



सत्यमेव जयते

No. D-24/2/2015-GEN  
GOVERNMENT OF INDIA  
Ministry of Micro, Small and Medium Enterprises  
**Udyog Bhawan**

New Delhi-110011

**"Tender Notice"**

**FOR**

Comprehensive AMC of Desktop Computers, Laptops, Printers & Server **Equipments**  
**With** Other IT Items for One year

For the Ministry of MSME,

**Government of India**

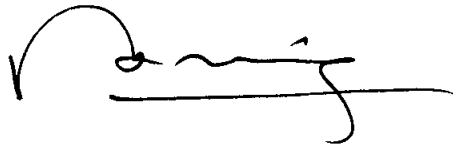
Signature of Bidder.....

Name of Bidder.....

Udyog Bhawan, New Delhi-110011  
Ministry of Micro, Small & Medium Enterprises  
सत्यमेव जयते  
Secretary  
Udyog Bhawan, New Delhi-110011

## TABLE OF CONTENTS

SECTION	TITLE
	<b>A</b>
1.	General
2.	Tender Document
3.	Details of Bid
4.	Bidding Procedure
5.	Eligibility / Qualification Criteria
6.	Period of Validity of Bid
7.	Submission of Bids/ Opening Of Bids
8.	Clarification of Bids
9.	Evaluation of Bids
10.	Purchaser's Right to Accept or Reject Any or All Bids
11.	Prices
12.	Termination by Default
13.	Resolution of Disputes
14.	Applicable Law
15.	Notices
16.	Taxes and Duties
17.	Terms and Conditions
18.	Payment
19.	Notices
	<b>B – Scope of Work &amp; Technical Specification Of IT Items</b>
1.	Scope of work
2.	Technical Specification & Quantity of Hardware Items under AMC
3.	Downtime will not be considered under the following Conditions
4.	The Following Services are not included in the maintenance Service
5.	Service Warrantee
6.	Check List
7.	Format for Submitting Financial Bid



मगन लाल / MAGAN LAL  
अवर सचिव / Under Secretary  
सूक्ष्म, लघु एवं मध्यम उद्यम मंत्रालय  
Ministry of Micro, Small & Medium Enterprises  
उद्योग भवन, नई दिल्ली 110001  
India

No. 24/2/2015-GEN  
GOVERNMENT OF INDIA

**(MICRO, SMALL & MEDIUM ENTERPRISES)**

Udyog Bhawan  
NEW DELHI 110011

**"NOTICE INVITING TENDER"**

On behalf of the President of India, Ministry of Micro, Small and Medium Enterprises, Government of India, invites sealed quotations, in two separately sealed bids, one technical and second commercial, for Comprehensive AMC Of Desktop Computers, laptops, Printers and Server with other IT items . The contract will be awarded initially for one year. It may be renewed at the sole discretion of this Ministry for 2<sup>nd</sup> and 3rd year based on successful performance.

**A. GENERAL TERMS AND CONDITIONS:**

1. On behalf of President of India, Ministry of Micro, Small and Medium Enterprises, invites sealed bids under Two Bid System (Technical and Commercial Bid) from system integrators for managing and providing support for Comprehensive AMC of Desktop Computers, laptops, Printers, Server, and Hardware, & other peripherals.

2. Tender Document can be downloaded from the website ([www.msme.gov.in](http://www.msme.gov.in))

**3. Details of Bid: -**

- |                                               |                                                                      |
|-----------------------------------------------|----------------------------------------------------------------------|
| a) Bid Reference                              | : Tender No:                                                         |
| b) Last date and time of receipt of bid       | : 28 <sup>th</sup> March, 2016, by 15: 00 hrs.                       |
| c) Date and time for Opening of technical Bid | : 28 <sup>th</sup> March, 2016, at 15:30 hrs                         |
| d) Date and time for Opening of Financial Bid | : to be intimated                                                    |
| e) Place of receiving the bid / communication | : Ministry of MSME, Udyog Bhawan, New Delhi                          |
| f) EMD                                        | : Rs. 30,000/- (Rupees Thirty thousand only)<br>(DD/ Bankers Cheque) |
| g) Bank Guarantee                             | : 10 % of the AMC contract<br>(After awarding Contract)              |

**4. Bidding Procedure**

- a) Bids are invited in two Bid systems, (1) **Technical** and (2) **Commercial**. Which shall be sealed separately and enclosed in a single sealed envelope.

