



No. D-19014/1/2018-DMEO(Admn)  
NITI Aayog/ नीति आयोग  
विकास अनुवीक्षण और मूल्यांकन कार्यालय  
Development Monitoring and Evaluation Office  
(प्रशासन प्रभाग/ Administration Division)

संसद मार्ग/ Parliament Street,  
नई दिल्ली/ New Delhi the 13<sup>th</sup> February, 2018

### Notice Inviting Quotation

**Subject: Quotation for Annual Maintenance Contract (AMC) for Desktops, Printers, UPS, Photocopy machines, Scanners, Fax machine, Laptops and network nodes etc. in DMEO for a period of one year – regarding.**

Interested firms/ vendors may send their sealed quotations for AMC of Computers, Printers, UPS, Photocopy machines, Scanners, Fax machine, Laptops and network nodes etc of various makes/ models for one year to "The Under Secretary (Admn), DMEO, Room No. 561, NITI Aayog, Sansad Marg, New Delhi" within 21 days from the date of issue of this notice.

2. The quotation/bid will be opened in Room No. 561 on 08.03.2018 at 4.00 PM in presence of authorised representative of the firm(s), if any.
3. The contracting firm shall truly & faithfully carry out the maintenance job for preventive & non-comprehensive maintenance of Computers, Printers, UPS, Photocopy machines, Scanners, Fax machine, Laptops and network nodes etc of DMEO, NITI Aayog.
4. The firm should have minimum three years of similar work experience in handling Government contracts of Computer maintenance of the similar nature and size and also state their annual turnover for the last three years from this type of business.
5. It shall be the responsibility of the firm to hand over back to this section all the equipments under contract in working condition at the end of this contract period.
6. AMC shall be on site non-comprehensive maintenance, which includes preventive as well as corrective maintenance. The non-comprehensive maintenance shall be carried out primarily at site in DMEO, New Delhi on all working days during office hour. In case, the service provider feels that any part/ equipment which is under AMC cannot be repaired at site, they will carry & deliver the same at their own cost and get it repaired at the earliest. The agency shall be required to provide alternate equipment.
7. The agency should ensure that all the machines would be in working condition during the period of AMC. Before participating in the bid interested firms/ vendor may

*As*



check present status of equipment at site i.e., DMEO, NITI Aayog. Tentatively the following are the number of machines in DMEO(Hqrs), NITI Aayog, New Delhi

Sl. No.	Discription of items in DMEO	Quantity approximately	Effective date
1	Desktops	58	From the date contract become effective
2	Laptops	10	
3	Printers incluing MFD	77	
4	Scanners	5	
5	Cordless keyboard and mouse	38	
6	UPS	20	
7	Fax machines	10	
8	Photocopiers MFD	8	

8. Interested firms/ bidders should quote the rate of non-comprehensive AMC of Computers, Printers, UPS, Photocopy machines, Scanners, Fax machines, Laptops and network nodes etc. and submit relevant documents against their quotations, in connection with the items. All documents must be signed. Order(s) would be executed to the L1 bidder.

9. The successful bidder will be required to furnish a "Security Deposit" of Rs. 10,000/- (Rupees ten thousand only) before the commencement of the contract. The security deposit shall be in form of Demand Draft in favour of Pay & Accounts Officer, Planning, New Delhi. The security deposit will be refunded only after the expiry of the contract. The security deposit will be forfeited, if during the period of contract, the services of the firm found unsatisfactory in any respect or if any of the condition of the contract is contravened towards any damage due to negligence on the part of the contractor, besides any action that may have to be taken against the contractor.

10. Payment of the work done and services rendered will be made to the contractor on quarterly basis.

11. The successful firm will be required to do the work for a period of one year i.e., 2018-19 from the date of awarding contract. However, the DMEO, NITI Aayog, reserves the right to accept, reject or cancel as a whole or part of the contract without assigning any reason thereof.

12. The firm will have to make necessary arrangement of one well-mannered, trained, qualified IT/ Hardware resident Service Engineer at DMEO on full time basis who shall have a minimum of 2 years of service experience in hardware and software including networking for a period of 01 year from the date by which contract shall become effective. The service shall be provided on all working days during office hours from 9.00 AM to 5.30 PM excluding holidays (Saturdays/ Sundays/ Gazetted Holidays) but shall include any of these days if needed, the information of which shall be given in advance. No extra payment will be made for the same. In addition, the service engineer should be able to load or reload and attend to other minor problems related to software such as windows, MS Office, Antivirus and internet connectivity etc.

A



13. Notwithstanding anything herein contained, the firm will be liable to adequately compensate DMEO for any loss or damage caused by any negligence/ lapse in duty on the part of the service engineer employed by the firm at DMEO.

14. In case of breakdown of any equipment, the firm will be required to attend to the complaints within 24 hours of complaint being lodged. In case any complaint is not attended to rectify within 48 hours, the firm shall be liable to pay penalty @ Rs 200/- per day. The amount of penalty will be either recovered from the AMC charges/ bills.

15. The bidders who are registered/ approved by any Government department/ organization will be given preference. The bidder should have PAN/ TAN, Service tax registration and registration under other relevant authorities like Department of Trade and Taxes (DVAT) etc. and they should submit duly attested copies of the proof for the same.

