

Speed Post

Principal Accounts Office  
Ministry of Consumer Affairs Food and Public Distribution  
4<sup>th</sup> Floor, Jeevan Deep Building, New Delhi

NoG-12011(8)/Estt/2016-17/ 784 .

Dated 20-2-2018

Sub:- Notice Inviting Tender of Comprehensive Annual Maintenance Contract

Sealed Tenders are invited from experienced and bonafied firms for maintenance services with parts of Servers, Computers, Printers, UPS etc installed in this organisation at Jeevan Deep Building and Krishi Bhawan located at Delhi as mentioned in the annexure.

The tender documents can be obtained from this office and the sealed envelope may be sent to the undersigned by name on or before 16-3-2018 by 03.00 PM super scribed as "Quotation for AMC of Computers and its peripherals".

Tender document in Annexure I and II alongwith relevant copies of the documents must be accompanied by a demand draft of Rs 15000/= (Rupees fifteen thousand only.) issued by any nationalised bank drawn in favour of "Pay and Accounts Officer , Ministry of Consumer Affairs, Food and Public Distribution, New Delhi" as earnest money (EMD).

Security deposit of Rs 25,000/=. (Twenty five thousand only) in the form of Bank Guarantee to be deposited by successful bidder at the time of signing of the contract.

The quotation will be opened on the same day i.e. 19-3-2018 at 3. 30 PM in the Office of Sr Accounts Officer, Pay & Accounts Office, Ministry of Consumer Affairs, Food and Public Distribution, New Delhi. Quotations received after due date and time will not be accepted by this office.

This office reserves the right to accept or reject any or all the bids without any reason.



Senior Accounts Officer (Admn)

Copy to:-

1. To.....
2. Notice Board.

**NAVEEN KUMAR VERMA**  
Sr. Accounts Officer  
Min. of Consumer Affairs, Food & PD  
4th Floor, Jeevan Deep Building,  
Parliament Street, New Delhi-110001

- Terms and conditions of the Bid:

1. Bidder must provide documentary evidence/certificate to establish experience in maintenance of IBM Server, APC-UPS, LAN, PC of IBM/ACER/HP and other brand and Dot Matrix printer as well as other printers.
2. The rates of AMC quoted should be comprehensive this includes free servicing of the system at site and free replacement of all the damaged monitors, hard disk, FDDs, CPU, Mother boards, Keyboards, Mouse, CD/DVD Drive, Modems, Logic cards and Mech Assembly and other parts except for the damages resulting from accidents and transportation.
3. Vendors/service provider may visit the sites of physical checking of Servers, Computers, Printers and UPSs with serial numbers before submission of their offer for Understanding the complete site map and verifying the inventory of computers, peripherals and its functioning.
4. Bidder must understand that all computers, Printers, UPS and Servers in the defined locations are covered under this bid, if any non-functional/non-operational computer exist it becomes mandatory on the part of the bidder to ensure that the equipment becomes operational at the earliest.
5. The successful firm will be required to provide the services for a period of one year from the date of award of the contract. This office, however, reserves the right to terminate the contract at any time without assigning any reason/notice, if the performance is not found to be satisfactory.
6. Bidder should agree to all terms and conditions as well as that the quoted rates are for comprehensive Annual Rate Contract for all PCs, UPS, Servers and Printers which covers all items.
7. The Bid Security may be forfeited:-
  - (i) If a Bidder withdraws his bid during the period of bid validity specified by the bidder.
  - (ii) In case of a successful bidder, if the bidder fails to sign the Contract or to furnish the performance security.
8. Breakdown calls will have to be attended to within 3-4 hours and failure to rectify the defects both hardware and software completes within 24 hrs, without adequate reasons or to return the repaired machine with a maximum period of one week may entail proportionate deduction of 2% from the bill in respect of the period.
9. Payment for the work done and services rendered will be made to the contractor on quarterly basis after the completion of each quarter on satisfactory performance.
10. The firm shall be responsible for deputing their qualified service engineers to attend to the complaints both hardware and software technology on the same day and at no stage, the system should be down for more than 24 hrs.



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Sr. Accounts Officer  
Food & PD

11. The authorised service engineer of the contractor should call on AO (Admn), Pr AO and visit each room even if no complaint is lodged and get the signatures of the user in the prescribed proforma for his visit.
12. In case of major repair, the vendor has to provide the system/peripherals of same/equivalent configuration as stand by to continue the office work without disruptions.
13. The owner/firm should be available on his own direct telephone and also on mobile phone for calling in emergent cases. The mobile number be given to the to the AO (ADMN).
14. Vidders may please quote their unconditional rates strictly as per list of items enclosed. Cutting/overwriting, if any, should be countersigned to avoid any dispute at later date.



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