

No.D-19016/5/2007-Gen.I
Government of India
Planning Commission

Yojana Bhavan, Sansad Marg,
New Delhi, Dated 8.12008.

TENDER NOTICE

Planning Commission invites sealed quotations from reputed, experienced and financially sound Firms/Agencies for Comprehensive Annual Maintenance Contract of repair and maintenance of computers , laptops, scanners, modem UPS etc. installed in Yojana Bhavan and at the residences of senior officers of Planning Commission.

2. The sealed quotations with separate Technical and Financial bids filled in the specified proforma and addressed to the Section Officer (GI), Planning Commission, Yojana Bhawan, Sansad Marg, New Delhi should reach latest by 3.00 P.M.on 18.1.2008. The quotation should either be sent by registered post at the above mentioned address or dropped in the Tender Box placed at Reception Area of Yojana Bhawan, New Delhi by the stipulated date and time.

3. Complete Tender Document may either be downloaded from the website of the Planning Commission (www.planningcommission.gov.in) or collected from General I Branch, Room no. 443, Yojana Bhawan, New Delhi on any working day between 3.30 p.m to 4.30 p.m.

4. The technical bid shall be opened at 3.30 p.m. on 18.1.2008 in room no. 344 Yojana Bhawan, Sansad Marg, New Delhi in the presences of such tenderes or their authorized representatives who may wish to be present. The financial bid of only those tenderers whose technical bids have been accepted, will be opened at 3.30 P.M. in room no. 344 Yojana Bhawan on 22.1.2008 in the presence of those tenderers or their authorized representatives who may wish to be present.

(Naval Kishore)
Section Officer (G.I)

GENERAL INSTRUCTIONS FOR TENDERERS

1. Eligibility Criteria

- 1.1 The bidder should be in the business of hardware services at least for the past three years as on date of closing of tender. The agency should have experience of handling AMC's of hardware in Govt. departments/Organization during that period.
- 1.2 The bidder should be presently executing minimum two AMC's in the current year 2007-08 in Govt. Departments /Organization.
- 1.3 The bidder should be registered with the Service Tax Department and carry a valid PAN from the Income Tax Department.
- 1.4 An undertaking (self certificate) that the agency has not been blacklisted/debarred from business by any Central/State Govt. Department/Organization and that there has been no pending litigation with any Govt. Department on account of similar business.
- 1.5 Attested copies of Articles of Association (in case of registered firm), bye laws and certificate of registration (in case of registered co-operative societies), Partnership deed (in case of Partnership firm).
- 1.6 **Documents in support of the above criteria 1.1. to 1.5 should be supplied in the technical bid envelope. Bids not accompanied with the documents as required above will not be considered.**

2. Submission of Bid

- 2.1 Complete Tender Document may either be downloaded from the website of the Planning Commission (www.planningcommission.gov.in) or collected from General I Branch, Room no. 443, Planning Commission, Yojana Bhawan, Sansad Marg, New Delhi on any working day between 3.30 p.m. to 4.30 p.m.
- 2.2 Bidders are advised to study the Bid Document carefully before submitting the bid. Bids not complying with all the given clauses in this tender document are liable to be rejected. Failure to furnish all information required by the tender Document will be at the bidders risk and may result in the rejection of the bid.
- 2.3 The tenders have been invited under **Two Bid System** i.e. "**Technical Bid**" and "**Financial Bid**". The interested agencies are advised to submit three separate sealed envelopes as under :-
Earnest Money Deposit :- One envelope shall be sealed and superscribed "EMD – Tender for CAMC of Computers, Laptops etc. in Planning Commission due on 18.1.2008" and should contain Earnest Money Deposit of Rs. 30,000/= in the form of Demand Draft/Pay Order from a commercial bank drawn in favour of Pay and Accounts Officer, Planning Commission, New Delhi failing which tender shall be rejected summarily. No tender shall be considered without the earnest money deposit. Demand Draft drawn in favour of any officer other than "Pay and Accounts Officer, Planning Commission, New Delhi" will not be accepted and the tender will also be rejected. The earnest money will be refunded without interest only after the finalization of the contract.
Technical Bid : Another envelope shall be sealed and superscribed "Technical Bid for CAMC of Computers, laptops etc., in Planning Commission due on 18.1.2008." The Technical Bid shall be submitted in the proforma as per Annexure "A".

