

No. 36/15/2010-Adm
Government of India
Ministry of Mines

Room No. 338, A-Wing,
Shastri Bhawan, New Delhi-11001
Dated: 30th August, 2009

Tender Enquiry

Subject: Comprehensive Annual Maintenance Contract in respect of Computers and Peripherals in Ministry of Mines, New Delhi.

The Ministry of Mines invites sealed quotations from reputed firms for Comprehensive Maintenance Contract in respect of Computers and Peripherals in Ministry of Mines for a period of one year with effect from the date as will be communicated later on by this Ministry. The number of computers to be covered under CAMC shall vary as per the requirement of the Ministry.

2. The quotation in sealed covers superscribed “**Quotations for Comprehensive Maintenance Contract for Computers and Peripherals**”, addressed to the **Under Secretary (P), Ministry of Mines, Room No. 312, D Wing, Shastri Bhawan, New Delhi-110** along with **Demand Draft for Rs.10,000/-** (refundable without interest) towards Earnest Money drawn in favour of Pay & Accounts Officer, Ministry of Mines, New Delhi, may be submitted on or before **20th September, 2010 (3:00 P.M.)**.

3. The sealed quotations shall be opened at **4.00 PM on 21st September, 2010** in the Office of the Under Secretary (P), Room No. 312, D-Wing, Shastri Bhawan, New Delhi. Representatives of the firm, if they so desire, may remain present at the time of opening of the tender.

4. The AMC shall be on a comprehensive maintenance service basis i.e. no extra charges for any spare parts. During the currency of the contract period, it will be responsibility of the contractor to keep the equipments in perfect working order. Terms and conditions (in detail) are enclosed herewith (Annexure-I).

5. The tenderers are required to prove their technical competence for undertaking the job and also furnish their experience/reputation and goodwill through a certificate from any past customers/Govt. Departments mentioning name/designation/telephone number etc. of the Department/Ministry concerned.

6. The payment towards CAMC charges would be made at the end of each quarter on production of satisfactory reports from the concerned users.

7. The Ministry of Mines reserves the right to select or reject any or all tenders without assigning any reasons whatsoever.

(Pramod Chand)
Under Secretary to the Government of India

To

1. NIC for uploading on the website of the Ministry of Mines.

2. Copy of the tender document forwarded to all Ministries/Departments of Government of India.

ANNXURE-I

TERMS AND CONDITIONS FOR ANNUAL (COMPREHENSIVE) MAINTENANCE CONTRACT OF COMPUTERS AND ACCESSORIES INSTALLED IN THE MINISTRY OF MINES, NEW DELHI

1. Ministry of Mines intends to enter into Comprehensive Annual Maintenance Contract (CAMC) for maintenance of Computers, Printers (various kinds), Scanners and Lap Tops, Server as well as software problems, in Ministry of Mines and at residences of Ministers/entitled officers of the Ministry.
2. The contract shall cover 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 services for rectification of fault, if any, and replacement/repairs of specified components.
3. The existing list of Computers, Printers (various kinds), Scanners and Lap Tops, Server is enclosed at Annexure-II. 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 currency 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 quarterly basis of service rendered at the rates agreed upon. Similarly, the deletion shall also be intimated to the contractor and charges shall be deducted for the purpose of payment to contractor.
4. The software maintenance shall include loading, reformatting to software like WINDOWS (95, 98, 2000, XP, Vista), MS Office 2007, Language Software, Internet Explorer, Outlook Express, Anti Virus Software, any other type of O/S presently installed, data retrieval, device driver software, system/network configuration and installation of software purchased by the Ministry of the aforementioned category from time to time.
5. Removal of virus and patch management shall be a mandatory part of the contract. Contractor will position a competent qualified software engineer who shall be required to update anti-virus scanning software/monitor on a regular interval at least once in a month on preventive maintenance basis and even more frequently, if required on case to case basis.
6. The contractor shall have to depute at least one well qualified engineer having a minimum experience of three years with recognized degree in the field of software and hardware maintenance on full time basis for the service of the system (inclusive of engineer for anti-virus treatment). The service engineer shall be provided with suitable communication system (like cell phone) so that he may be contacted at any time in case of requirement. The service engineer will sign the attendance register at 0900 Hrs. on all working days and be available up to 1800 Hrs. in the evening and beyond, if required.
7. The services of the engineers of the contractor may be required on non-working days or beyond office hours on working days on some occasions to meet emergency situation.

