OFFICE OF THE REGISTRAR GENERAL, INDIA
(Government of India, Ministry of Home Affairs)
2/A, Man Singh Road, New Delhi – 110 011

Tender Notice No. D- 19016/6/2013-GS; Dated- 19.08.2013

Sealed quotations are invited from intending firms for **Comprehensive Annual Maintenance Contract (AMC) of the existing LAN System** of approx.206 LAN Nods (including all switches, hubs etc.) at four different locations of this office, namely, 2-A, Mansingh Road (approx.75 Nods), Sewa Bhawan, R.K.Puram (approx.50 Nod), West Block-1, R.K.Puram (approx.60 Nods) and D. P. Division, Pushpa Bhawan (approx.21 Nods) for a period of one year or further order whichever is earlier.

Intending firms, having sufficient experience in the maintenance of LAN System and agreeing to the below mentioned terms & conditions, should submit their quotations **(in the attached proforma)** with documents in support of experience, copy of OM of GNCTD for minimum wages, etc. in sealed envelope **alongwith an EMD of Rs.5,000/-** in the form of Demand Draft or Pay Order drawn in any nationalized Bank in favour of "Pay and Accounts Officer (Census), New Delhi." Failure of the selected firm to comply with the requirement/Job Order will lead to forfeiture of the EMD.

The terms & conditions for the proposed Comprehensive AMC are as given below:-

1. Sealed Quotations should reach the undersigned **latest by 3.00 P.M. of 29.08.2013** Quotations received after the specified date/time shall not be entertained.
2. Quotations shall be **opened on the same day at 3.30 P.M.** in presence of the firms or their representatives, if any.
3. AMC will be on comprehensive basis covering all spares. The intending firms are requested to indicate clearly the items/spares covered under comprehensive AMC. The period of comprehensive AMC would be one year or till further order whichever is earlier.
4. The firm finally entrusted with AMC (comprehensive) will be required to deposit **security money** (**Performance security)** of 10% of the AMC value, **rounded up to nearest hundred**, in the form of Bank Draft drawn on any Nationalised Bank in favour of 'Pay & Accounts Office (Census)' payable at 'New Delhi'.
5. On receiving the work award, the firm shall prepare the inventory regarding number of nods and user details, at each of four locations. The payment will be made for the total numbers of nods so determined.
6. The firm, besides providing preventive maintenance / routine checkup once in every month, shall be required to rectify the complaints within 24 hours. In case, any unit remains idle for more than 24 hours due to non-repair or non-replacement of defective parts, the payment on proportionate basis for the said unit for whole month would be deducted from the AMC value.
7. The firm shall depute an experienced/qualified resident service engineer at 2-A, Mansingh Road on all working days during 9.30 A.M. to 6.00 P.M., who should be competent to attend all complaints at different locations and maintain a register prescribed by the office. He should be paid wages by the firm as per Minimum Wages fixed by the GNCTD. In case of absence of the resident engineer, the firm shall provide a substitute of comparable competence under prior intimation to this office. Double the proportionate share of the resident engineer's wages, will be deducted for each day of absence from duty.
8. Payments towards AMC charges shall be released on quarterly basis on production of pre-receipted bills in duplicate along with satisfactory service report from the LAN Administrators of all locations for the said period.
9. A copy of latest Sales tax, Service tax & VAT clearance certificate duly self-attested should be submitted alongwith the quotation.
10. This office reserves the right to reject any or all without assigning any reason therefore.

(Purnendu Kant)
Under Secretary (HQ)

To,

As per List

No. D- 19016/6/2013-GS; Dated- 19.08.2013

Performa for the rates for AMC of LAN System

S.N.	Description of Nods as per location	Total Qty. (approx.)	Unit Rate (Rs.) (Per annum)	Total amount (Rs.) (Per annum)	Taxes if any	Total amount including taxes. (Per annum)
1.	2-A, Mansingh Road (approx.75 nods)	206				
2.	Sewa Bhawan (approx.50 nods)					
3.	West Block – I, R.K. Puram (approx.60 nods)					
4.	Pushpa Bhawan, Saket (approx.21 nods)					
5.	Resident Engineer (one No.)	1 (one)				
					Grand Total (in figure)	
Total amount in words						

(Signature of the Firm's representative)

Name of the Firm_____

Seal of the Firm_____

E.Mail I.D._____

Telephone No._____

Fax No._____