- b) Sealed Bids shall be received not later than **15:00 hrs on: 28<sup>th</sup> March, 2016, No Bids will be accepted after this date & time under any circumstances.** This office will not be responsible for any postal/courier delay and also for reasons beyond the control of this office.
- c) Technical Bids **must** contain the EMD for specified amount, along with complete technical details as desired by this tender. First Technical Bids of all the tender will be opened on pre scheduled date, time & venue. Technical Bids without EMD will be summarily rejected. Requirement of EMD is exempted from bidders registered with NSIC and DGS&D, etc.
- d) Commercial Bids of successful Technical Bids will be opened on pre scheduled date, time & venue.
- e) All the bids must be accompanied by a bid security (EMD) of the amount of **Rs. 30,000/-** (Rupees Thirty Thousand Only) in a form of a Bank draft/ Banker's Cheque only issued by any commercial Bank in favor of PAO (MSME), payable at New Delhi.
- f) All bids must be delivered to Ministry of MSME, Room No. 49A-, Udyog Bhawan New Delhi or dropped in the Tender Box installed at Gate No. 8, Udyog Bhawan, New Delhi-110011.
- g) All relevant rules and regulation of Government of India will be final and applicable & binding on all bidders.

#### 5. Eligibility/Qualification Criteria:

- a) The bidder shall have *minimum 3 years* of experience preferably in maintenance of computers, servers, Plasma, Digital Camera, Laptops and peripherals & system integration managing and providing support similar to the existing IT hardware in GA Section of this Ministry.
- b) The bidder should be a system integrator managing and providing support for Hardware, Software and peripherals of existing IT hardware at least in one organization of similar nature having strength of 100 nodes.
- c) The bidders who are registered / approved by any Government department will be given preference.
- d) The firm may enclose sufficient documents regarding execution of Government work order, specifically maintenance of computer hardware, servers etc. including work completion certificate. (if any)
- e) All bidders must enclose VAT registration and service tax registration certificate along with the tender documents.
- f) The bidders must have a minimum annual turnover of **Rs. One crore** or more in the preceding two years. Copy of the balance sheet of last two years may be enclosed for reference.
- g) The bid may be rejected on not meeting any one criteria mentioned above.
- h) Preference will be given to those bidders, who are authorized service provider (ASP) for original manufacturer like HP, IBM, HCL etc.
- i) Any organisation, which is having disputed issues pending with this office like show cause notice, warning issued by etc will not be eligible to participate in the bid.

#### 6. Period of validity of bid:

The bid shall remain valid for 90 days from the last date of submission of bids. If any bidder withdraws his tender before the said period shall -without prejudice to any other right or remedy his bid security/EMD shall be forfeited.

