

**PRINCIPAL ACCOUNTS OFFICE
MINISTRY OF URBAN DEVELOPMENT
'F' WING,2nd FLOOR, NIRMAN BHAWAN
NEW DELHI
TEL.NO.23062320,23061283,FAX 23062989**

D-130/Pr.AO/UD/E&W/AMC,Computer/2012-13/

Dt.16.03.2012

Notice Inviting Quotations

Sealed quotations are invited from reputed firms for providing *Comprehensive Annual Maintenance contract* for *Personal computers, Servers, Printers, UPS and LAN* to this office and Accounting units under O/o The CCA, Principal Accounts Office, Ministry of Urban Development, Nirman Bhawan, New Delhi. Before submitting the quotations firms are requested to go through the terms of conditions and also visit our Accounting Units to check the computers systems and peripherals.

Eligibility:

1. The firm should be registered with Registrar of Company, having office in Delhi with proper Sales Tax and Service Tax numbers.
2. Must have prior experience of providing such services to Govt. offices for at least 3 years. Orders copies in support of this should be enclosed.
3. Must have at least 10 qualified desktop and networking engineers having knowledge of *PAO 2000 & E-payment* installation and maintenance. Details of each technical staffs should be enclosed.
4. Must have prior experience of supporting COMPACT Software and knowledge of e-payment is compulsory. Order copy should be enclosed.
5. The firm should have its own chip level repairing center for repairing of components of computer systems etc.

Bidding procedure:

1. The bids should be submitted in two parts. **Part A - Technical Bid** and **Part B – Financial Bid** (Formats are given in Annexure I and Annexure II), sealed in separate envelopes super-scribed *Comprehensive Annual Maintenance contract for Personal computers, Servers, Printers, UPS and LAN* and addressed to – **The Dy. Controller of Accounts, Pr. Accounts Office, Ministry of Urban Development, ‘F’ Wing, Nirman Bhawan, New Delhi.**
2. Quotations should be reached this office on or before **27/03/2012** by **3 PM**. It will be opened on **27.03.2012** at **4 PM** in room no-114 B., Nirman Bhawan, New Delhi .
3. The price quoted must be valid for at least 60 days.

Job Content:

1. The firm would be required to render corrective maintenance in all Principal Accounts Office and Pay and Accounts located at Delhi station.
2. The agency would be required to render preventive maintenance services including cleaning of interior and external parts of PCs and printers apart from maintenance of LAN at seven locations and also the corrective maintenance.
3. Technical support to manage COMPACT Software and e-payment for example assisting in periodical backup, installation of patches, installation of compact servers and primary & mirror servers etc.
4. In case any equipment has to be taken out for repair, a standby equipment of similar configuration will be provided by the firm.
5. The firm should depute well trained full time technical person exclusively to this office on all working days. If required, extra service engineer should be deputed to attend the complaints in time.
6. Normal period of AMC is one year, from the date of award and assumption of contract by the firm. However, this office reserves the right to cancel the contract without assigning any reason in case of unsatisfactory services.
7. The contract may be extended to further year if the service found satisfactory.

Terms and Condition

1. Firm should depute a **qualified service engineer exclusively** for this office daily. He will report to PrAO (Admn). Firm should provide the **C.V.** of proposed engineer who would be deputed in case the contract is awarded to the firm along with C. V. of two supporting engineers.
2. All complaints should be attended immediately. It is supposed that all servers will be maintained at 100% uptime. In case of other equipments firm will ensure at least 95% uptime.
3. Firm will carry out both preventive and corrective maintenance.
4. Firm is supposed to repair or replace all components at their expense except
 - i) In case of Computers and servers:- plastic parts and Hard disk only
 - ii) In case of printers:- plastic parts, cartridges, fuser assembly and toners.
 - iii) In case of UPS: - batteries.
 - iv) In case of TFT and monitor – Picture tube and screen panel.
5. In case equipment is to be taken out of our premises for repair, a stand by equipment of similar configuration will be provided by the firm.
6. Penalty of Rs.100 per day will be levied on delay in attending or repairing the equipment.
7. Firm should make appraisal of equipments before taking up AMC.
8. Bids should be submitted in the prescribed format.
9. Payment will be made quarterly on satisfactory completion of work. Separate bill should be preferred for each PAO.
10. No. of items under AMC may vary due to withdrawal or inclusion of equipments suiting our administrative convenience.
11. The contract cannot be transferred to other party by the successful bidder.

Sd/-

Dy. Controller of Accounts

Copy to-

1. Notice Board.
2. NIC for website uploading.

Annexure I
Part A – Technical Bid

S. No.	Item	
1.	Name of the firm	
2.	Address for communication	
3.	Phone No. along with fax no. and email id.	
4.	Company registration no. if the firm is registered with registrar of company.	
5.	VAT No. -	
6.	Service Tax No.-	
7.	Name of Authorized signatory and his signature.	
7.	Technical Competence Attach list of clients along with order copy.	
5.	Experience in PAO 2000 (COMPACT)	
6.	Experience in Installation and maintenance of e-Payment servers and clients.	
7.	Name of the proposed Service Engineer supposed to be deputed to this office. (Attach C.V. of the 3 engineers any one of them will be deputed exclusively to this office and other two will assist if required in case of award of contract)	

Certified that the above stated information is correct and our firm full files the eligibility conditions.

Authorized Signatory.

Annexure II
Financial Bid

S.No.	Computers	Qty	Rate per unit per annum	Total
1.	Servers			
2.	Computers			
3.	UPS 600 VA			
4.	UPS 1000 VA			
5.	Online UPS 1KVA			
6.	Online UPS 2KVA			
7.	Online UPS – others			
8.	Scanners			
9.	Deskjet Printers			
10.	Laser jet Printers			
11.	Color LaserJet Printers			
12.	All in one printers			
13.	Networking(Each Site)			
14.	Charges of Resident Engineer(If any)			
16.	Sub Total			
17.	Service Tax			
	Grand Total			
	Total in words-			

Annexure III

List of tentative equipment under Comprehensive AMC

Peripherals	Pr.AO , PAO,Sectt. & PAO,DGW	PAO Ptg.	PAO NDZ	PAO FZ	PAO NZ	Total
Servers	02	01	01	01	01	06
Computers	138	35	40	24	30	267
UPS 1000 VA	74	29	33	05	13	154
Deskjet Printers	02			02	01	05
Laser jet Printers	78	06	09	09	11	113
Color LaserJet Printers	12	01	02	Nil	01	16
Printers Office jet	17	04	01	Nil	04	26
Printers DMP	05	06	02	01	01	15
Switch	08	05	05	02	05	25
Line printers	02	01	01	Nil	Nil	04