

F.No. 18/6/2011-Genl./
Government of India
Ministry of Commerce & Industry
Directorate General of Foreign Trade
Udyog Bhawan, New Delhi

Dated: 20th June, 2012

Subject: Calling for Quotations for AMC for the Computer Systems/Printers etc. – regarding.

The Directorate General of Foreign Trade intends to put the following Computer Systems/Printers etc. under comprehensive Annual Maintenance Contract (AMC) for a period of one Year, which can be extended on mutual agreement for further one year. The details of the computer system/Printers etc. are as under:-

Sl. No.	Name of Items	Quantity
1.	P IV Computer Make HP & Acer)	286
2.	1000 Series HP Laser Jet	33
3.	1015 Series HP Laser Jet	79
4.	2015 HP Laser Jet	28
5.	6L HP Laser Jet Printer	14
6.	Wipro LQ – 1050 Dot Matrix	3
7.	Colour Laser Jet 4600 Printer	1
8.	HP Laser Jet 1160	10
9.	695 CCI Desk Jet Printer	4
10.	1007 HP Lasewr4 Jet	11
11.	3005 HP Laser Jet	5
12.	Scanners	7
13.	CD Writers	4
14.	HP Laser Jet 1022	5
15.	HP Photo Smart	1
16.	Server	4

17.	Laptop	9
-----	--------	---

The above-mentioned quantities of computer systems to be put under AMC may vary to some extent.

2. This Directorate invites Technical & Commercial Bids on the following terms and conditions

(A) TECHNICAL

(i) The firm should be in existence for over 5 years in the trade with the business of more than Rs. **15 crore** per annum during the last 3 years ending 31st March, 2012.

(ii) The company preferably should have a previous maintenance contract for at least two years with a Government Department in Delhi the total annual value of which should not be less than Rs50 lakhs. The company should furnish its Downtime Statement of previous maintenance work in a Govt. Office in Delhi for the last two years. The selected vendor needs to sign the contract.

(iii) The firm must have expertise in preventive on site maintenance and repair of servers, clients, stand alone computers, 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 of more than 1000 Computers connected in LAN under Novell/Window NT environment for at **least two year consecutively**. A Performance Certificate to this effect from at least two Govt. Deptt./Public` Sector Undertaking shall be furnished.

(v) The firm must be registered with the Registrar of companies and with the Delhi Sales Tax Department for Works Contract Tax.

(vi) Income tax clearance certificate for the last two years must be attached.

(vii) If the firm meets the above technical requirements, it may apply in the prescribed proforma at Annexure-1 in sealed cover. Also enclose income tax statement along with Technical Bid.

(viii) The company should produce the self attested photocopies of documents related to allocation of Registration Number, PAN number, service tax number.

(ix) Engineers deployed under the contract must have 3 Years Computer Hardware Diploma or BCA/B.Sc(IT)/M.Sc(CS) with CCNA Certified. Preference shall be given to companies which deploy technically qualified Engineers.

(x) Company should be an ISO 9001:2008 certified for servicing.

xi) Firm should be authorized service provider for any of one company like Lenovo/HP.

B) FINANCIAL

1. The rate may be quoted on comprehensive basis for the computers, laptops, printers and UPS in the proforma at Annexure-II in a separate sealed cover.

2. The others terms and condition for awarding the AMC shall be as below:

(i) The vendor will provide **three resident engineers along with One TRC engineer having minimum qualification of Diploma in Engg -3 years, CCNA, MCSE ,Linux qualified, with 4-5 years of experience in maintenance of IT hardware items.**on all the working days from 9.00 AM to 6.00 PM. The engineers would be equipped with Mobile phones to ensure their availability. Amount will be deducted if any Service Engineer remains absent/leave without providing substitute.

(ii) The contract will be valid for a period of one year and the period of AMC will be informed after finalization of the contract. 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 awardee has to provide services in Udyog Bhawan and at the residence of Sr. Officers of this Directorate at different locations in the National Capital Region.

(iv) 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 from the user would be submitted to General 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.

(v) The service engineers 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 equipment for the same.

(vi) If any PC/accessory is not repaired within two days, the firm will provide a stand by PC/accessory. If, however, the firm fails to repair or provide a stand by PC/accessory within 2 days, then a penalty of Rs.200/- (Rupees two hundred only) per day or part thereof will be charged for delay beyond the two days till such time the PC/accessories are repaired.

