical Bid' and 'Price Bid') which in turn are to be placed in a sealed cover. The bids of all the parties whose Price Bid is not in a separate sealed cover or the rates quoted by them find mentioned in their Technical Bid shall be rejected forthwith. All the information sought under the head 'Conditions' and 'other information to be supplied' is to be given in Technical Bid While prices quoted for the same will have to be mentioned only in the Price Bid. The Price Bids of only those parties shall be opened whose Technical Bids are found to be eligible while the disqualified bidders Price Bid shall be returned unopened.

3. The envelope containing the quotation from must be super scribed "**Quotation for AMC of Computers/Printers etc., Principal Accounts Office, Ministry of Environment, Forest and Climate Change**" and should be dropped in the **tender box kept at Ground Floor, Indira Paryavaran Bhawan, Jorbagh Road, New Delhi** on or before the **closing date i.e. 31.01.2017 at 3:00 P.M.**

4. The technical bids shall be opened in the **Principal Accounts Officer (HQ), 7<sup>th</sup> Floor, Jal Wing, Indira Paryavaran Bhawan, Jorbagh Road, New Delhi on 31.01.2017 at 3:30 PM** in the presence of one representative of each of the bidders who wishes to be present. The price bids of only those bidders whose technical bids are found to be eligible shall be opened on a subsequent date to be informed on telephone.

5. **Bid Document can be downloaded from the Ministry's Web site [www.envfor.nic.in](http://www.envfor.nic.in)**

6. **Schedule to the invitation of Tender;**

- (i) Designation and address of the authority Inviting tender-**Principal Accounts Officer(HQ), Office of Chief Controller of Accounts, Ministry of Environment, Forest and Climate Change, Indira Paryavaran Bhawan, Jorbagh Road, New Delhi-110003**
- (ii) Time and Date of Depositing tender/bid **3:00 PM of 31.01.2017.**
- (iii) Time and date for opening of Tender (Technical Bid). **3:30 PM of 31.01.2017.**
- (iv) Minimum Validity of Tender offer 180 days from the date of opening.
- (v) Duration of contract: One Year with an option of extension for one more year subject to satisfactory performance.
- (vi) **Estimated Annual cost of tender is Rs.2,50,000/- (Rupees Two Lakhs Fifty Thousand)**
- (vii) **EMD (Bid Security) is Rs.10,000/- (Rupees Ten Thousand Only) to be enclosed with technical bid.**

7. **General scope of scope of work includes:**

- (a) Upkeep and maintenance of the hardware and installed software.
- (b) The Annual Maintenance Contract (AMC) shall be comprehensive in nature and shall cover reloading of licensed operating systems, application software, data retrieval, data back-up, virus cleaning and repair and replacement of hardware, if necessary with similar functional parts, of all parts and accessories installed in the CPU, Monitor and Printer, including Motherboard, Processor, PCB, SMPS, HDD, FDD, Optical Disk Drive, RAM, Teflon, data card, Printer head, Roller, Power strips, connection cords etc., but shall not include consumables like printer cartridges/ribbons. Plastic parts of the machine will not be treated as consumables. **In other words, all components, parts and connecting cables shall comprise the hardware (excluding consumables like DVD, CD, Printer Cartridges/ ribbons, etc.), and all operating systems, application software, data retrieval, data back-up, virus removal software, etc., shall comprise the software for the purpose of this comprehensive AMC. Components and parts that may not have been expressly mentioned here but which are provided by the manufacturer as standard original equipment of the computer/printer/scanner shall be treated as hardware/software of the computer/printer/scanner for the purpose of the comprehensive AMC.**

- (c) To provide and maintain the required drivers (CDs) for maintaining the Equipments.
- (d) Repair to be carried out at the location of the equipment.
- (e) Stand-by arrangement to be made in case the equipment is to be taken to workshop for repair.
- (f) Any other maintenance work to be undertaken related to the Company/peripherals.
- (g) The firm will prepare 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, Printer, Key Board, Mouse etc from outside with liquid cleaner and inside will be carried out on quarterly basis. A preventive Maintenance Report form the user would be submitted to Admin 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.
- (h) The list of computers, printers, other related peripherals software and any other related items is attached in "Annexure-II". However, new equipments purchased from time to time, after the expiry of warranty/guarantee period, will also have to be serviced/maintained at the same terms and conditions, and the AMC has also to be done at the same terms and conditions for these new equipments.
- (i) A sticker indicating the cell phone and telephone numbers and FAX number with E-mail address of the firm should be pasted on each of the systems under AMC to facilitate the user to book complaints during the period of AMC.

