

F.No.16016-1/2018-Admn.II
 Government of India
 Ministry of Agriculture & Farmers Welfare
 (Department of Animal Husbandry, Dairying & Fisheries)

Krishi Bhawan, New Delhi
 Dated the 6th April, 2018

E-Tender Notice

Subject:- Awarding of ONSITE Comprehensive Annual Maintenance Contract (CAMC) in respect of Computers and Peripherals (like PCs, Printers, Multi Function Printers, Laptops, UPSs etc.) installed in the offices of Department of Animal Husbandry, Dairying & Fisheries located in Krishi Bhawan, DMS premises, West Patel Nagar and at the residences of Senior Officers in Delhi/New Delhi.

Sir,

The e-tenders have been invited under **Two Bid Systems (Annexure-I & Annexure-II)** from the reputed and professionally competent firms and having adequate experience for awarding of ONSITE Comprehensive Annual Maintenance Contract (CAMC) in respect of Computers and Peripherals (like PCs, Printers, Multi Function Printers, Laptops, UPSs etc.) installed in the offices of Department of Animal Husbandry, Dairying & Fisheries located in Krishi Bhawan, DMS premises, West Patel Nagar and at the residences of Senior Officers etc. in Delhi/New Delhi for a period of one year.

2. The interested firms are advised to submit their bids **"on-line"** by visiting the Govt. of India, Central Public e-Procurement (CPP) Portal i.e. <http://eprocure.gov.in>. The bids will be accepted as e-tender only i.e. the tenderers will submit their bids on the e-Procurement Portal (module of NIC), in an encrypted format. Possession of valid Digital Signature Certificate (DSC), valid e-mail address and registration of the firm on the Government of India, Central Public e-Procurement (CPP) Portal i.e. <http://eprocure.gov.in> are pre-requisite for e-tendering.

3. The critical date for the subject tender is as under:-

(i) Tender No.	16016-1/2018-Admn.II
(ii) Name of Organization	Ministry of Agriculture & Farmers Welfare, Department of Animal Husbandry, Dairying & Fisheries
(iii) Start date and time for view/ Downloading the tender document	06 th April, 2018 at 1700 hrs.
(iv) Start date and time for submission of bid	7 th April, 2018 at 1100 hrs.
(v) Last date and time for downloading tender document	26 th April, 2018 at 1100 hrs.
(vi) Last date and time for online submission of bid & submission of EMD & Tender Fee in original	26 th April, 2018 at 1100 hrs.
(vii) Date & time for opening of Technical bid	27 th April, 2018 at 1130 hrs.



(viii) Address for communication

Under Secretary(Admn.II)
Ministry of Agriculture & Farmers
Welfare, Department of Animal
Husbandry, Dairying & Fisheries,
Room No. 532-A, Krishi Bhawan,
New Delhi-110001.
☎ # 011-23070149

4. The interested firms are required to deposit **Demand Draft/Pay Order** of **Rs. 20,000/- (Rupees Twenty Thousand Only)** as **Earnest Money Deposit (EMD)** in favour of **'P&AO(Sectt.I), D/o AHD&F, New Delhi'**, valid for a period of 90 days, super-scribing the envelop **"CAMC of Computers & Peripherals of DADF"**. Offer not accompanied by EMD of the requisite amount or without proper validity will summarily be rejected.
5. The scanned copy of the **demand draft/pay order of Rs. 20,000/- (Rupees Twenty Thousand Only)** as **Earnest Money Deposit (EMD)** must be uploaded with the Bid and original of the same has to be dropped in the Tender Box placed in **Room No. 531, 5th Floor, Krishi Bhawan, New Delhi** latest by the last date of bid submission super-scribing the envelop **"CAMC of Computers & Peripherals of DADF"** i.e. by 11.00 hrs. on 26th April, 2018. The tenders received without the prescribed EMD will not be entertained and summarily rejected. The EMD of unsuccessful tenderers shall be returned after finalization of the contract.
6. The firms who are exempted from submission of EMD shall be dealt as per General Financial Rules, 2017 subject to submission of an undertaking from the firm seeking such exemption. Copies of relevant orders/documents regarding such exemption should be submitted along with the bid.
7. The firms are required to upload copies of the following documents along with their Bids, failing which their Bids shall be summarily/out-rightly rejected and will not be further considered:
- Scanned copy of Earnest Money Deposit (EMD)
 - Scanned copy of Registration Certificate of firm (Sole Proprietorship/Partnership/Public Limited or Limited)
 - Scanned copy of PAN Card and GST Certificate
 - Scanned copy of experience documents of similar contracts in Central Govt. Deptts./Organizations/Public Sector Undertakings
 - Scanned copy of financial status of previous three years i.e. Annual Turnover details (certificate from Chartered Accountant to be attached)
 - Scanned copy of valid Income Tax Returns for the last three years
 - Scanned copy of list of hardware and network engineers on the roll of the firm with qualification and experience.
 - Scanned copy of address of the workshop with telephone number(s) and fax number(s) in Delhi/New Delhi.
 - Scanned copy of signed & stamped tender document (each and every page) as a token of acceptance of terms & conditions of tender notice
8. The bidder shall quote their bids only as per the format enclosed at **Annexure-I, II & III**.
9. Bidders should upload their financial bids in PDF format in the proforma at **Annexure-I**.