(vi) The necessary support for maintaining VIRUS free computer environment in the Dept. and help in upgrading the Software's/ Virus Detection mechanism would be provided by the firm.

(vii) It may also be noted that in case of contractor backing out in midstream without any explicit consent of this Directorate, he will be liable to recovery at higher rates, vis-a-vis, those contracted with it, which may have to be incurred by this Directorate on maintenance of machines for the balance period of contract through alternative means.

(viii) The above act of backing out would automatically debar the firm from any further dealing with this Directorate & the EMD amount would also be forfeited.

(ix) No advance payment in any case would be made. However, quarterly payment after satisfactory completion of each quarter would be made.

3. The successful tender/firm will be required to furnish Bank Guarantee in the name of CPAO,GDFT for an amount of Rs. 1,00,000/- which will be released to the contractor on satisfactory completion of the contract.

4. This tender is not transferable.

5. Directorate General of Foreign trade reserves the right to accept or reject any or all tenders without assigning any reasons.

6. If your firm is interested, you may submit your documents satisfying the technical bid requirements in a sealed cover super scribed with "Quotation for AMC computer, printers and peripherals for technical bidding' The other sealed envelop containing the quoted rates and documents relating to acceptance of all the terms and conditions, etc. may be submitted super scribed with "Quotation for AMC of computers, printer and peripherals for Financial bidding". Thereafter, both the envelops may be placed in a third sealed cover super scribed with "Quotation for AMC of computers/printers and peripherals for technical & financial bidding" addressed to Ishwar Singh, DY.DGFT,Room No. 313,H Wing, Udog Bhawan, New Delhi-110011 by 2.00 p.m. on 27th June,2012 The technical and Financial quotations will be opened on the same date at 3:30 P M in room No. 313.

Sd/-
(Harit Kumar Shakya)
Foreign Trade Development Officer
Tele:23063451

ANNEXURE-I

Technical Offer

1.NameoftheCompany	
---------------------------	--

2.Address(with Tel.No.,faxno.&e-mail address)	
--	--

3.Contact person	
-------------------------	--

4.(a)Thenumberofyearsofexperiencein maintenancebusiness	
(b)Totalvalueperyearofmaintenance businessinrespectofthelast3years	
(c)ListofCustomersincludingGovt.offices inDelhi	

5.(a)RegistrationNumber	
(b)PANNumber	
(c)ServiceTaxNumber	

6.DetailsofTechnicalManpower		
TotalStrength	Qualification	Experience

7.DetailsofAMC				
<u>Nameof organisations</u>	<u>Contact person</u>	<u>Periodof AMC</u>	<u>Amountof AMC</u>	<u>Detailsof Hardware handled</u>

8. Confirm the following enclosure alongwith this format:-

- a) Technical literature about Company**
- b) Satisfactory service certificate from the previous customers**
- c) Certificate of registration with the Registrar of Companies and with the Delhi Sales Tax Deptt. For Work Contract Tax.**
- d) Income tax clearance certificate for the last two years**
- e) Details of AMC support Engineer with Qualification and Experience.**

Declaration

I hereby certify that the information furnished above is full and correct to the best of our knowledge. We understand that in case found any deviation in the above statement at any stage, the company will be black listed and will not have any deal with the Directorate in future.

(Signature of authorized signatory)

ANNEXURE-II

FINANCIAL OFFER

1.NameoftheCompany:

2. Address

3.Tel.No.

FAX No.

4.Contact Person

5.Ratesasperthefollowingproforma:(TheQtyareindicativeand
therateshouldbequotedformaintainingforaperiodofOne year)

A. LIST OF COMPUTERS UNDER AMC FOR ONE YEAR

Sl. No.	Name of Items	Quantity	Rate per	AMC
1.	P IV Computer Make HP & Acer)	286		
2.	1000 Series HP Laser Jet	33		
3.	1015 Series HP Laser Jet	79		
4.	2015 HP Laser Jet	28		
5.	6L HP Laser Jet Printer	14		
6.	Wipro LQ – 1050 Dot Matrix	3		
7.	Colour Laser Jet 4600 Printer	1		
8.	HP Laser Jet 1160	10		
9.	695 CCI Desk Jet Printer	4		
10.	1007 HP Lasewr4 Jet	11		
11.	3005 HP Laser Jet	5		
12.	Scanners	7		
13.	CD Writers	4		
14.	HP Laser Jet 1022	5		
15.	HP Photo Smart	1		
16.	Server	4		
17.	Laptop	9		