8. The Technical and financial terms and conditions of AMC shall be as follows:

**(a) TECHNICAL TERMS AND CONDITIONS**

- (i) The firm should be in existence for over 5 years in the trade with the maintenance & business and turnover of more than Rs. Six (06) lakhs per annum during the last 2 years 2014-2015 and 2015-2016. **Self attested copy of Registration Certificate and certified balance sheets for last two years 2013-2014 and 2014-2015 in support of the claim should be produced.**
- (ii) The company should have undertaken **Maintenance Contracts of a total value of Rs. 2.5 lakhs each year during the last two years i.e. 2014-2015 and 2015-2016 with Government Departments/PSUs in Delhi. A certificate or evidence to this effect is to be provided from the concerned Government Department/PSUs.**
- (iii) The firm must should have expertise in on-site maintenance and repair of servers, clients, stand alone desktop computers, laptops, notebooks, Laser/inkjet printers, network components, scanners, peripherals and other hardware parts and accessories.
- (iv) The firm also must have expertise and experience in LAN troubleshooting. The bidder should have executed satisfactorily minimum **two Annual Maintenance Contracts of more than 200 computers connected in LAN under Newell/Window NT environment. A performance Certificate to this effect from at least two Government Department/Public Sector Undertaking shall be furnished.**
- (v) The Company should be **ISO 9001-9002 Certified (copy to be produced).**
- (vi) The firm must be registered with the Registrar of Companies and with the Delhi Sale Tax Department for all taxes payable **(Copy of Registration Certificate must be attached).**
- (vii) Income Tax Clearance certificate for the last **two financial years i.e. 2013-2014 and 2014-2015 must be attached.**
- (viii) The company should produce the self attested photocopies of documents related to allocation of Registration Number, PAN Number, service tax number.

**(b) FINANCIAL TERMS AND CONDITIONS**

- (i) The rate may be quoted on comprehensive basis for the servers, computers, printers etc. in the pro-forma at Annexure II in a sealed covers. Rates quoted in any other format will not be accepted. The rates quoted should be exclusive of Service Tax and other Government Taxes, if applicable.
- (ii) The rates quoted should be net and **no discount, free services/offers quoted will be considered.**
- (iii) **The Lowest Bidder (L-1) shall be determined on the basis of the grand total of rates quoted for all items as mentioned in Annexure II .**

**9. Other terms and conditions for awarding the AMC shall be as below:-**

- (i) The vendor will provide **one (01)** resident service engineer on all working days from 9:00 AM to 5:30 PM. The engineers would be equipped with Mobile Phones to ensure their availability at a short notice. An amount of Rs.500/- per day will be deducted if Service Engineer remains absent/leave without providing substitute.
- (ii) The tenure of the contract will be initially for a period of one year. The contract may be extended for a further period of two years, on year to year basis, as mutually agreed upon, subject to satisfactory performance. The rates quoted will remain in force for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period.
- (iii) The service engineer would take up any reported fault within one hour. As far as possible, the repairs would be carried out on-site itself. However, in case the equipment is taken to the workshop the firm would provide a stand-by for the same.
- (iv) If any PC/accessory is not repaired within twenty four hours, the firm will provide a stand by PC/accessory. If, however, the firm fails to carry out repairs or provide a stand-by PC/accessory within 2 days, to the satisfaction of the user, a penalty of Rs.500/- (Rupees five hundred only) per day will be charged for delay beyond the two days till such time the PC/accessories are repaired.
- (v) The successful bidder shall provide necessary support to maintain VIRUS free computer environment in the Ministry and help in upgrading the Software's Virus Detection mechanism.
- (vi) It may also be noted that in case of the contractor backing out in midterm without any explicitly consent of this department, he will be liable to recovery at higher rates, vis-à-vis, those contracted with it, which may have to be incurred by this Department on maintenance of machines for the balance period of contract through alternative means. In such circumstances, the contract shall be terminated by MoEF&CC and the bank guarantee shall be forfeited.
- (vii) **The Amount of Rs.10,000/- (Rupee Ten thousand only) through a demand draft on any scheduled bank in Delhi drawn in favour of Pay and Accounts Officer, Ministry of Environment, Forest and Climate Change, Government of India, New Delhi towards EMD must be put in the cover containing the Technical Bid. Quotation received without earnest money will not be considered. The bank draft of Rs.10,000/- as earnest money, after completion of the tendering process or within 180 days whichever is earlier. The EMD of the successful bidder shall also be returned after awarding of the contract and depositing the performance guarantee.**
- (viii) Successful bidder shall have to deposit a bank guarantee for **Rs.30,000/- (Rupees Thirty T housand only) as performance security** within 15 days of award of the contract, failing which the contract shall be treated as null and void and in that case the EMD shall be forfeited. **The bank guarantee will be refunded after 60 days of successful completion of the contract** and after adjustment of dues, if any, against the contractors.

