

**PRINCIPAL ACCOUNTS OFFICE  
MINISTRY OF URBAN DEVELOPMENT  
'F' WING, II FLOOR, NIRMAN BHAWAN  
TEL. NO. 23062320, 23061283, FAX No. 23062989**

No. D-13020/PrAO/AMC Computers/E&W/2010-11/16642 Date : 11.01.2011

**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 organization at Nirman Bhawan and other Pay & Accounts Offices located at Delhi as mentioned in the annexure.

The tender document can be obtained from this office or downloaded from the official website of this office i.e. [www.ccamoud.nic.in](http://www.ccamoud.nic.in) and the sealed envelope may be sent to the undersigned by name on or before **20.01.2011 at 03:00 PM** super scribed as **"Quotation for AMC of Computers and its peripherals"**.

Tender document in Annexure-I and II along with relevant copies of the documents must be accompanied by a demand draft of Rs. 10,000/- (Ten Thousands Only) issued by any nationalized bank drawn in favour of **"Pay and Accounts Officer (Sectt.), Ministry of Urban Development, New Delhi"** as earnest money (EMD).

Security deposit of Rs. 20,000/- ( Twenty Thousands Only) in the form of Bank Guarantee to be deposited by successful bidder at the time of signing the contract.

The quotation will be opened on the same day i.e. 20.01.2011 at 03:30 P.M. in the office of Asstt. Controller of Accounts(Admn), 'F' Wing, II Floor, Nirman Bhawan, 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.

**( A.K. Bangalia )  
Asstt. Controller of Accounts(Admn.)**

**Copy to :**

1. Technical Director (NIC) along with soft copy with request to upload the same on the web-site of this office [www.ccamoud.nic.in](http://www.ccamoud.nic.in).
2. Notice Board.

**\* Terms and conditions of the Bid :**

1. Quotationer should be an ISO 9001 certified company. Bidder must provide documentary evidence/certificate to establish experience in maintenance of IBM Server, APC-UPS, LAN, PC of IBM/ACER/HP brand and Dot matrix printer. Bidder must provide certificates from IBM, ACER and HP that they are agreed to provide service in respect of the parts of the servers and clients.
2. The firm should have a minimum annual turnover of Rs. 20 Lakhs for the last three years preceding 31<sup>st</sup> March 2010. Copy of the Income Tax clearance certificate/returns for the last three years may be furnished.
3. The rates of AMC quoted should be comprehensive (excluding up gradations) this includes free servicing of the system at site & free replacement of all the damaged monitors, hard disk, FDD's, CPUs, Motherboard, Keyboards, Mouse, CD/DVD Drive, Modems, Logic cards & Mech. Assembly and other parts except for the damages resulting from accidents & transportation.
4. Vendors/service provider may visit the sites for physical checking of Servers, Computers, Printers and UPS's with serial numbers before submission of their offer for Understanding the complete site map and verifying the inventory of computers, peripherals and its functioning.
5. 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.
6. 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.
7. Bidder should agree to all terms & 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.
8. 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.
9. Breakdown calls will have to be attended to within 3-4 hours and failure to rectify the defects both hardware and software components within 24 hrs, without adequate reasons or to return the repaired machine within a maximum period of one week may entail proportionate deduction of 2% from the bill in respect of the period.

10. 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.
11. 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.
12. The authorized service engineer of the contractor should call on Pr.AO(Admn.), AAO(E&W) & visit each room even if no complaint is lodged, and get the signatures of the user in the prescribed proforma for his visit.
13. 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 disruption.
14. Name of the service engineers to be called on alongwith telephone/Mobile Nos. by officers at I.P. Bhawan, R.K.Puram, Jam Nagar House and Nirman Bhawan alongwith telephone/mobile Nos. be provided to this office for circulation to field offices as and when they need for complaint/assistance.
15. The owner/firm should be available on his own direct telephone (office as well as residence) and also on mobile phone for calling in emergent cases. The Mobile number be given to the ACA(Admn.).
16. Bidders 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.

**( A.K. Bangalia )**  
**Asstt. Controller of Accounts(Admn.)**

ANNEXURE-I

**Details of Equipments for which AMC required :**

Sl. No.	Items	Qty.	Rate per Unit	Rate including all applicable Taxes
1.	HP Proliant Server	1		
2.	IBM P-IV E Server	1		
3.	IBM P-III Server	1		
4.	Desktop/PC with CD RW/FDD (IBM, HP & Acer etc.)	1		
5.	Desktop/PC with CD R & FDD (IBM, HP & Acer etc.)	1		
6.	Desktop /PC without FDD & CD R (IBM, HP & Acer etc.)	1		
7.	HP Lajer Printer	1		
8.	LIPI Line Matrix Printer	1		
9.	Dot Matrix Printer	1		
10.	HP Deskjet Printer	1		
11.	HP Inkjet Printer	1		
12.	HP Officejet Printer	1		
13.	HP Colour Laserjet Printer	1		
14.	Epson Stylus Photo	1		
15.	APC UPS 1 KVA	1		
16.	1000 VA APC UPS	1		
17.	APC 500 VA	1		
18.	24 Port Switch with Jack Panel	1		
19.	Replacement Charges of CD Rom	1		
20.	Replacement charges of Teflon in LJ Printer	1		
21.	Replacement charges of Mouse	1		
22.	Replacement charges of Keyboard	1		
23.	Repairing charges of Card in UPS	1		
24.	Replacement charges of DVD writer	1		
25.	Replacement charges of CD writer	1		
26.	Printer Head of Dot Matrix Printer	1		
27.	Replacement charges of Motherboard	1		
28.	Charges from 7AH 12 V Battery (Exide)	1		
29.	Charges for 17 AH 12 V Battery (Exide)	1		

ANNEXURE-II

**Ref :** Asstt. Controller of Accounts, Principal Accounts Office, M/o Urban Development, Nirman Bhawan, New Delhi letter No.

**No. D-13020/ PrAO/AMC Computers/E&W/2010-11/ .....**      **Dated :**      .01.2011

**Name of the firm :** .....

**Authorized person :** .....

**Address of the firm :** .....

**Contact No. :** .....

**Fax Nos. :** .....

**Service Tax No. :** ..... (Copy enclosed)

**PAN No. :** ..... (Copy enclosed)

**Details of E.M.D. enclosed :**

**D.D. No. and Date :** .....

**Amount :**    Rs. 10000/-

**Name of the Bank/Branch :** .....

We are ready to accept all the terms and conditions mentioned in the tender.

Dated : .....Jan.2011

**Signature :** .....

**Name :** .....

**Contact No. :** .....