



GOVERNMENT OF INDIA
MINISTRY OF LABOUR & EMPLOYMENT
PRINCIPAL ACCOUNTS OFFICE
ROOM NO. 518
SHRAM SHAKTI BHAVAN
RAFI MARG, NEW DELHI:-110001
TELE NO. 23718010, FAX-23714366

CA-LAB/2-17/AMC/2015-16/3098

Date 07/12/2015

TENDER NOTICE

Subject:- Comprehensive Annual Service Maintenance Contract (CASMC) of computers and its peripherals for 2015-16-reg.

The undersigned is directed to invite the quotations for Comprehensive Annual Service Maintenance Contract in respect of computers and its peripherals functioning under O/o Chief Controller of Accounts M/o Labour & Employment, Shram Shakti Bhawan. Details of the items i.e. computers, printers, scanners, etc. is available at Annexure-I, quotes may be given in the same format.

Two separate sealed quotations, comprising separate technical and Financial bids may be submitted in a single cover superscripted as "quotations for Comprehensive Annual Service Maintenance Contract of Computers and its Peripherals" and addressed to the Accounts Officer Pr. Accounts Office (Admn.), Ministry of Labour & Employment, Room No. 518, Shram Shakti Bhawan, Rafi Marg, New Delhi so as to be delivered in Room No. 518(B) by hand/by post on or before 9.00 to 3.00 PM on 22/12/2015. Technical bids will be opened at 4.00 PM on the same date.

Earnest money by means of a Demand Draft/Pay Order for Rs. 10,000/- will have to be enclosed with the quotation. It is also clarified that the quotations received without earnest money will be summarily rejected. The Pay Order/DD may be prepared in the name of Pay & Account Office (MS), M/o Labour & Employment.

The contract shall be on a comprehensive maintenance service basis, no extra charge of any general wear and tear/spare parts, etc. shall be made by the Ministry of Labour & employment except consumables, burnouts and physical damage. During 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 where the equipment or any component may be required to be taken out for repairs in workshop. In such cases the standby arrangements shall have to be made by the company and in no way the working of computer shall be held up for want of nay standby arrangements.

The payment towards Comprehensive annual Service Maintenance Contract shall be made in four installments each at the end of three months/each quarter on production of satisfactory reports from the concerned users.

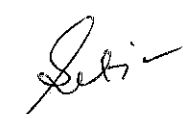
The firms are required to furnish the following information/document strictly in same order:-

S. No.	ITEMS	Details
1.	Firm should be Private Limited or Limited and registered in Delhi/NCR	
2.	Copy of Certificate of registration/incorporation of the agency/Names of Office bearer of agency/details of other firms under the same Managements etc.	
3.	Copy of TIN and PAN	
4.	Copy of Income Tax/Service Tax filing for the latest three Years	
6.	Testimonials from at least two Govt.Semi-Govt/Public Sector Organizations/banks regarding their satisfactory performance of similar contract for three years.	
7.	Firm should be having AMC in hand for at least 200 computers (in total), details of clients with number of computers be furnished. Also indicate contact person's name and telephone number of existing clients	
8.	Annual turnover of the firm should be Rs. 20.00 Lakh per annum from AMC of computers etc. This Should be clearly indicative in the balance sheet	
9.	The firm should be registered with ESIC/EPFO	
10.	Certificate clarifying that firm on its subsidiary or promoters has not been black listed by any of the government agency and no such case is undergoing/pending upon the firm/promoters.	

The Company is required to furnish to furnish signed copy of the enclosed terms and condition (Annexure II) on the CASMC along with their tender offer. Successful bidder will have deposit security-cum-performance guarantee, which will be equal to 10% of their bid amount the form of DD/PO/FDR in favour of Pay and Accounts Office (MS), M/o Labour & Employment.

The Pr. Accounts Office (Admn.) Ministry of Labour & Employment reserves the right to select or reject any quotations without assigning any reasons whatsoever.

Yours faithfully,


(Indardeep Kaur Setia)
Accounts Officer (Admn.)

Enclosed:-

1. Annexure-I for details list of computer & peripheral.
2. Annexure-II for technical and eligibility criteria.
3. Annexure-III for financial bid format.