## 7. Submission of Bids / Opening of Bids:

- a) The first envelope shall be superscribed with the name of work reference no. and the words **"Technical Bid"** in capital letters. The first envelope shall be opened on the date of opening of tender. The bidder should specifically provide full technical details of the service offered and also shall provide full details of deviation they intend to make from the technical specifications and contract terms detailed in the Bid. No price details shall be given in this envelope. Violation to this would result invalidation of tender. The **Bid Security** shall be enclosed with the envelope marked **"Technical Bid"**.
- b) The second envelope shall be superscribed with the name of work reference no. and the words **"Price Bid (Commercial Bid)"** in capital letters. It shall contain full details of the price & commercial conditions. Any deviation from our standard conditions shall be specifically spelt out.
- c) The Price Bid (Financial Bid) should be submitted in a separate sealed envelope superscribed **"Financial bid"**. The bid will be evaluated for selecting L-1 bidder(s) on total price based only.
- d) As the items are interlinked to each other the comparison of the financial bid shall be on the basis of total annual price (inclusive of all taxes etc) quoted by the bidder. No comparison of individual items will be made. The individual item charge is only for reference purpose of this office for calculation of actual admissible amount for payments.
- e) Any deviation of any sort e.g. Technical or Commercial terms and conditions shall be specifically indicated in the Technical Bid itself.
- f) Silence or use of the word "Noted" against any of the Bid conditions shall mean bidder agrees to comply with that/those conditions of Bid,
- g) The firms who have submitted the bids and whose offers are found technically suitable shall be informed of the opening date of the second envelop i.e. **"Price Bid (Commercial Bid)"**, if the opening of commercial bid could not be conducted on the scheduled date and time.
- h) All offers shall be made available in **hard and soft** copies as specified in the technical specifications and should be signed by the authorized signatory of the firm on all pages of the hard copy and must have page numbers on each page properly.
- i) All prices and other information in this regard having a bearing on the **price** shall be written **both in figures and words** in the prescribed offer form.
- j) Any additional information should be enclosed separately and referred to in the relevant column of the bid form. All relevant product literature must be enclosed with the bid
- k) Late bids will be rejected.
- l) No modification in the bid shall be allowed after the deadline for submission.
- m) Bidders shall furnish **clause-by-clause commentary on all clauses** of Bid Document including Technical Specifications and **must specify the reference page number**.
- n) Any firm will not be allowed to participate in the bid, if the firm is having any pending issue / disputes in this office, like, pending of work, technical, financial issues etc.
- o) The bidders' representatives who will be present shall sign in the designated register evidencing their attendance, In the event of the specific bid opening being declared a holiday for the purchaser, the bid shall be opened at the same time and location on the next working day.

## 8. Clarification of Bids:

To assist the examination, evaluation and comparison of bids the Purchaser may at its discretion, ask the bidder for clarification of its bid. The request for clarification and the

response shall be in writing and no change in price or substance of the bid shall be sought, offered or permitted,

#### 9. Evaluation of Bids:

- a) The Purchaser will examine the bids to determine whether:
- They are complete
  - Required EMDs etc have been furnished,
  - The documents have been properly signed with proper numbering on all documents; and
- b) Evaluation of bids shall be done based on the information furnished by the bidder. The conformity of the bids to the technical specifications and commercial terms and conditions shall be examined. Responsiveness of the bid shall be determined based on the technical and financial capability of the bidder to execute the contract.
- c) The Purchaser will examine the bids to determine
- The correctness of the information furnished by the bidder in its bid. In case any information is found to be incorrect/false, the bid shall be considered as non-responsive.
  - The substantial responsiveness of each bid to the bidding. For purposes of these clauses, a substantially responsive bid is one, which conforms to all technical specifications and terms and conditions of the bidding documents without material or commercial deviations. The purchaser's determination of a bid's responsiveness is to be based on the contents of the bid itself without recourse to extrinsic evidence.
  - Arithmetic errors will be rectified on the following basis:

If there is a discrepancy between the unit price and the total price, which is obtained by multiplying the unit price with quantity, the unit price shall prevail and the total price shall be corrected unless it is a lower figure. If the Supplier does not accept the correction of errors, its bid will be rejected.

If there is a discrepancy between words and figures, the amount whichever is lower will prevail,
- d) Purchaser may contact and verify bidder's information, references and data submitted in the bid without further reference to bidders.
- e) Purchaser reserves the right to use and interpret the bids as it may, in its discretion, consider appropriate, when selecting bidders for granting of the letter of intent/ Notification of Award of contract,
- f) Purchaser may waive off any minor infirmity or non-conformity or irregularity in a bid, which does not constitute a material deviation, provided such a waiving, does not prejudice or affect the relative ranking of any bidder.
- g) The purchaser may seek clarification in writing from bidder by fax. Bidder shall promptly reply by fax within the time limit specified in the clarification letter from the purchaser,
- h) **The comparison shall be of total price of the goods offered inclusive of all taxes.**