10. **General terms and conditions of the tender & resultant contract shall be as under:-**

(a) Tenders from only those firms will be entertained which are registered for the services desired in the tender and have GST No. and PAN No. and supporting documents to establish that the firm have adequate experience in maintenance of Computers & Peripherals.

(b) The tenders should be accompanied with the Earnest Money Deposit of **Rs. 20,000/- (Rupees Twenty Thousand Only)** in the form of Demand Draft/Pay Order from any of the Nationalized/Public Sector Bank drawn in favour of **'P&AO(Sectt-1), D/o AHD&F, New Delhi'**. **Cash and cheque will not be accepted.**

(c) Computers & Peripherals are to be taken over for Comprehensive Service Maintenance on **"as is where is basis"** and could be inspected by the prospective bidders on any working day between 3.00 p.m. to 4.00 p.m. from 19th April, 2018 to 20th April, 2018. The inspection shall be arranged through the Section Officer(Admn.II) of the Department (☎ # 23385116).

(d) **The term Comprehensive Service Maintenance shall include both preventive as well as corrective maintenance of all IT Equipments for all the working days and holidays as and when required as specified in this contract conditions. The maintenance (both preventive as well as corrective) shall cover service for rectification of fault, if any, and replacement/repairs of specified components.** It shall be ensured that genuine certified original parts only are placed and this shall be done after proper inspection of old parts and new parts by a representative of the Department and under overall supervision of Section Officer(Admn.II).

(e) The existing list of Computers, Printers (various kinds,), Multi Function Printers, Laptops, UPSs etc. is enclosed at **Annexure-I**. **The system may undergo minor changes due to shifting of various equipment, additions or deletions at the time of signing of contract or during the continuity of the contract. For any such alterations, intimation shall be given to the contractor and if any new addition is not maintained through warranty clause but through AMC, charges for maintenance shall be payable to the contractor on monthly basis for full month service rendered at the rates agreed upon. Similarly, the deletion shall be intimated to the contractor and charges shall be deducted for the purpose of payment to contractor.**

11. **For the purpose of this onsite CAMC work, following interpretations would be made:-**

(a) **Hardware - This would include the actual components/assemblies/sub-assemblies of the PC i.e. the hard disk, monitor, mouse, keyboard, floppy disk, CD Rom, Zip disk drive, Teflon parts etc.** This would also include the components/assemblies/sub-assemblies of peripherals and other accessories and connectors/cables/cords and any other physical appliances required to run the computers etc.



(b) **Peripherals** – This would include Printers (Laserjet, Deskjet, Color Laserjet, Multi Function), CD Writer, Modem, Speakers and any other unspecified but existing item in the computer system.

(c) **Software** – The software maintenance shall include loading, reformatting to software like windows (7,8,8.1,10), MS Office suite, Language software, internet explorer, Outlook Express, Anti Virus software, any other type of O/S presently installed, data retrieval, device software, system/network configuration and installation of software purchased by the Department of aforementioned category from time to time.

(d) **Service** – This would include cleaning of the computer systems and peripherals, disaster recovery solutions, general antivirus checks and regular maintenance like running diagnostics tests to ensure if all the components are working fine/efficiently. **Back –up solution must be ensured by the firm in case of any fault dealt by engineers of the firm.**

(e) This Department has an Intranet and most of the computer systems are also on LAN.

12. It shall be obligatory on the part of the contractor to carry out repair/maintenance of Computers & Peripherals under his direct supervision during the period of currency and in no case this shall be sub-contracted.