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TERMS AND CONDITIONS

1. The Comprehensive Annual Service Maintenance Contract includes preventive as well as corrective maintenance. The firm can neither assign the CAMC to any of its subsidiary or sister concern nor outsource it.
2. The agency shall depute one full time well qualified service engineers with appropriate qualification for attending the routine preventive maintenance, besides attending of complaints. Frequent change of engineers will not be allowed, in normal circumstances. The engineer shall be started at Shram Shakti Bhawan from 9.00 to 5.30 on all working days. The engineer may have to be called on declared holidays/Saturdays/Sundays when extra hour of work requires, for which no extra payment will be made.
3. CASMC shall cover each and every part including plastic body and parts, replacement of any part necessary for keeping the computers/printers etc. active and free from any defects/disturbance, any unscheduled call for corrective and/or preventive maintenance services, computers/printers etc. The replacement of all defective parts with good quality and branded parts will be done by the service provider without any extra charge. Used/repaired parts of any other brand, Mouse, HDD, Optical Drive, Ram, Teflon, fuser, Drum etc. except Consumables, burnout items and physical damage.(Recovery of data from damaged/crashed HDD is also covered under CASMC).
4. In case of need to replace any item/component, the agency shall provide original make genuine parts/component of similar or higher configurations.
5. The agency shall produce the Cash Memo's/certificate/document in proof of providing genuine components to replace the faulty ones; on demand.
6. A) The company shall ensure to abide by the copy right, intellectually Property rights and their laws may be applicable for providing any replacements for any malfunctioning the components/items/software under and any violation of any legal requirement by the agency in this regard shall lead to termination of the contract forthwith and forfeiture of security money. Besides ensuring compliance to all legal requirements will be the responsibility of the agency, failure to do so would lead to consequences aforesaid.

B) The company should satisfy labour related Government regulations including minimum wages, ESI, EPF etc. as may be applicable.
7. For any computer/peripherals etc. found on inspection by the agency, which require pre CASMC Repairs, the agency shall estimate for approval and such peripherals would be counted for CASMC only after pre-CASMC repairs are done.
8. The Agency will ensure uptime in respect of computers/printers etc. in case of failure of the technical personnel to attend on any working day, a penalty as deemed fit will be levied, beyond 24 hours period.
9. In case of failure of the agency to rectify any of the defects within 7 days, M/o Labour and Employment may get the same rectified at the cost and risk of the agency.
10. If the agency repeatedly fails to rectify the faults for a period exceeding 7 days, apart from the repairs at their cost and risk as ibid, M/o Lab & Emp may terminate the contract of the agency forthwith and may forfeit the security deposit.
11. The agency shall, in co case, replace any item/component of inferior quality and if found doing so, the contract shall stand terminated forthwith and security deposit shall be forfeited.

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12. The calls will be received and provided to the service engineer by the concerned official in Principal Accounts Office, M/o Labour & Employment and shall be attended immediately on receipt of the same. The firm shall maintain proper service call sheets which will be duly signed by the engineer and the user of the equipment.
13. Penalties and other conditions are detailed below:-
- If this office feels that any of the electrical items, was not properly maintained/serviced by the Company or does not function for reasonable period after repair, a suitable deduction from the bills will be made. The decision of this Ministry as regards to the reasonableness of deduction will be final and binding on the Company.
 - This Ministry may terminate the contract at any time without assigning any reason thereof, if the work of the Company is found to be unsatisfactory and this Ministry will be at liberty to entrust the same to any other firm/company at the risk and expense of the defaulting Company. In this connection, the decision of this Ministry shall be final and binding upon the Company. In all matters of dispute relating to this contract, the decision of this Office will be final and binding upon the Company.
 - While submitting the quotation, the bidder is deemed to have read, understood and accepted all the terms and conditions stated in this document and no change, whatsoever desired, will be entertained by this Ministry.
 - In the event of the contractor failing to observe or perform any of the conditions of the work as set out herein or execute the work with regard to the material and printing quality to the satisfaction of and by the time fixed by the Ministry etc. in executing the work, the deposited money will be forfeited money to the Ministry and the contract will be terminated immediately. The contractor shall be liable to make good the loss(es) if, any, that may be suffered by the ministry due to his/her actions and /or omissions.
 - In case of breach of any of the terms and conditions mentioned herein, the Ministry will have the right to cancel the work order without assigning any reason thereof and nothing will be payable by this Ministry. In that event the security deposit i.e. "at least 10% to the total of the deposited money" shall also stand forfeited. In case, the balance money/security deposits fall short of the amount of damages/losses chargeable by the Ministry, the contractor shall pay the same to the Ministry immediately on receipt of a demand letter from the Ministry. The Courts of Delhi will have jurisdiction over all disputes related to this tender.
 - The firm shall not assign or sublet the work or any part of it to any other person or party without first obtaining permission in writing of the Ministry, which it will be at liberty to refuse if it thinks fit.
 - The Ministry will have the right to call upon any information pertaining to the work at any point of time and the firm will be bound to provide the information on receipt of the Ministry in this regard.
 - The Ministry will make payment after the work is executed and bill is furnished by the contractor after the satisfaction of the Ministry with respect to the work carried out.
14. The tender is initially for a period of one year and may be extended for a further period of 12 months or more on yearly basis with mutual consent on satisfactory performance during Tender Period on the same terms and conditions and rates.