**10. Purchaser's right to accept or reject any or all bids:**

- a) Ministry of MSME reserves the right to modify or change any of the terms & conditions applicable to the offer at any time.
- b) If at any point of time, any IT items is/are deleted or added in the GA inventory for AMC purpose, then the contract amount shall be re-calculated accordingly, as per the price quoted for individual item in "**ANNEXURE-A**".
- c) The Purchaser reserves the right to accept or reject any bids and to annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the Purchaser's action.
- d) The acceptance of tender will rest with Ministry of MSME who does not bind himself to accept the lowest bid and reserves himself the right to reject any or all the tenders received without assigning any reason? All the bids in which any of the prescribed conditions are not fulfilled or are incomplete in any respect are liable to be rejected.
- e) The Ministry of MSME does not bind himself to accept the lowest or any other tender and reserve to himself the right of accepting the whole or any part of tender and bidder shall be bound to perform the same at the rate quoted.
- f) Canvassing in connection with tenders is illegal & strictly prohibited and the tenders submitted by the bidders, who resort to canvassing, will be rejected.

**11. Prices:**

The selection of the lowest bidder will be on the basis of the total AMC charges inclusive of all taxes & duties etc. No comparison will be made on individual item/activity basis.

**12. Termination by default:**

- a) The Purchaser may, without prejudice to any other remedy for breach of Contract, by written notice of default sent to Supplier, terminate the Contract in whole or part:
  - I. If the Supplier fails to provide services/rectify the fault within the time period specified in the Contract or any extension thereof granted by the Purchaser.
  - II. If the Supplier fails to perform any other obligation(s) under the Contract.
- b) In the event the Purchaser terminates the Contract in whole or in part, pursuant to Para 12(a), the Supplier shall continue the performance of the Contract to the extent not terminated.

**13. Resolution of Disputes**

The Purchaser and the Supplier shall make every effort to resolve amicably by direct negotiation any disagreement or dispute arising between them under or in connection with the Contract.

#### 14. Applicable Law

The Contract shall be interpreted in accordance with the laws of the Union of India & will be under the jurisdiction of court in Delhi.

#### 15. Notices

- a) Any notices given by one party to the other pursuant to the Contract shall be sent in writing or by fax / telex / cable and confirmed in writing to the address specified for that purpose in the Special Conditions of Contract. The present contract may be terminated after issuing one month notice.
- b) A notice shall be effective when delivered or on the notice's effective date, whichever is later.

**16. TERMS OF PAYMENT:-** The payment for the services rendered shall be made every quarter on basis satisfactory performance of the service provider.

#### 17. Taxes and Duties

Supplier shall be entirely responsible for all taxes, duties, license fees, etc, incurred until delivery of the Contracted Goods & services to the Purchaser. No tax or duty will be payable by the purchaser.

#### 18. Notices

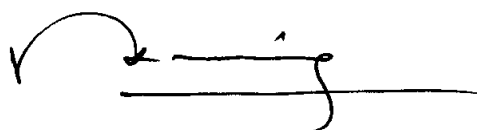
For the purposes of all notices, the following shall be the address of the Purchaser and Supplier:

Purchaser:

General Administration Section  
Ministry of Micro, Small and Medium Enterprises,  
Govt. of India,  
429-B, Udyog Bhawan,  
New Delhi-110 011

Supplier: (To be filled at the time of Contract Signature)

-----



मगन लाल / MAGAN LAL  
अवर सचिव / Under Secretary  
सूक्ष्म, लघु एवं मध्यम उद्यम मंत्रालय  
Ministry of Micro, Small & Medium Enterprises  
उद्योग भवन, नई दिल्ली-110011  
Udyog Bhawan, New Delhi-110011




