

**No. 1/1/2009/DCH-Genl**  
**Government of India**  
**Ministry of Textiles**  
**OFFICE OF DEVELOPMENT COMMISSIONER FOR HANDLOOMS**

Udyog Bhawan, New Delhi  
Dated February 26<sup>th</sup>, 2009

To,

**Subject:- Annual Comprehensive Maintenance Contract (AMC) for computers, Laptop, UPSs. Laser jet, Desk jet and Dot Matrix Printers– regarding.**

I am directed to invite quotations for awarding of AMC (Comprehensive) of computers/Laptop/Printers/UPSs etc. installed in the Office of the Development Commissioner for Handlooms, Ministry of Textiles, Udyog Bhawan, New Delhi for one year **w.e.f. 01.04.2009 to 31.03.2010**. The technical and financial terms and conditions of the AMC shall be as follows:-

**(A) TECHNICAL**

- (i) The firm should have been in existence for not less than five year in the trade with the maintenance business (service business turn over) of more than Rs. 25 lakh per annum during the last three year.
- (ii) The firm must have previous experience of maintaining hardware and network systems in Government organizations/PSUs and provide certificates from the Original Equipment Manufacturer (OEM) that his/her company is authorized and competent to take up AMC. Performance certificates from existing Govt. clients (Central Govt. organizations) must be attached with the quotations.
- (iii) The firm must have expertise in preventive on site maintenance and repair of services, clients, Laptops, Projectors, Laser/Inkjet/Deskjet/Multi Function Printers/Printer network component, scanners, and other hardware parts and accessories.
- (iv) The firm must have expertise and experience in LAN troubleshooting. The bidder should have executed satisfactorily a minimum of three AMCs of more than 200 computers connected in LAN under Novell/Window. A performance certificate to this effect from at least two Govt. Department/PSUs shall be furnished.
- (v) The firm must be registered with Registrar of Companies and with the Delhi Sales Tax Department for Works Contract Tax. The income tax clearance certificate for the last two years must be attached.
- (vi) If the firm meets the above technical requirements, they may apply in the proforma placed at Annexure, in sealed cover.

**(B) FINANCIAL**

1. The rates may be quoted on comprehensive basis for the computers, laptops, projectors, printers and UPSs in the proforma placed at Annexure, in sealed cover.

2. The other terms and conditions governing the AMC shall be as follows:-

- (i) The earnest money of **Rs.25,000/-** through a Demands Draft on any scheduled bank in New Delhi drawn in the name of PAO (Textiles), Ministry of Textiles, New Delhi must accompany the “ Technical Bidding” Quotation letter. Quotation received without earnest money will not be considered. Earnest Money received from the tenderers will be returned without interest immediately after the process of selection of tender/quotation is over.
- (ii) The vendor will provide two Resident Engineers on all the days from 9.30 AM to 6.00 PM on all working days. The engineers would be equipped with mobile phones to ensure their availability. In the event of Service Engineer remains absent/on leave, without substitute thereof, deduction will be made @ Rs.500/- for each day of absence, from the contracted amount.
- (iii) 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 the contract. No demands for revision of rate on any account shall be entertained during the contract period. It will be open to the Office of the D.C. Handlooms, Ministry of Textiles to extend the term of the agreement on the same terms and conditions for a further one-year, if necessary.
- (iv) The awardee has to provide services in Udyog Bhawan and the residences of senior officers of this Office at different locations in New Delhi.
- (v) The firm will prepare separate log books for each of the machine 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 of this Office failing which an appropriate penalty would be imposed. The quarterly payment will strictly be made on the basis of satisfactory report from the user.
- (vi) 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 for the same. Also stand-by inventory of Monitor, CPU, Laser Printer, HDD, RAM Mouse and UPS should be kept in the Department. The firm will also provide maintenance and repair services on holidays in case of emergency. In case of non-availability of drivers of the machine (branded one like HP, HCL, IBM etc.) they will arrange from their sources.
- (vii) If any PC/accessory is not repaired within two days, the firm will 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/accessory is repaired. In case the requisite parts are not available, the same should be replaced with the parts of higher level compatible with the system.
- (viii) The necessary support for maintaining virus free computer environment in the department and help in upgrading the software's/virus detection mechanism would be provided by the firm.
- (ix) It may also be noted that in case of contractor backing out in midstream without any explicit consent of this Department, he/she will be liable to recovery at higher rates, vis-à-vis those contracted with, which may have to be incurred by this Department on maintenance of machines for the balance period of contract by alternative means.
- (x) The above act of backing out would automatically debar the firm from any further dealing with this Ministry and the EMD amount would also be forfeited.
- (xi) No advance payment would be made in any case. However, quarterly payment after satisfactory completion of each quarter would be made.