Financial Bid : Third envelope shall be sealed and superscribed “Financial bid for CAMC of Computers, laptops etc., in Planning Commission due on 22.01.2008.” The Financial bid shall be submitted in the proforma as per Annexure ‘B’.

The three sealed envelopes should be addressed to the Section Officer (GI), Planning Commission, Yojana Bhawan, Sansad Marg, New Delhi and kept in an outer envelope which will be sealed and superscribed as “Tender for CAMC of computers, laptops etc. in Planning Commission due on 18.1.2008.

- 2.4 The Outer envelope should be addressed to the Section Officer (GI), Planning Commission, Yojana Bhawan, Sansad Marg, New Delhi and reach latest by 3.00 P.M. on 18.1.2008. The quotation should either be sent by registered post at the above mentioned address or dropped in the Tender Box marked for this tender and placed at Reception Area of Yojana Bhawan, New Delhi by the stipulated date and time. The quotation dropped in any other box shall not be considered.
- 2.5 Any bid received after the prescribed date and time for submission of bids will be summarily rejected and returned unopened to the bidder. Planning Commission shall not be responsible for any postal delay or non-receipt / non-delivery of the documents. No further correspondence on this subject will be entertained.
- 2.6 Correction or over-writing in the tender documents is not permissible. Every sheet of the Tender document and the terms and conditions should be signed and stamped by the authorized signatory of the firm.
- 2.7 The EMD envelope and technical bid shall be opened at 3.30 p.m on 18.1.2008 in room No.344 Yojana Bhawan, Sansad Marg, New Delhi in the presence of such tenderers or their authorized representatives (one per bidder) who may wish to be present. The technical bid of only those bidders shall be opened whose EMD is in order. The financial bid of only those tenderers whose technical bids have been accepted will be opened at 3.30 p.m. on 22.1.2008 in room no. 344, Yojana Bhawan in the presence of those tenderers or their authorized representatives (one per bidder) who may wish to be present.
- 2.8 The competent authority in Planning Commission reserves the right to accept/ reject all or any of the bids, or cancel the tender process at any time prior to award of contract without assigning any reason.
- 2.9 The selected firm will have to deposit a Performance Security equivalent to 10% of contract value either in the form of Bank Guarantee or FDR from a commercial bank hypothecated to Planning Commission which should remain valid for a period of sixty days beyond the date of expiry of the contract period.
- 2.10 In case, the successful bidder shows inability at any stage, after the contract is finalized and awarded, for whatsoever reason(s), to honor the contract, the performance security deposited would be forfeited.
- 2.11 Mere quoting lowest rates will not amount to commitment on the part of Planning Commission for award of contract.
- 2.12 A Bidder may be allowed to withdraw its bid, already submitted, through a written notice to Planning Commission, before the last date of submission of the bids. A bid would not be allowed to be withdrawn subsequent to the deadline for submission of bids. Such withdrawal of a bid for whatsoever reasons may result in forfeiture of the Earnest Money Deposit.