## **B. SCOPE OF WORK AND TECHNICAL SPECIFICATION OF IT ITEMS**

### **1. Scope of Work**

- a) Maintenance & Service of Servers, Desktops, Laptops etc, installed in Ministry of MSME on comprehensive basis including replacement of all spare part etc. Maintenance & repair of all printers including replacement of all spare parts.
- b) Maintenance & service of system software and other Software packages/ material and customization of system as and when required
- c) The successful bidder have to depute **resident computer engineers** onsite to resolve the hardware/software problems, between 9:00 AM to 5:30 PM on all working days. The engineer must have expertise in server level maintenance and another must have expertise specifically repairing desktops, Laptops, & Printer in addition to maintenance of other IT items. AMC Services may also be required, in case of urgency on holiday or Saturday/Sunday and no additional amount will be paid. Services of computer engineer may also be required for providing assistance in handling electronic equipments like VC system, integration of equipment and printer for presentations on TV/Screen handling of digital cameras, Laptops etc.
- d) All laptops/desktops shall be checked once in a month for preventive maintenance.
- e) The resident engineer will be attending the complaint and should continue in office till the problem is solved. No hit & trial method will be allowed while attending the complaint. In addition , the server will have to work in 24X7 hrs mode. If downtime any equipment under repair is more than 2 days, **then penalty of Rs. 500 /- per day will be imposed.**
- f) The engineers may also be required to coordinate with officers/staff for all technical work and liable to work on all holiday and Saturday/Sunday (if services are required). This office will not pay any additional amount for working in holidays.
- g) Installation of Antivirus in all desktops and laptops of users and updation (as and when required) and Antivirus license will be provided by this office.
- h) Resident engineer will be responsible to handle any other work related to GA Section from time to time.
- i) The successful bidder will not be allowed to frequently change engineer. If it is found that the engineers are changing regularly then an amount of **Rs.500/- per day will be deducted from the AMC amount.**
- j) Engineers must have experience of three years after completing technical course in related field.

### **2. Terms and condition and method of calculation of AMC cost**

The contract will be awarded initially for one year. It may be renewed at the sole discretion of this Ministry for 2<sup>nd</sup> and 3<sup>rd</sup> year based on successful performance. The AMC services shall include thorough and complete preventive maintenance of all the computers and printers under the AMC. This will involve visit to each computer/printer once in every month, checking of the system guiding the user etc.

  
समान लाल / SAMAN LAL  
अवर सचिव / Under Secretary  
सूक्ष्म, लघु एवं मध्यम उद्यम मंत्रालय  
Ministry of Micro, Small & Medium Enterprises  
उद्योग भवन, नई दिल्ली-110011  
Udyaog Bhawan, New Delhi-110011

**2. Downtime will not be considered under the following conditions:**

- a) Failure by M/o MSME to take any specified action previously agreed with Successful Bidder.
- b) Where MSME has modified the software or hardware without prior consent of successful bidder.
- c) Time taken for prescheduled preventive maintenance and health check at a time Convenient to successful bidder during the agreed Service Hours.
- d) Repair time due to machine failure caused by operational error.
- e) Repair time due to machine failure caused by confirmed environmental conditions.
- f) Repair time due to machine failure caused by usage of non-standard consumables.
- g) Standby machine is provided.

**3. The following Services are not included in the Maintenance Service:**

- a) Accident or disaster, including water, wind and lighting, transportation, vandalism or burglary of machines designed to contain funds.
- b) Alterations, including any deviation from original Machine design unless authorized by Successful Bidder.
- c) Conversion from one model to another or the installation or removal of a feature whenever a party other than Successful Bidder performs any of these activities.
- d) Damage caused by rodents or natural disaster.
- e) Data loss or other consequence due to virus infections caused by the user.

#### 4. Service warranty

- a) The bidder should cover services provided including the quality of workmanship under warranty.
- b) All the items of SERVER and networking equipments including switches etc shall be maintained under **Comprehensive basis**.