3. The successful tenderer/firm will be required to furnish Bank Guarantee towards the PAO (Textiles), Ministry of Textiles, New Delhi for an amount of **Rs.25,000/- (Rupees twenty five thousand only)** which will be released to the contractor on completion of the contract. The other requisite documents mentioned above should also accompany the quotation letters. The prize bid/quotation will be considered only after fulfillment of technical bid as stated above.

4. Interested firms may submit their documents satisfying the technical bid requirement in a sealed cover, superscripted with – “Quotation for AMC of computers, Laptop, Printers, and Peripherals” addressed and sent to Shri S.K. Jha, Addl. Development Commissioner for Handlooms O/o D.C. Handlooms, Ministry of Textiles, Udyog bhawan, New Delhi by 6.00 PM on 9<sup>th</sup> March, 2009. The quotation will be opened on 13<sup>th</sup> March, 2009 at 3.00 P.M. in Room No. 55, Udyog Bhawan, New Delhi. Firms submitting quotation may attend the opening of bids on the said date and time.

5. Quotation received without sealed cover or without quoting rates in the specified proforma will not be accepted. The undersigned reserves the right to reduce or increase the number of items offered to maintenance contract during the currency of AMC. The undersigned also reserves the right to reject any quotation without assigning any reason.

6. The rates quoted should be net and no discount, free services/offers quoted in the quotation will be considered.

Sd/-  
(Sohan Kumar Jha)  
Addl. Development Commissioner for Handlooms.  
Tel No. 23062238

Copy to :-

1. Shri Sandeep Khurana, PSA, O/o D.C. Handlooms with a request to publish this text on the Website of the Ministry of Textiles.

Sd/-  
(Sohan Kumar Jha)  
Addl. Development Commissioner for Handlooms.  
Tel No. 23062238

**Annexure**

**Details of computers, Laptop and peripherals for AMC from 01.4.2009 to 31.3.2010.**

S.No.	Items	Qty.	Period	Rates per unit per Annum
1.	Laptop (Lenovo)	01	One Year	
2.	<b>Computers IBM/HCL (Total : 55)</b>			
	Pentium-III	13	- do -	
	Pentium-IV	42	- do -	
3.	<b>Printers ( Total : 55)</b>			
	<b>HP Make Deskjet</b>			
	Model 690-C	03	- do -	
	Model 3420	01	- do -	
	Model 840-C	03	- do -	
	Model 810-C	04	- do -	
	Model 845-C	04	- do -	
	<b>HP Make Laserjet</b>			
	<b>Model 1300</b>	06	-do-	
	Model 2100 M	01	- do -	
	Model5652	01	-do-	
	Model 1005	01	- do -	
	Model1500 (colour)	01	-do-	
	Model 1200	02	- do -	
	Model 1100A	06	- do -	
	Model 1010	02	- do -	
	Model 1000	02	- do -	
	Model 6MP	01	- do -	
	Wipro dot-matrix Model 1050 DX/LQ DX Gold	17	- do -	
4.	<b>UPS (Total : 55)</b>			
	Model ATEC 500 VA	09	- do -	
	Model SELCO 500 VA	02	- do -	
	Model DATEX 625 VA	08	- do -	
	Model ORBIT 1 KVA	04	- do -	
	Model Intelligent 500 VA	01	- do -	
	Model SAFE POWER 500 VA	03	- do -	
	Model UNILINE/PARADYN E 500 VA	03	- do -	
	Model 1KVA Offline	01	- do -	
	Model 500VA Offline	24	- do -	