The contractor shall ensure that on such occasions also the personnel are deputed. On some occasions such complaints may be given directly by Ministry of Mines on non-working days/off duty hours or in emergency telephonically. For all such complaints given telephonically, service engineer will have them recorded on the main log book on the first available occasion and attend to them at the earliest and obtain acknowledgement of the user in his counter log book.

8. The deputed/resident engineer should not be changed frequently so as to avoid disruption in services.

9. If the Contractor fails to repair/maintain the system quickly/satisfactory manner, Ministry of Mines reserves the right to cancel the contract forthwith without assigning any reasons and blacklist the firm.

10. The equipment will have to be repaired in house. The hard disk cannot be taken out of the premises in any case. For taking out other equipment, prior permission of Under Secretary (Adm.) will have to be sought and if necessary standby equipment provided. In case of replacement of Hard Disk, the removed disk shall be destroyed physically in the presence of responsible officials of Ministry of Mines.

11. The contractor would carry out preventive maintenance of each machine once in every three months. Failure to do so shall attract penalty as deemed fit.

12. The items that are defective and need to be replaced would be first checked by the Ministry before those are declared as defective. The defective equipment/items will be replaced by the equipment/spares of the same specification/make and, in case these are not available, the equipment with higher specification will have to be installed.

13. The contractor shall keep sufficient quality spare parts which include Intel P-III and IV, Core 2 Duo, CPUs, Mother Boards, Hard Disk of 80- 160 GB capacity, Printers, SCGA Monitors, CD ROM of 52X, Floppy Drive, Windows Key boards, Mouses and other required spares available centrally for ready use.

14. The contractor and his engineer shall be responsible for data recovery and data security in case of system failure and crashing of hard drive/disc of any computer system under the maintenance contract.

15. The engineers will not change the setting of any computer without seeking the prior permission and information of I.T. Cell, Ministry of Mines.

16. The contractor will have to follow all the security instructions applicable from time to time. If the engineers are found guilty of any violation of security norms, they will be liable to be prosecuted under the law.

17. The contract is comprehensive and covers free replacement of all defective parts, except consumables like printer heads, ribbons, cartridges and plastic components.

18. CAMC shall be entered into on annual basis. The payment of AMC shall be made quarterly at the end of every quarter, after obtaining satisfactory performance certificates from the users.

19. Penalty clause will operate for complaints, which are not attended the same day of lodging of the complaint. The contractor will be penalized an amount of Rs. 200/- for each day of unattended complaint for each computer, printer, etc. The contractor will have to provide standby equipment, if he expects the repairs to take more than the specified period. In such case penal clause will not operate provided the original equipment is returned within a period of 7 working days from the date of its breakdown.

20. **Security Deposit:-** The successful firm/contractor, within a period of 10 days, shall furnish a Demand Draft/Pay Order for Rs. 10,000/-, valid till the end of the contract period towards security for smooth performance of the CAMC, failing which formal contract for CAMC will be withheld.

21. **DURATION OF AGREEMENT:** This CAMC shall be valid for a period of one year starting from the forenoon of first day till last day (afternoon) of the contract.

22. The contract may be terminated by either party by giving one month's notice in writing to other party during the currency of the contract.