16. Consortium bidding to fulfil the eligibility criteria of this tender shall not be allowed at any stage.

17. The bidder will be awarded initially work for one year, which may be further extended based on DMEO's requirement & performance of the firm with written mutual consent of both the parties i.e. DMEO and firm.

18. The firm hereby undertakes to indemnify and agrees to keep the DMEO indemnified and harmless from and against all disputes, claims, fines, penalties, litigations criminal as well as civil that may be initiated against DMEO on account of and/ or arising out of the failure of the firm to adhere to any statutory requirement, or to follow such rules regulations, guidelines or procedures as may be required under any statute or directive.

19. The Preventive maintenance services in case of computers and peripherals is to be provided under AMC fortnightly shall include, Cleaning and Servicing (by using blowers etc.) of Computers, Printers, multi-functionals, scanners and of UPS (with changing of batteries provided by DMEO as and when required) and other peripherals to ensure trouble free working of the Computer Systems. For computers during preventive maintenance or when required, its required to clean off the registries, remove unnecessary programs and take necessary steps to ensure that system runs at its optimal speed, Virus Updates upgrading/ updating after checking/ cleaning the system with anti-virus software. This would be checked by Under Secretary (Admn) or his representative and the decision would be binding to both the parties i.e. DMEO and the firm.

20. In case of computers and peripherals it will include all parts of Computers, printers, Visual Display Units (in complete) and all other parts of TFT/ LED/ LCDs, multifunctional printers, Teflon, gears, fuser assembly etc. of laser printers, hard disc, UPS circuit plates, Scanner scanning head and other devices, which should be covered under Breakdown maintenance. The plastic parts, consumables like cartridges, ribbons, etc. would not be covered under AMC.

21. If any computer crashes on any account Reloading of OS, updating drivers, installing application softwares, recovery of data from the hard disc and bringing back it on LAN would be part of AMC and no extra payment will be paid for the same.





22. In case of crashing of Hard Disc on any account, Hard disc data needs to be recovered completely to the satisfaction of DMEO or its representative. Also the hard disc will have to be changed in case of crashing of hard disc by a new hard disc of equivalent or higher capacity in terms of disc space, equivalent or similar in quality and performance and of same or similar brand which would be checked by DMEO or his representative and decision of DMEO would be final and binding to the firm.

23. Preventive maintenance of LAN system includes, replacing of all worn out or defective connectors, cables, patch cords, and Info outlets. Checking of LAN and ensuring proper connectivity of all the systems connected by LAN. Cleaning of Racks, switches and cable dressing. In case of breakdown of LAN system if it is found that any switch / switches is/ are not working the switch needs to be replaced by the firm by a new switch of equivalent or higher capacity in terms of ports, speed etc., equivalent or similar in quality and performance and of same or similar brand which would be checked by DMEO or his authorized representative. The Connectors, cables, patch cords and info outlets used for replacement should be of reputed brand (like D-Link or similar).

24. No advance payment will be given for the work. No extra payment for transportation, handling and installation etc. would be given.

25. DMEO administration may vary the actual quantity of computers, printers, UPS, accessories, peripherals, LAN nodes, LAN switches or any other items given in this bid document at the time of finalization of contract or during the currency of contract. The successful tenderers will have to accept any such increase or decrease in quantity of items in the contract at their quoted rates or at the rates finalized in the contract only and no request for any variation in prices will be accepted by DMEO administration. The decision of DMEO administration will be final and binding.

26. The prices quoted by the bidders shall be firm and not subject to any variation. The offer of the firms should be all inclusive and no variation will be allowed on his account after the opening of tenders.

27. In the event of non-satisfactory conduct of maintenance service, department shall have the right to terminate the maintenance contract on short notice.



(Prashant Kumar Singh)

Under Secretary to the Govt. of India

All bidders (as per approved list).

Copy to:

1. Members of Local Purchase Committee.
2. Notice board, NITI Aayog.



Quotation for AMC of Desktops, Laptops, Printers, Scanners, Cordless keyboard and mouse, UPS, Fax Machines, Photocopiers etc in DMEO, NITI Aayog, New Delhi

1. Name of the tenderer:
2. Address with telephone and fax no.:
3. Organization last three year details of work of similar nature which have been completed or still running indicating details of services provided:
4. Annual turnover of last financial year:
5. PAN No. (Attach documentary evidence):
6. Service tax/ GSTIN no. (Attach documentary evidence):
7. Other registration details under DVAT etc (Attach documentary evidence):
8. Satisfactory performance report from existing clients from Govt.

#### PRICE QUOTATION

Sl. No.	Description of items in DMEO	Quantity approximately	Effective date	Rate per item per year	Total value
1	Desktops	58	From the date contract become effective		
2	Laptops	10			
3	Printers including MFD	77			
4	Scanners	5			
5	Cordless keyboard and mouse	38			
6	UPS	20			
7	Fax machines	10			
8	Photocopiers MFD	8			
<b>Total price for AMC</b>					

Total price for AMC for one year in words (in Rs)

---

#### Undertaking

I have understood and accept all the clauses and the terms and conditions as laid down in the tender document.

Signature with stamp of the Tenderer