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O/o Principal Accounts Office, Room No.518 ,5th floor, Sharam Shakti Bhawan,
New Delhi-110001.

Details of computers & peripherals which are to be kept under AMC.

S.No	Name of Items	Qty	Amount in Rs.
S.No	Name of Items	Qty	
1	Computers IBM , HP, Lenovo core 2 Duo	62	
2	Server HP Xeon Processor 3.0 (3)	06	
3	HP Multipurpose Printer/fax/scanner M128fn	04	
4	Printer HP Laser Jet 1015 & 1020	05	
5	Printer HP Laser Jet 1320 DN	02	
6	Printer HP Laser Jet 2015 DN	01	
8	Dot matrix Printers 540 (Cheque Writing)	03	
9	Printer HP 2015	01	
10	Printer HP2055	05	
11	HP colour laserjet CM1312nfMFP	01	
12	SCX-4521 FS, Samsung printer	01	
13	Scanner HP	01	
14	Networking support PAO,MS, DGET and PAO CLC	Three PAOs	

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Technical Details & Eligibility Criteria:

1. The firm should have at least 03 years experience in maintenance of Computers/Printers, servers etc in at least two Government Departments preferably a Departmental Accounting Organization to meet the requirement of this office with regard to implementation of COMPACT, e-payment, e-Lekha, PFMS, Comp-DDO etc.
2. Firm must provide customer satisfaction letter from at least two customers from Govt. departments, preferably Departmental Accounting Organization while submitting the technical bids.
3. Firm must have sufficient number of qualified and experienced engineers and their details must be enclosed to the technical bids. The engineers must have knowledge and experience of COMPACT, e-payment, e-Lekha, PFMS, Comp-DDO etc. Establishment of the firm must be more than 03 years old. The firm should have office in New Delhi.
4. The firm/contractor must submit documentary evidence in support of fulfilling eligibility criteria mentioned above.
5. The Bid Security must be enclosed along with technical bid only.
6. A declaration must be furnished by firm that there is no complaint/vigilance inquiry against them in any Govt. Department/PSU and they have not been black listed or debarred by any Govt. Department/PSU.

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Financial bid format

S.No	Name of Items	Qty	Rate	Total	Taxes	Grand Total
1	Computers IBM , HP, Lenovo core 2 Duo	62				
2	Server HP Xeon Processor 3.0 (3)	06				
3	HP Multipurpose Printer/fax/scanner M128fn	04				
4	Printer HP Laser Jet 1015 & 1020	05				
5	Printer HP Laser Jet 1320 DN	02				
6	Printer HP Laser Jet 2015 DN	01				
8	Dot matrix Printers 540 (Cheque Writing)	03				
9	Printer HP 2015	01				
10	Printer HP2055	05				
11	HP colour laserjet CM1312nfiMFP	01				
12	SCX-4521 FS, Samsung printer	01				
13	Scanner HP	01				
14	Networking support PAO,MS, DGET and PAO CLC	Three PAOs				

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INDARDEEP KAUR SETIA
 Authorized signature with seal.
 Accounts Officer (I)
 Principal Accounts Office
 Ministry of Labour & Employment
 Govt. of India, New Delhi-110001

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