13. FOR REGULAR AND PROPER MAINTENANCE OF THE EQUIPMENTS, THE CONTACTOR WILL DEPUTE TWO QUALIFIED MECHANIC/TECHNICIAN AS RESIDENT ENGINEERS TO THIS DEPARTMENT ON ALL WORKING DAYS THROUGH OUT THE PERIOD OF CONTRACT FROM 9.00 A.M. TO 6.00 P.M. IF REQUIRED, THE SERVICES OF THE RESIDENT ENGINEERS SHALL ALSO BE MADE AVAILABLE ON SATURDAY/SUNDAY/HOLIDAYS WITHOUT MAKING ANY EXTRA PAYMENT. MOREOVER, THE SERVICES OF THE RESIDENT ENGINEERS MAY BE REQUIRED AFTER OFFICE HOURS FOR WHICH NO EXTRA PAYMENT WOULD BE MADE. COMPETENCY OF TECHNICIAN WILL BE VETTED BY DIRECTOR OF NIC. ANY CHANGES OF DEPUTED ENGINEER MUST BE WITH PRIOR INTIMATION IN WRITTEN TO THE UNDER SECRETARY (ADMN. II) OF THE DEPARTMENT 6 DAYS BEFORE WHICH WILL BE APPROVED BY HIM ONLY. IN CASE OF NO OBLIGATION OF ABOVE SAID TERMS AND CONDITIONS, A PENALTY OF RS. 5000/- WILL BE CHARGED AT THE FIRM.

14. The firm shall also be responsible for deployment of necessary staff for regular cleaning of all hardware using suitable cleaning material and equipment. Each equipment under the contract shall be cleaned once in two months on regular basis. A register shall be maintained showing the cleaning of each equipment and shall be produced to the Section Officer(Admn.II) for verification, after the job. The schedule will be fixed immediately after the contract is finalized by this Department.



15. **Two resident engineers would have to be deployed.** They will be responsible for preventive and corrective maintenance of all PCs, peripherals, accessories and all equipments covered under the contract. This should be carried out in each & every equipment at least once in two months. A separate logbook should be maintained to record the preventive maintenance carried out of each & every equipment location-wise in Admn.II Section.
16. The schedule of preventive maintenance shall be as follows:-
- (a) Cleaning of all equipments using dry vacuum air, brush, and soft muslin clothes.
 - (b) Running of test programme(s) to ensure quality print/data reliability.
 - (c) Checking of power supply source for proper grounding and safety of equipment.
 - (d) Ensuring that covers, screws, switches etc. are firmly fastened in respect of each equipment.
 - (e) Scanning of all types of virus and elimination & vaccination of the same.
 - (f) Shifting of equipment within Krishi Bhawan, DMS Premises, West Patel Nagar and at the residences of Senior Officers.
17. Contractor shall obtain users's certificates every month regarding satisfactory working of equipments during the previous month. **Deductions, equivalent to twice the charges of maintenance contract separately for each default, shall be made from the bill in case of any equipment remaining out of order for more than 24 hours.**
18. If in any case, the firm is not able to do the work, the same shall be got done from some other firm or from the open market at the cost of the contractor and the extra expenditure incurred thereon shall be recovered from him. This shall entail the termination of the contract; forfeiture of the performance security and debar for any future contracts from the Department for at least three years.
19. The contractor shall be responsible for payment of wages/settlement of dues with workers engaged by the firm as per prevailing labour/wage laws in force in NCT of Delhi. All matters/ disputes pertaining to the tender and the rest of the contract shall be settled by the Head of Department or officer nominated by him for the purpose. The contract terms are interpretable under applicable Indian Laws.
20. The contractor shall arrange to get the character and antecedents of engineers verified before deployment and their full particulars shall be furnished to the Department of Animal Husbandry, Dairying & Fisheries.
21. **The contractor shall be responsible for handing over all the Computers & Peripherals in working condition along with all the accessories (Including Battery for UPS, Keyboard, Mouse etc.) to the Department at the end of the contract period and the cost of shortcoming, if any, shall be borne by the outgoing contractor.**