TERMS & CONDITIONS

1. The contract is for Comprehensive Annual Maintenance of computers, Laptops, printers, scanners etc. installed in different rooms at Yojana Bhawan and at the residences of VIPs/Sr.Officers of Planning Commission.
2. The contract will be valid for a period of three years from the date of award of contract. The rates quoted shall remain in force for the full period of the contract. No demand for revision of rates on any account shall be entertained during the contract period. It shall be open to the Planning Commission to review the performance of the contracting firm after completion of each periodic interval of one year.
3. The contract for repair and maintenance of computers, laptops, printers, scanners etc. is comprehensive, i.e., covers all the items like CPU, Memory, Monitor, Speakers, Microphone, Mouse, Key-board etc. No payment on account of any of these items will be made extra.
4. The selected firm should provide three experienced and well-mannered engineers who will be stationed in Planning Commission during working hours on all working days to take immediate care of the complaint(s). The engineers should be equipped with functional Mobile Phones to ensure their availability and for urgent communications.
5. The firm will provide maintenance and repair service on holidays, in case of emergency.
6. Any reported complaint will be taken up by the engineers within two hours the same day. As far as possible, the repairs will be carried out on-site itself. In case any of the computers, laptops, printers, scanners etc. cannot be repaired on-site and is required to be taken to the firm's workshop, stand-by arrangement will be provided by the firm without any extra charge.
7. The firm will provide operating system support, device drivers support, and Networking configuration, configuration of all peripherals and Operating System (including installation, if needed), installation of computer, plasmas, laptops, printers (proper printing from the printer), proper working of the scanners, UPS, modem related problems and supports. In case the computers, laptops, printers, scanners, etc., are transferred to the other sections/rooms/residences of the officers, it is the duty of the firm to re-install/install the system (here system means computers, plasmas, laptops, printers, Scanners, UPS etc.). Planning Commission does not take any guarantee regarding availability of the parts of the system. In such cases proper maintenance of such system is the duty of the firm.
8. The firm will provide genuine parts of computers, laptops, printers, scanners etc. and in case replacement of parts is needed, the parts shall be of the same make. In the event of their non-availability, good quality parts should be used under intimation to this office.
9. It shall be the responsibility of the firm to make all the computers, laptops, printers, scanners, etc work satisfactorily throughout the contract period and also to handover these hardware items to Planning Commission in working condition on the expiry of this contract. In case any damage on any of the items under contract of Planning Commission is found, compensation will have to be provided by the firm.
10. The selected firm will have to deposit a Performance Security equivalent to 10% of contract value either in the form of Bank Guarantee or FDR from a commercial bank hypothecated to Planning Commission which should remain valid for a period of sixty days beyond the date of expiry of the contract period.

11. The contract includes support like installation of M.S. Office software, internet service and other software support (The concerned CDs in all cases will be provided by Planning Commission), LAN support, installation of the printer, loading of device driver for printer, UPS , Scanners, Modem on the computers as per requirements of the users. It may be noted here, this office will neither pay any extra amount for any parts nor provide any other facilities to the firm to maintain the system.
12. The computers, printers, modem, UPS are installed at the residences of the officers of Planning Commission and the firm will attend to the complaints by own arrangement and no traveling cost will be paid by Planning Commission.
13. The selected firm will keep general spare parts for Intel P-IV CPUs, Mother Boards, 40/80 HDD, RAM, HP Lj printers 1000 Series, HP CLj printers, LAN Cards, Pen drives, mouse, Key board, mouse pad, Laptop (PIII) etc. at Yojana Bhawan, so that the repair of the hardware items can be attended to on the date of reporting of the complaint(s) of hardware items.
14. In case any complaint is not attended promptly and within the specified time, the work will be got done from other sources at the contractor's risk and cost. In this regard the decision of the Competent Authority in Planning Commission shall be final and binding on the contractor.
15. Penalty of Rs.100/- per day will be deducted in case any of the items (computers, printers, modems, scanners, UPSs) is not repaired within 24 hours of reporting the fault. It may be intimated here that this office has software for on-line (within Yojana Bhawan) registration for the complaints of the system (here system means all items like computers, laptops, printers, modems, scanners, UPSs etc.).
16. The firm shall carry out periodic check up of all the computers, laptops, printers, scanners, etc. under contract Outer cleaning of all equipments would be done free of cost at least once in a quarter.
17. Planning Commission may at any time terminate/ cancel/ withdraw the contract for some/ all of the items (computers, laptops, printers, scanners, etc.) without assigning any reasons to the firm.
18. Planning Commission will make no advance payment. The payment would be released on quarterly basis after satisfactory completion of each quarter . In case Planning Commission terminates the contract, the payment will be made on pro-rata basis (for full month(s)) only. The selected firm will prefer in triplicate pre-receipted bill for payment.
19. If any dispute(s) arises between Planning Commission and the firm with reference to any provision of the contract, the decision of the competent authority in Planning Commission shall be final and binding on both the parties.
20. The contract shall be effective from the date of formal acceptance of the terms and conditions by the firm and deposit of performance security.
21. The selected firm will also be responsible for data recovery and data security in case of system failure and crashing of HDD of any server/system under their maintenance.
22. The selected firm shall perform the services and carry out its obligations under the contract with due diligence and efficiency, in accordance with professional engineering standards and shall observe sound management, technical and engineering practices. Un-authorized persons other than selected firm's authorized representative(s) will not be allowed to attend the machine.

23. In case violation of any terms and conditions on the part of the firm is noticed and /or the services are found unsatisfactory, performance security can be forfeited at the discretion of the Competent Authority.

