

No.18/05/2013-Genl  
Government of India  
Ministry of Commerce & Industry  
Directorate General of Foreign Trade

Udyog Bhawan, New Delhi  
Dated the 1<sup>st</sup> January, 2014

To,

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\_\_\_\_\_  
\_\_\_\_\_

Subject:- Comprehensive Annual Maintenance of Desktop Computers and peripherals installed in DGFT, Udyog Bhawan.

Sir,

The Directorate General Foreign Trade invites sealed quotations for Comprehensive Annual Maintenance contract of Desktop Computers, Printers etc. installed in Directorate General of Foreign Trade, Udyog Bhawan initially for one year and which can be extended on mutual consent for further one year as per terms & conditions given in Annexure-III. The details of the Desktop Computers and peripherals are given in Annexure-II.

2. The sealed Tender along with **bid security of Rs.25,000/-** in the form of Account Payee Demand Draft or Pay order drawn in favour of CPAO, DGFT, New Delhi and should be addressed to Deputy Director General(Genl), Directorate General of Foreign Trade, Udyog Bhawan, New Delhi-110011. The Tenderer shall submit his bid in two parts viz. 'Technical Bid' and 'Financial Bid' in separate sealed covers super scribed with the words ' Technical Bid' and Financial Bid' as the case may be. The Demand Draft/Pay order for earnest money should be submitted in a separate sealed envelope and super scribed with words "Earnest Money". The two parts of the bid and the envelope containing EMD shall be placed in one sealed cover which shall be marked and super scribed " Tender for Comprehensive Annual Maintenance of Desktop Computers and Peripherals". The Tenders should be dropped in the Tender Box kept in Room No.202 positively on or before **21.01.2014 up to 3.00PM**. The Tenderers registered with the Central Purchase Organization and/or National Small Scale Industries Corporation are exempted from Bid Security. Tenders can also be sent by registered post at the aforesaid address so as to reach this office by the schedule date and time.
2. The tenders will be opened by this office on **21.01.2014 at 3.30 PM** . A representative of the firm may be present at this office during opening of the tenders. The representative shall submit an authorization letter from the firm to be allowed to attend the opening of the tender.
3. The Annexure-I to this tender document , which constitute Technical Bid, shall be duly filled in and submitted. Information asked for in this Annexure must be furnished in the given format only and should be supported by necessary documents.
4. The bidder shall furnish the financial bid in Annexure-II to this Tender Document. The financial bid of only those firms, which qualify the technical bid, shall be opened after 2-3 working days.
5. The text of this LTE along with Annexure, is also available at the official website of DGFT and CPP Portal.

*Harit Kumar Shukla*  
1.1.2014

(Harit Kumar Shukya)  
Foreign Trade Development Officer  
Tel. No.23063451

To

- iii) ED-I Section with a request to upload the tender notice on DGFT website by today.  
iv) CPP Portal.

**TECHNICAL BID**

( To be filled in by the bidder for the technical bid and furnish all the supporting document)

1	Name of the Company:	
2	(a) Head/Regd. Office Address	
	b) Fax No.	
	c) Telephone No.(s)	
	d) E-mail Address	
3	EMD Details	
	i) Draft/Pay Order No.	
	ii) Bank details	
	iii) Amount	
4.	Name of the Contact Person	
5	Tax Registration No.	
	PAN No.	
	Service Tax/VAT No.	
6	Number of years of experience in Computer maintenance/Year of establishment of the firm	
7	Income Tax returns for the last 3 years	

**II. Details of all Annual Maintenance Contracts Executed/Under Execution Since Year, 2010:**

S.No.	Name of the Organization/Address	Contract period		Value of AMC	Size of the AMC(Number of Systems etc.)	Whether the AMC was with resident engineer or not; if yes, the no. of engineers deployed
		From	To			

Signature \_\_\_\_\_

Name of the firm/Authorized Person

**FINANCIAL BID**

No.	Description of items	Quantity	AMC Cost per Unit inclusive of taxes	Total AMC cost Inclusive of tax
<b>II. CPU + MONITOR+KEY BOARD+MOUSE</b>				
1	P-IV Computer HP & Acer	173		
2	Apple all in one Computer	01		
3	HP-Elite-8100(i5)(warranty up to May,2014)(AMC will begin w.e.f. June,2014)	50		
<b>II. PRINTERS:</b>				
1	HP-Laser Jet-1606dn (warranty up to February, 2014- Purchased by EDI(AMC will begin w.e.f. March, 2014)	33		
2	HP-Laser Jet-1606dn	12		
3	HP-Laser Jet-1000 Printer	18		
4	HP-Laser Jet-1015 Printer	71		
5	HP -Laser Jet-2015dn Printer	27		
6	HP- Laser Jet- 6 L Printer	03		
7	HP- Laser Jet – P1160 Printer	09		
8	HP-Laser Jet-P-1007 Printer	13		
9	Colour Laser Jet-HP-4600 Printer	01		
10	HP-Laser Jet -3005dn	04		
11	HP Laser Jet-1022n	07		
12	HP Laser Jet-3015dn	02		
13	Konika Minolta-MFD-1390	02		
14	HP-MFD-8500 Colour	04		
15	HP-LJ -5200	01		
16	HP-CP5225(Colour) –	01		
<b>IV. SCANNERS:</b>				
1	HP Scanner	04		
2	Hp Scanner-Warrantee up to March,2014(AMC will begin w.e.f. April, 2014)	02		
<b>LAPTOP: SONY VAIO</b>				
1	Laptop	17		
Total cost of AMC of all items including tax				
Items No. I(3), II(1&16) and III(2) will be included in AMC on date of expiry of warranty.				

