सत्यमेव जयते

भारत सरकार/Government of India
गृह मंत्रालय/Ministry of Home Affairs
भारत के महारजिस्ट्रार का कार्यालय
Office of the Registrar General, India
२-अ, मानसिंह रोड, नई दिल्ली – 110011
2-A, Man Singh Road, New Delhi-110011

2011

Tender Notice No. D-19012/09/2014-GS **Dated: 05.09.2014**

Sealed quotations are invited from intending firms for **Comprehensive Annual Maintenance Contract (AMC) of the existing LAN System** of approx.250 LAN Nods (including all switches, hubs and other related hardware at four different locations of this office, namely, 2-A, Mansingh Road (approx.100 Nods), Sewa Bhawan, R.K.Puram (approx.40 Nod), West Block-1, R.K.Puram (approx.80 Nods) and D. P. Division, Pushpa Bhawan (approx.30 Nods) for a period of one year or further order whichever is earlier.

2. Intending firms, having sufficient experience in providing AMC and agreeing to the below mentioned terms & conditions, should submit their quotations **(as per Annexure A)** with documents in support of experience, copy of OM of GNCTD for minimum wages, etc. in sealed envelope **alongwith an EMD of Rs. 20,000/-** 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.

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

a) Sealed Quotations should reach the undersigned **latest by 3.00 P.M. of 15.09.2014** Quotations received after the specified date/time shall not be entertained.

b) Quotations shall be **opened on the same day at 3.30 P.M.** in presence of the firms or their representatives, if any.

c) 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.

d) 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/ Bank guarantee drawn on any Nationalised Bank in favour of 'Pay & Accounts Office (Census)' payable at 'New Delhi'.

e) 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.

f) 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.

g) 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.

h) 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.

i) The firm should provide a certificate that it has not been blacklisted by any Central/ State Govt. Department

j) The firm should be in existence for over **3 years** in the trade with Annual Maintenance Contracts worth more than **Rs. 50 Lakhs** during the last 2 years ending 31st August, 2014 in any Govt. Organization.

k) Audited balance sheet for last three years showing that the bidder has a minimum per annum turnover of at least **Rs. 75 Lakh.**

l) **List of Engineers with Resumes** deployed under the contract must have Graduate in computer science or 3 Years Computer Hardware Diploma or BCA/B.Sc (IT)/M.Sc (CS) with or MCSE, MCP, MCITP, and CCNA Certified.

m) List of customer along with copies of order of AMC executed within last 3 years.

n) The address of the workshop with telephone and fax numbers at New Delhi.

o) The firm must be registered with the Registrar of companies and with the Delhi Sales Tax Department for Works Contract Tax and should have valid ESI and PF registration.

p) Income tax clearance certificate for the last two years must be attached.

q) The company should produce the self-attested photocopies of documents related to allocation of Registration Number, PAN number, service tax number.

4. The other terms and conditions for awarding the AMC shall be as under:

i) The initial period of contract will be for one year from the date of award of contract. The rates quoted will remain in force for the full period of contract even though, if the minimum wages is revised by the GNCT of Delhi during the contract period, the resident engineers would have to be paid accordingly.

ii) No demand for revision of rate on any ground shall be entertained during the contract period. The AMC can be extended, if so desired by the Competent Authority, based on the performance of the service provider.

iii) The service engineers would take up any reported fault within one hour. As far as possible, the repairs would be carried out on-site itself. However, in case the equipment is taken to the workshop, the firm would provide a stand-by for the same.

iv) The Service engineers deputed would need to be attended the complaints within 2 hours failing which appropriate penalty as determined by the Competent Authority in the Office would be levied. A call sheet duly signed by the user should be submitted to the General Section after successfully attending the call.

v) Immediately on award of the contract, the contractor would give a report taking over all equipment (giving their configuration in working condition also). It shall be the responsibility of the firm/company to make all the computers and peripherals work satisfactorily throughout the contract period.

vi) This office reserves the right to reject any or all without assigning any reason therefore.

(G.C. Joshi)
Deputy Director (HQ)

To,

As per List

Annexure A

Performa for the rates for AMC of LAN System

S.N.	Item	Qty	Unit Rate (Rs.) (Per annum)	Total amount (Rs.) (Per annum)	Taxes if any	Total amount including taxes. (Per annum)
1.	Total Nos of Nodes (approx.)	250				
2.	Salary of Resident Engineer (one No.)	1 (one)				

(Signature of the Firm's representative)

Name of the Firm_____

Seal of the Firm_____

E.Mail I.D._____

Telephone No._____

Fax No._____