Sharm Rakesh

22. The damage caused, if any, either to equipments or to any other property of the Government through negligence or otherwise, shall be at the risk, cost and responsibility of the contractor.
23. No advance payment will be made. The payment shall be made on quarterly basis in respect of the actual number of Computers & Peripherals by the firm, on submission of bills.
24. The contract shall normally be awarded to the lowest evaluated bidder whose bid has been found to be responsive and who is eligible and qualified to perform the contract satisfactorily as per the terms and conditions incorporated in the tender letter. The Department reserves the option to select more than one firm for award of contract for different equipments to ensure uninterrupted servicing/repairing during the currency of the contract.
25. The Department reserves the right to reject or to accept any quotation, whole or in part without assigning any reason thereof. **However, the bidders would have the right to question the bidding conditions, bidding process and/or rejection of its bid.**
26. The Department also reserves the right to renew the contract for such period(s) as it may deem necessary taking into account, of course, the satisfactory services rendered by the contractor during the currency of this contract.
27. **No conditional bids will be accepted** and such bids are liable to be summarily rejected by the competent authority at its discretion. If any of the bidders have objection with regard to the terms and conditions of the tender, the same may be pointed out within 10 days of the issue of tender documents. The quoted rates shall be kept open for acceptance by the Department for 60 days of the tender opening.
28. **The Department reserves the right to terminate the Comprehensive Service Maintenance Contract at any time during the contract period if the services of the contractor are not found satisfactory.** In all matters of dispute relating to the proposed Comprehensive Service Maintenance Contract, the decision of the Department shall be final and binding on the contractor.
29. The successful tenderer shall have to deposit 10% of the bid amount as performance security by means of Fixed Deposit Receipt/Bank Guarantee from a Nationalized/Public Sector Bank which shall be in favour of **'Pay & Accounts Officer(Sectt.I), Department of Animal Husbandry, Dairying & Fisheries, New Delhi'**. The Department reserves the right to forfeit the Performance Security in the event of the firm violating any of the terms and conditions of the contract and not providing satisfactory service. The Performance Security shall remain valid for a period of 60 days beyond the date of completion of all contractual obligations of the firm.
30. The prospective bidders are free to seek any clarification from the Section Officer(Admn.II), Room No. 531, Krishi Bhawan, New Delhi-110001 (☎ # 23385116) with prior appointment on any working day before tender opening.



31. **TECHNICAL TERMS & CONDITIONS:-**

- a. Registration Certification of the firm (Sole Proprietorship/Partnership/Public Limited or Private Limited).
- b. Earnest Money of Rs. 20,000/- (Rupees Twenty Thousand Only) in the form of Demand Draft/Pay Order drawn in favour of 'Pay & Accounts Officer(Sectt-I), Department of Animal Husbandry, Dairying & Fisheries, New Delhi'. **Cash and Cheque will not be accepted.** Quotations received without earnest money shall summarily be rejected without assigning any reason thereof and no tenderer shall have any right to represent against it, even if, his quotations happened to be the lowest. The earnest money shall be forfeited, if the contractor fails to abide by the rules of this tender/terms of CAMC.
- c. Copies of similar Annual Maintenance Contracts received from Government and reputed private organisations.
- d. Financial status for previous three years i.e. Annual Turnover details (certificate from Chartered Accountant to be attached).
- e. The firm should submit valid Income Tax Returns for the last three years.
- f. The firm should be registered with Delhi Sales Tax Department for Works Contract Tax.
- g. The firm should submit the Copies of PAN and GST Numbers.
- h. List of hardware and network engineers on the rolls of the firm with qualification and experience should be given.
- i. The address of the workshop with telephone number(s) and fax number(s) in Delhi/ New Delhi has to be given.
- j. **The firm will submit duly signed and sealed on each and every page of the tender document issued by this Department with their Technical Bid and a general undertaking that all terms and conditions of this Bid Document are acceptable in the format placed at Annexure-III to this document. This needs to be signed by an authorized person of the applying firm.**
- k. **The quotations/bids received without Earnest Money shall be rejected summarily. .**

Note:-

- (i) It is mandatory to submit scanned copies of documentary proof against each of the above 10 points of Technical Terms & Conditions.
- (ii) Unnecessary documents may be avoided/need not to be submitted.
- (iii) The firm which fails to fulfill any of the above terms & conditions will be automatically disqualified for the purpose of tender.

32. **FINANCIAL TERMS & CONDITIONS:-**

- a. The financial bid should contain the rate against each item separately. The systems to be maintained by the contractor include Computers, Printers, Multi Function Printers, Laptops, DVD/CD Writers, UPSs, power leads/connecting cables etc. of

Shambrakal

various makes/models. The rate for each item should be quoted on comprehensive basis inclusive of repairs and replacement of spare parts without extra payment.

- b. Department of Animal Husbandry, Dairying & Fisheries reserves the right to grant this tender as a whole for the entire equipments mentioned at **Annexure-I** to this bid. Decision of this Department would be final in this regard.
- c. The rates quoted should also cover the maintenance of operating system, software installation, installation of patches, pre-emptive actions against spread of virus, detection/removal of virus, configuration of applications (client/server), lotus notes server and client applications, connection of computers to projector for presentation.
- d. The rates should be inclusive of all type of taxes, duties, levies like Service Tax etc.