- (ix) No advance payment in any case would be made, Payments shall be made on quarterly basis by ECS/RTGS only after deduction of taxes and other dues, if any, on satisfactory rendering of services.
- (x) Late submission of tenders will not be accepted. Tenders submitted by "Telex/Telegram/Fax/E-mail" will not be accepted. Tenders may be submitted by Registered Post, by Hand in Person or by Courier. However, any delay on this account shall not be accepted as a reason for exception.
- (xi) No Quotations received after due date, those received without separate sealed covers and rates not quoted in specified Performa will be accepted. **The undersigned reserves the right to reduce or increase the number of items offered for maintenance contract during the currency of the AMC.**
- (xii) The contract as a whole or part thereof is non-transferable.
- (xiii) Principal Accounts Office, Ministry of Environment, Forest and Climate Change reserves the right to reject any or all the tenders without assigning any reason.
- (xiv) In Terms of Rule 160(ii) of GFR, the bidder shall be at liberty to question the bidding conditions, bidding process and/or rejection of its bids.
- (xv) The bid shall remain valid for 180 days from the date of opening of bids. A bid valid for a shorter period shall be rejected as non-responsive.
- (xvi) The contract shall be liable for revision/review in case the Ministry shifts to new building in any place and the amount of contract shall accordingly be proportionately adjusted.

**10. Principal Accounts Office, MoEF&CC shall not have obligation:-**

- (i) No liability whatsoever for payment of wages/salaries other benefits and allowances to his personnel that might become applicable under any Act or Order of the Government. In this regard and the Service Provider shall indemnify MoEF&CC against any/all claims which may arise under the provisions of various Acts, government orders etc and any breach of such laws or regulations shall be deemed to be breach of this contract.
- (ii) Any loss caused to MoEF&CC due to any negligence of the Contractor or his Staff shall have to be suitably compensated by the contractor.
- (iii) The contractor shall be the employer for his workers and Principal Accounts Office, MoEF&CC will not be held responsible fully or partially for any dispute that may arise between the contractor and his workers.

**11. Arbitration**

In the event of any question, dispute or difference arising under the agreement or in connection there with (except as to the matters, the decision to which is specifically provided under this agreement), the same shall be referred to sole arbitration of Chief Controller of Accounts, Ministry of Environment, Forest and Climate Change (MoEF&CC) or any other person appointed by him. The award of the arbitrator shall be final and binding on both the parties. Contractor will have no objection in any such appointment that arbitrator so appointed in an employee of MoEF&CC or a Government Servant or that he has to deal with the matter to which the agreement relates or that in the course of his duties as a MoEF&CC employees he has expressed his views on all or any of the matters in dispute. The adjudication of such Arbitrator shall be governed by the provisions of the Arbitration and Conciliation Act, 1996, or any statutory modification or re-enactment three of or rules made thereof.

The venue of Arbitration shall be office of Principal Accounts Office, MoEF&CC at New Delhi or such other place as the Arbitrator may decide.

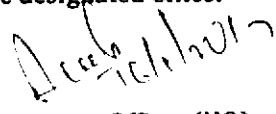
...06...

The Arbitrator may from time to time with the consent of both the parties enlarge the time frame for making and publishing the award. Subject to aforesaid arbitration and conciliation Act, 1996 and the rules made there under any modification thereof for the time being in force shall be deemed to apply to the arbitration proceeding under this clause.

The courts of Delhi only shall have the jurisdiction to decide any dispute that may arise in relation to the contract.

12. **Pre-Contract Integrity Pact:**

The successful shall enter into a pre-contract integrity pact with the designated officer of the Principal Accounts Office, MoEF&CC.