**Note: - Incomplete offers will be rejected. The Ministry of Micro, Small and Medium Enterprises, Govt. of India the right to accept or reject any or all bids received at their absolute discretion without assigning any reasons what so ever.**

**2. The successful bidder have to depute a engineers at Ministry of MSME after Receiving the confirmation of work order for taking over the charge from the previous service provider. Negligence / delay in deputing the manpower will lead to penalize the firm as per tender conditions.**

**3. If there is removal / disposal of any item(s) during the period of AMC the amount of AMC will be re-calculated on the basis of prices quoted for the item(s) mentioned in "Annexure-A" of tender document.**

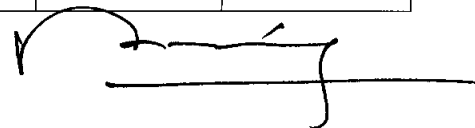
अवर सचिव (U. S. )  
सूक्ष्म, लघु एवं मध्यम उद्योग  
Ministry of Micro, Small & Medium Enterprises  
उद्योग भवन, नई दिल्ली-110011  
Udyog Bhawan, New Delhi-110011

## CHECK LIST

AMC of Desktop Computers, Laptops, Printers, Server Equipment with Other IT Items in  
Ministry of MSME

S#	Name of the document	Yes/No	Page Nos.		Remarks
			From	To	
1	EMD of Rs. /-				
2	Documents related to undertaking maintenance work of <i>AMC of Desktop Computers, UPSs, Printers, Server Equipment with other IT Items</i> in similar set up.				
3	Documents related to undertaking IT activities work order in Govt./ PSU/ etc, organizations.				
4	Agree to penalty clauses B-1 (e) & (i)				
5	Clause by clause compliance A-7(m)				
6	Document of Annual Turnover of Rs. one crore or more.				
7	Copy of VAT/ Service/ Income Tax Registration.				
8	Additional information (if any)				

Signature: -



Name of the Authorized signatory: -

Designation: -

मगन लाल / MAGAN LAL

अवर सचिव / Under Secretary

सूक्ष्म, लघु एवं मध्यम उद्यम मंत्रालय

Ministry of Micro, Small & Medium Enterprises

उद्योग भवन, नई दिल्ली-110011

Udyog Bhawan, New Delhi-110011

Office Seal: -

**PART -A**  
**On the Letter Head of the Bidder**

**FORMAT FOR SUBMITTING THE FINANCIAL BID**

Comprehensive AMC of Desktop Computers, Printers, Laptops, Server Equipment with other IT Items in Ministry of MSME, for one year

**A. Technical Specification & Quantity of Hardware Items under AMC:**

Sl no.	Item/Equipments	Qty.	Unit AMC Cost	Total AMC cost
1	Personal Desktop all make	84		
2.	All-in-one Computer	12		
3	Printers all make	86		
4	Scanner Heavy Duty	02		
5	Printer all-in-one	10		
6	Laptop	07		
7	HCL Server Intel Xeon alongwith Online UPS installed in Room No. 430, Udyog Bhawan, New Delhi	01 each		
<b>TOTAL COST (INCLUSIVE OF ALL TAXES AND DUTIES)</b>				

**Quantity can be increased or decreased during the AMC period.**

**Method of calculation of AMC cost**

1) The comparison of the financial bid shall be on the basis of total annual price (including of all taxes etc) quoted by the bidder. No comparison of individual items will be made.

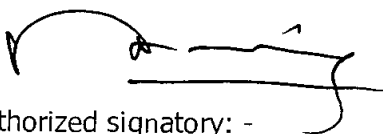
2) Work will be awarded for one year only, which may be extended for second and third years at the same cost based on the successful the performance at the sole discretion of this Ministry. The AMC services shall include thorough and complete preventive maintenance of all the computers under the AMC. This will involve visit to each computer/printer once in every month, checking of the system, guiding the user etc.

Signature: -

Name of the Authorized signatory: -

Designation: -

Office Seal: -

  
मगन लाल / MAGAN LAL  
अवर सचिव / Under Secretary  
सूक्ष्म, लघु एवं मध्यम उद्यम मंत्रालय  
Ministry of Micro, Small & Medium Enterprises  
उद्योग भवन, नई दिल्ली-110011  
Udyog Bhawan, New Delhi-110011