(Naval Kishore)
Section Officer (GI)

Terms and Conditions are acceptable

Date :-

(Authorized Signatory)

(Signature of the tenderer with seal in token of acceptance of the terms & conditions)

TECHNICAL BID

1. Name of Tendering Company/Firm/Agency : _____
2. Status of the Firm : _____
(whether Proprietary/Partnership/Company)
3. Name of Proprietor/Partners/Directors _____
4. Full address of Regd.Office _____

Telephone No. _____
Fax No. _____
e-.mail Address _____
5. Full address of Operative Branch _____

Telephone No. _____
Fax No. _____
e-mail address _____
6. Name of Bankers with full address _____

Telephone No. of Banker _____
7. Registration Details
(self attested copies to be enclosed)
 - a. PAN/TIN No. _____
 - b. Service Tax Registration No. _____
 - c. Proof of Income Tax Assessment _____
8. Give details of the work handled by the tendering Company/Firm/Agency. (copies of the contracts to be attached) in the following format.

S. No.	Details of client along with address, telephone and fax numbers	Duration of contract	
		From	To

(a separate sheet may be attached)

9. Details of EMD

(a) DD/Pay Order No. and Date _____

(b) Name of issuing Bank with Branch _____

(c) Amount (Rs.) _____

10. Additional information, if any
(attach separate sheet, if required)

Date : _____

Place : _____

Signature of authorized person
with name & Office Seal

DECLARATION

I _____ Son/Daughter of Shri _____
Proprietor / Partner/ Director of M/s _____ have carefully
read and understood all the terms and conditions of the tender and undertake to abide by them.

2. The information/documents furnished along with the above Tender/ bid are true and
authentic to the best of my knowledge and belief.

3. I/We/am/are well aware of the fact that furnishing of any false Information / fabricated
document would lead to rejection of my tender at any stage besides liabilities towards
prosecution under appropriate law.

Signature

Full Name

Date:

Place:

Seal

“Financial Bid”

Sl. No.	Equipment	Configuration	Quantity	Amount in Rs.
1.	Computers Computer with TFT	P IV / (5) Compaq 64MB/20GB/MM (33)HCL 128MB/20GB/MM P-IV (HCL)64/128/256 MB, 20/40 GB, /CD ROM, MM P-IV (Acer) 1GB MB/80GB HDD/Combo drive/W/L Keyboard & Mouse HP P-IV 128/256MB,40GB, MM HP P-IV/2.8 GHz/512 DDR RAM/40GB HDD/MM Acer Veriton 7600 2.8 GHz256DDRRAM/40GBHDD/MM HP P-IV 2.8 GHz/512 DDR RAM/40GBHDD/52xCD ROM/MM HP- P- IV -do- ----- with 17 “TFT monitor Acer P-IV -do- ----- with 15”TFT monitor HP P-IV -do- ----- do ----- -----	38 12 01 50 25 02 14 09 21 01	
2.	Laptop Computers	1 Acer Travel mate C-100 20 Samsung P 28 Centrino Laptop 01 Samsung Q 25 Centrino Laptop	01 19 01	
3.	CD Writers	Yamaha CRW/Imoega (Ext.)	14	
4.	Scanner	HP Scan jet 6300-C / 6350-C/G-55HP/7450c HP	04	
5.	UPS	ELNOVA 500 VA	20	
6.	Deskjet Printers	HP 710 / 610 / 810 / 840 C/948c	25	
7.	LaserJet Printer	HP-4050 N/4100N/4200/4300	26	
8.	LaserJet Printers	HP-6L Gold/HP – 6L Gold Pro	24	
9.	Dot Matrix Printers	LQ 1050 + DX	04	
10	21 “TFT with TV tuner card 21”TFT 21”TFT	Samsung Samsung HP	01 02 02	
11	All – in-one printers	HP 2210, 3380, Samsung SCX 4016,4016F, 4100	28	
12	HP Lj 1000 Sries Printers	1000, 1005,1015,1020,1022	274	
13	HP CLj printers	One each 5500 (A3 size), 5550(DTN),3700,9050DN,	05	
14	HP CLj printers	2500 (05), 2550L/2600N (04)	09	
15.	HP Officejet printers	9130	06	
16.	HP printer	2420D	05	

\$ Inclusive of two P-II based Server with CTD Drive.

Note : Quantity quoted against each equipment is tentative and may vary upwards or downwards, in that case payment will be made on pro-rata basis .