23. **Qualifying Requirements (QR):**

a) The vendor/contractor/firm shall provide evidence to show that it has bagged at least three similar contracts for maintenance of a Government of India/PSU/Nationalized Bank network during last 3 years.

b) Bio-data of the Service Engineer employed by the firm along with his/her age, experience and qualification should be enclosed with the offer.

c) The firm is to give an undertaking that if it is awarded the contract it will agree to abide by all terms and conditions including the security related instructions applicable in the working area/Ministry of Mines Security Zone.

d) PAN/VAT/Service Tax details must be provided

24. The bid has to be accompanied by an EMD of **Rs.10,000/- (Rupees ten thousand only)** in the form of **Demand Draft** in favour of Pay & Accounts Officer, Ministry of Mines, New Delhi.

25. The computers and peripherals (to be placed under CAMC) may be inspected in presence of Ministry's officials by the qualified tenderers. The nonfunctional and the items required for repair may be pointed out to this office within 15 days of commencement of CAMC.

26. Number of items may increase or decrease as and when items become obsolete/out of warranty and after purchase etc. The payment will be made accordingly for the equipments actually maintained and certified by the users.

ANNEXURE-II

**Details of Computers and Peripherals for Annual Maintenance Contract
(AMC)**

Sl No.	Details Quantity
1.	Computers: P-IV 135 Cor2Duo 10
2.	Laptop (various makes) 5
3.	Printers Laser Jet 115 Color Laser Jet 5 Desk Jet 10 Multi Function 25
4.	Computers under warranty for maintenance of software problem like prevention from virus, etc. 12 (only software support)
5.	Scanners 4
6.	Server (under CAMC) 2

ANNEXURE-III

Sl. No.	Item Rate
1.	Pentium – III Motherboard (For each)
2.	Pentium – IV Motherboard (For each)
3.	Core 2 Duo Motherboard (For each)
4.	512 MB DDR - I RAM (For each)
5.	1 GB DDR - I RAM (For each)
6.	512 MB DDR - II RAM (For each)
7.	1 GB DDR - II RAM (For each)
8.	2 GB DDR - II RAM (For each)
9.	80 GB Hard Disk Drive (For each)
10.	120 GB Hard Disk Drive (For each)
11.	160 GB Hard Disk Drive (For each)
12.	200 GB Hard Disk Drive (For each)
13.	250 GB Hard Disk Drive (For each)
14.	500 GB Hard Disk Drive (For each)
15.	80 GB SATA Hard Disk Drive (For each)
16.	120 GB SATA Hard Disk Drive (For each)
17.	160 GB SATA Hard Disk Drive (For each)
18.	200 GB SATA Hard Disk Drive (For each)
19.	250 GB SATA Hard Disk Drive (For each)
20.	500 GB SATA Hard Disk Drive (For each)
21.	1.44 MB Floppy Disk Drive (For each)
22.	10/100 Mbps LAN Card (For each)
23.	Sound Card (For each)
24.	USB Card (For each)
25.	USB cable (For each)
26.	CD ROM Drive (For each)
27.	CD Writer (For each)
28.	Combo drive (For each)
29.	DVD Writer (For each)
30.	TV Tuner Card Internal (For each)
31.	TV Tuner Card External (For each)
32.	Web Camera (For each)
33.	SMPS (For each)
34.	Keyboard (For each)
35.	Wireless Keyboard (For each)
36.	Mouse (For each)
37.	Wireless Mouse (For each)
38.	15" Color Monitor (For each)
39.	17" Color Monitor (For each)
40.	19" Color Monitor (For each)
41.	15" TFT Screen (For each)
42.	17" TFT Screen (For each)
43.	19" TFT Screen (For each)

44.	21' TFT Screen (For each)
45.	2 GB Pen Drive (For each)
46.	4 GB Pen Drive (For each)
47.	8 GB Pen Drive (For each)
48.	16 GB Pen Drive (For each)
49.	Norton Antivirus 2009 (For each)
50.	Windows XP Professional OS (For each)
51.	Windows Vista Operating System (For each)
52.	MS Office 2007 Professional (For each)
53.	Adapter for Printer (For each)
54.	Adapter (For each)
55.	Card Reader (For each)
56.	Speaker Set (For each)
57.	Data recovery (For each)