  
Accounts Officer (HQ),  
Principal Accounts Office,  
Office of Chief Controller of Accounts,  
Ministry of Environment, Forest and Climate Change,  
Indira Paryavaran Bhawan, Jorbagh Road,  
New Delhi-110003  
Tel No. 011-24695436

**Tender No. Pr.AO/MoEF&CC/AMC/COMPUTER/2016-17  
Technical Offer (BID)**

**1. Name of the Company**

<b>2. Address (with tel.No. Fax No. &amp; E-mail)</b>	
<b>3.Contact Person</b>	
<b>4.(a)Two years experience in Maintenance business of Computers and peripherals (attach documentary proof)</b>	
<b>(b)total value not less than Rs.5.00 lakh per year of maintenance Business of Computers and peripherals during the last 2 years i.e. 2014-2015 and 2015-2016 with Government Departments/PSUs in Delhi (Attach Documentary proof from the concerned government Departments/PSUs.</b>	
<b>(c) List of Customers including government officers in Delhi.</b>	
<b>5.Company Registration No. (Attach Copy)</b>	
<b>6.PAN No. (Attach Copy)</b>	
<b>7.Service Tax No. (Attach Copy)</b>	
<b>8.Income Tax clearance certificate for the last two years i.e. 2013-2014 AND 2014-2015 to be attached.</b>	
<b>9.ISO 9001-2000 Certificate to be attached.</b>	

<b>10.Details of Technical Manpower (Category-wise)-Degree Holders/Diploma Holders/Others</b>		
<b>/total Strength</b>	<b>Qualification</b>	<b>Length of Average Experience</b>

<b>11. Details of AMC</b>				
<b>Name of Organisation</b>	<b>Contact Persons</b>	<b>Period of AMC</b>	<b>Amount of AMC</b>	<b>Details of Hardware handled</b>

**Attach self attested documentary evidence in support of above.**

...08...

12. Address of Workshop with area of premises.
13. Whether owned/rented
14. Name of Banker
15. Whether authorized dealer for computer parts/peripherals of any reputed manufacturers. If so, name of the manufacturer and dealership No.

- Note:1. All documents related to above information should be signed by the bidder.**
2. **All pages of technical bid should be serially numbered.**

**Declaration:**

I/we hereby certify that the information furnished above is full and correct to the best of our knowledge.

I/we understand that in case any deviation is found in the above statement at any stage, the company will be black-listed and will not have any deal with the Ministry in future.

**Signature & full address of the Tenderer**



**FINANCIAL OFFER (BID)  
(FOR PCS, PRINTERS & SCANNER)**

Tender No.Pr.AO/MoEF&CC/AMC/COMP/2016-17/

S.No.	Items	Qty	Rate/unit	Total
1.	HP PROLIANT ML 350 SERVER	1		
2.	DELL POWEREDGE R900 SERVER	1		
3.	DELL POWEREDGE R710 SERVER	1		
4.	IBM X3500 M3 SERVER	2		
5.	HP COMPAQ DX 6100 MT DESKTOP (P-4)	03		
6.	HP COMPAQ DX 6120 MT DESKTOP (P-4)	11		
7.	HP COMPAQ DX7400 DESKTOP (CO RE 2 DUO)	22		
8.	HP COMPAQ 8100 ELITE DESKTOP (i5)	5		
9.	HCL INFINET DESKTOP (i3)	2		
10.	HCL INFINET DESKTOP (P-3)	1		
11.	HP STORAGE WORKS ULTRIUM DRIVE	1		
12.	HP STORAGE WORKS DAT 160 USB	2		
13.	D-LINK 8 PORT KVM SWITCH	1		
14.	HP L1908 19" TFT	1		
15.	HP LASERJET 1000 SERIES PRINTER	1		
16.	HP DESKJET 845C PRINTER	1		
17.	HP LASERJET P1007 PRINTER	2		
18.	HP LASERJET P1008 PRINTER	5		
19.	HP SCANJET 2400 SCANNER	1		
20.	HP LASERJET P2055DN PRINTER	1		
21.	HP LASERJET 1015 PRINTER	2		
22.	HP OFFICEJET J3508 ALL-IN-ONE	1		
23.	HP PHOTOSMART D7268 PRINTER	1		
24.	HP LASERJET 9040n NETWORK PRINTER	1		
25.	WEP PROLINE LINE PRINTER - Head/Ribon	1		
26.	DOT MATRIX 540DX PRINTER - Head/Ribon	2		
27.	D-LINK NETWORK SWITCH	2		
28.	COMPUTER & SERVER ENGINEER (PERMANENT)	1		
29.	Laptop (Sony Viao)	1		
30.	ALL PAO NETWORKING & COMPACT PAO 2000 INSTALLATION & Upgradation			

**TOTAL Value in words:**

Service Tax and other government taxes, if applicable, shall be charged extra.

**Note: The lowest Bidder (L-1) shall be determined on the basis of the grand total of rates quoted for all items as mentioned in Annexure II.**

**Signature & full address of the Tenderer**