33. Financial:

- a) The successful tenderer shall have to deposit performance security which will be sum of 10% of the total cost of the annual contract in the form of Fixed Deposit Receipt/Bank Guarantee from a Nationalized/Public Sector Commercial Bank which shall be in favour of **'P&AO(Sectt.I), Department of Animal Husbandry, Dairying & Fisheries, New Delhi'**. The Department reserves the right to forfeit the Performance Security in the event of the firm violating any of the terms and conditions of the contract or not providing satisfactory service. The Performance Security shall remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the firm.

34. Bid Evaluation Criterion:-

- a) All terms & conditions stipulated in the tender document shall be considered for selection of the firm. The bidder quoting lowest rate amongst all technically qualified firms, will only be considered as L-1 firm. The criteria for deciding such an award would be as per the recommendations of the Tender Evaluation Committee and approval of the Competent Authority in the Department, which would depend upon the pattern of quotations/bids received from the tendering firm.

Yours faithfully,



{ Dharm Prakash }

Under Secretary to the Government of India

☎ # 23070149

Copy to:-

1. PSA, NIC, DADF with the request for immediately uploading the tender on the website of the Department.

ANNEXURE-I

PROFORMA FOR FINANCIAL BID

List of Computers, Printers, Multi Function Printers, Laptops, UPSs etc. for maintenance for one year

Description of items	Quantity	Rate Per Unit (Per Year) (RS.)	Total Cost (Per Year) (RS.)
COMPUTERS:			
All-in-One	02 (1 HP, 1 Lenovo)		
AMD Phenom	8		
Core 2 duo	16		
i3	40		
i5	16		
LAPTOPS:			
PRINTERS:			
Laser jet	146		
Desk jet	1		
Color Laser jet	8		
Multi Function Laser jet	17		
Color Multi Function Laser jet	2		
UPS:			
	162		
Grand Total =			

* No. of machines may be increased/decreased during the currency of contract.

Note:-

- (1) No. of items mentioned above are subject to physical verification by vendor.
- (2) **The rate should be inclusive of all type of taxes like service tax etc.**

Signature:.....
 Name:.....
 Designation:.....
 Company:.....
 Address:.....

Sharn Baker

ANNEXURE-II**PROFORMA FOR TECHNICAL BID**

Sl. No.	Particulars	Details to be given by the Bidder
1	Name of the firm and full postal address	
2	Registration No. of the firm (Sole Proprietorship/Partnership/Public Limited or Private Limited)	
3	EMD details (Amount, Name of Bank, Branch, DD No. & Date)	Demand Draft No. _____ Dated _____ for ₹ _____ drawn in favour of _____ _____ on (Name of Bank and Branch) _____ _____
4	Registration No. with Delhi Sales Tax Department for works contract tax	
5	IT return of last three years	2014-15: _____ 2015-16: _____ 2016-17: _____
6	Details of PAN, GST No .	
7	Financial status i.e. Annual Turn Over details (certificate from Chartered Accountant to be attached)	2014-15: ₹ _____ 2015-16: ₹ _____ 2016-17: ₹ _____
9	Particular of Names, Qualification, Experience of the Engineers on roll of the firm (please furnish copies of certificates):	1----- 2-----

Sharmabhai

		3----- 4-----
10	Certified copies of Annual Maintenance Contract received from Government Depts./Organizations and reputed PSUs	

Signature:.....
Name:.....
Designation:.....
Company:.....
Address:.....
.....
.....
.....

Sharm Bahad

ANNEXURE-III

**DECLARATION REGARDING ACCEPTANCE OF TERMS AND CONDITIONS
CONTAINED IN THE E-TENDER DOCUMENT**

To

The Joint Secretary (Admn.),
Department of Animal Husbandry, Dairying & Fisheries,
Ministry of Agriculture & Farmers Welfare,
Room No. 248-C, Krishi Bhawan,
Dr. Rajendra Prasad Road,
New Delhi-110001.

Sir,

I have carefully gone through the Terms & Conditions contained in the E-Tender Document (No. 16016-1/2018-Admn.II dated April, 2017) regarding onsite Comprehensive Annual Maintenance Contract (CAMC) of Computers and Peripherals (like PCs, Printers, Multi Function Printers, Laptops, UPSs etc.) installed in the offices of the Department of Animal Husbandry, Dairying & Fisheries, Ministry of Agriculture, Government of India, located at Krishi Bhawan, DMS premises and at the residences of Senior Officers etc. in Delhi/New Delhi. I declare that all the **Terms & Conditions** of this tender document are acceptable to my Company. I further certify that I am an authorized signatory of my Company and am, therefore, competent to make this declaration.

Yours Very Truly,

Signature:.....
Name:.....
Designation:.....
Company:.....
Address:.....
.....
.....
.....