Signature \_\_\_\_\_

Name of the firm/Authorized Person

TERMS AND CONDITIONS

1. The firm should have executed the maintenance of Servers, Computers, Printers and peripherals under Comprehensive AMC in minimum 03 Nos. of Government Department for at least three years.
2. The Firm should be in existence for over 5 years in trade with Annual Maintenance Contract worth more than **Rs. 50 Lakhs** per annum during the **last three years** ending 31<sup>st</sup> March 2013.
3. The firm shall furnish the Performance Certificate for rendering satisfactory services for at least three AMCs handled by them in each of the last three years in Govt. Departments only.
4. The firm shall submit a valid Authorization Certificate of being the **Authorized Service partner** of any one Company like **Lenovo/HP/Acer etc.**
5. The firm should be **ISO 9001-2008 & ISO 20000:2005** certified for servicing.
6. The firm must be registered with the Registrar of companies and with the Delhi Sales Tax Department for Works Contract Tax.
7. The information asked for in Annexure-I & Annexure-II shall be furnished in the given format only and should be supported by necessary documents.
8. Copies of the Income Tax return for the last three years shall be furnished with the technical bid.
9. The Tender received without the earnest money shall be rejected outright.
10. Quotation once submitted shall not be allowed to be withdrawn till the tender process is finalized.
11. The DGFT reserves the right to reject any/all the bids without assigning any reasons.
12. The tender should be valid for at least 90 days from the last date of submission thereof.
13. The bids containing any over writing/cutting shall be rejected out rightly.
14. Preventive maintenance of Desktop Computers and other peripherals shall be done once in 3 months.
15. The firm shall provide service during working hours on all working days. However, in special circumstances, the contractor may be required to provide service, if required on closed holidays and odd hours.
16. The Contract will be for a period of one year from the date of award of the contract.
17. The contract may be renewed for a further period of one year or shorter period with mutual consent on the same rates and terms & conditions.
18. The firm would take up repair of any reported fault within one hour of the report . As far as possible, the repairs would be carried out on the site itself. However in case the System/equipment is taken to the workshop, the firm would provide a stand-by System/equipment for the same.
19. The necessary support for maintaining VIRUS free computer environment in the Directorate and help in upgrading the Software /Virus Detection mechanism would be provided by the firm.
20. The successful bidder/firm shall execute and submit a Bank Guarantee of 10% of the total cost of AMC from any Commercial Bank by way of Performance Security which shall stand forfeited, if the firm fails to execute the work assigned to them. Performance Security can also be deposited in the form of Account payee demand draft or Bankers cheque of any commercial bank drawn in favour of CPAO, DGFT.

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21. The Contractor shall post at least Two full time professionally certified & competent Resident Service Engineers fully trained having a minimum 2 years of on the site work experience. The firm will also have to provide services of 1 TRC Engineer on demand basis. Engineers deployed must have Engineering Graduate or 3 years Computer Hardware Diploma or BCA/BSc (IT)/M.Sc (CS) with or MCSE, MCP, MCITP and CCNA Certified. The said personnel shall be well versed in troubleshooting techniques for solving day-to-day problems encountered in the hardware and software. They shall all be equipped with maintenance kits comprising of tool box, multi meter, diagnostic software and external CD ROM/Combo drives including device driver software and any other tools required for carrying out such services.
22. A mobile phone will have to be provided to the Resident Engineers by the firm. Firm will furnish the details of Resident Engineers along with their professional certification and experience. In case of replacement of any Resident Engineer, fresh certificates of qualifications and experience shall be provided. Amount will be deducted, if any service Engineer remains absent/ leave without providing substitute.
23. The firm also must have expertise and experience in LAN troubleshooting. The bidder should have executed satisfactory minimum one Annual Maintenance Contract of more than 500 computers converted in LAN under Linux/Windows NT environment for at least two years consecutively.
24. In case of any fault, the fault will be reported by the user in a Equipment Complaint System(ECS) already functional at NIC Workstation, DGFT. The resident engineers of the firm will take the print of complaints lodged at least twice a day and will attend to the complaint and obtain a certificate of satisfactory working of the system from the user and will submit it to GA Section for closure of complaint.
25. The contractor shall arrange the requisite documentation and maintain necessary records , etc. as required for processing the quarterly payment during the period of AMC.
26. The Contractor shall not transfer the contract or liability there under to any person or Company.
27. No advance payment shall be made. The contractor shall submit it's pre-receipted bill in triplicate to GA Section, DGFT towards the charges for the AMC in quarterly installments, after the end of each quarter.
28. In case of any dispute so as to the interpretation of any clause or otherwise , relating to the AMC that may arise during or after the execution of the contract, the matter shall be referred to the person(s) to be appointed or nominated by the DGFT whose decision regarding interpretation shall be final and binding on both the parties. The proceedings of the arbitration shall be carried out only in Delhi.
29. DGFT reserves the right to terminate the contract at any time without assigning any reason.
30. At the time of expiry of contract all the equipment under maintenance shall be handed over in working condition so that handing over of AMC to the next Contractor takes place in a smooth manner.
31. The contractor shall provide services for 10 working days from the date of the expiry of the contract for smooth transfer of the AMC to the new contractor without any extra cost.
32. TDS/Levies shall be deducted from the Contractor's bills as per the Government orders.

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