

LIMITED TENDER NOTICE

Sub: On-Site Comprehensive Annual Maintenance Contract (C-AMC) of Computer and Peripherals with Resident Service Engineer.

EdCIL (India) Limited, a Government of India Enterprise Under the Ministry of Human Resource Development, invites sealed quotations for C-AMC of Computer and Peripherals with Resident Service Engineer at Project Office of EdCIL (India) Limited, Plot No. 18A, Sector 16A, Noida, UP 201301. The equipment to be covered under C-AMC is summarized at 'Annexure-II'. The technical eligibility conditions, and financial terms are given below:

1 TECHNICAL ELIGIBILITY CONDITIONS:

- 1.1 The bidder should be authorized service partner to execute maintenance of at least any one of the companies like HP/Lenovo/ACER, etc. The bidder must submit an authorization letter from OEM for submission of bids against our tender enquiry, failing which the bid will be rejected.
- 1.2 The bidder should be a private limited, proprietary, partnership firm registered with Registrar of Companies having at least one of its service center located in Delhi- NCR. The bidder must submit a copy of the Registration Certificate and Proof of the Service Centre, failing which the bid will be rejected.
- 1.3 The bidder should have executed satisfactorily minimum one Annual Maintenance Contract of more than 200 Computers of any Govt. Dept/PSU for last three years as on 31.03.2022. The copy of work orders should be submitted, completion Certificates stating that the bidder rendered satisfactory AMC services to client should be submitted, failing which the bid will be rejected.
- 1.4 The bidder should have average turnover of not less than Rs.30.00 lakhs per annum for the last 3 years as on 31.03.2021. The proof of Turnover, chartered accountant attested audited profit & Loss Account and balance Sheets for last 3 years should be submitted, failing which the bid will be rejected.
- 1.5 The bidder should be in existence for over 3 years in the trade with Income from Annual Maintenance Contracts worth more than Rs.10 Lakhs per annum during the last 3 years ending 31st March, 2022. The copy of relevant job orders, completion certificate and valid servicing certificate should be submitted, failing which the bid will be rejected.
- 1.6 The bidder should be an ISO 9001:2008 & ISO/IEC 20000-1: 2011/or the latest ISO REVISION certified for servicing, failing which the bid will be rejected.
- 1.7 The bidder should submit self-attested copies of documents related to valid Registration Number for GST, Sales Tax, Service Tax, PAN and latest income tax clearance certificate for F.Y. 21-22 duly certified by CA, failing which the bid will be rejected.

- 1.8 The bidder should neither have been debarred and/or black listed by any Central/State Govt. Department not should have any litigation enquiry pending and/or initiated by any of those deptt or court of law. The bidder should furnish an undertaking duly attested by notary in a non-judicial stamp paper of value Rs. 100/-), failing which the bid will be rejected.
- 1.9 The bidder should have minimum 05 Service Engineers having qualification of MCA/B.Tech (IT/Electronics/Computer Science) on their payroll. A self-attested certificate along with copy of CV of these employees duly signed by the authorized official of the bidder firm should be submitted, failing which the bid will be rejected. The Resident Engineer under the contract must have qualified as MCA/B.Tech (IT/Electronics/Computer Science) with 2 years of experience in maintenance of Hardware & Software along with MCSE and CCNA Certification. A Copy of self-attested Bio-data of Resident Service Engineer and Experience Certificate should be submitted, failing which the bid will be rejected.
- 1.10 The bidder may inspect the equipment mentioned in the Annexure – II.

Note: Please note that the bidder must enclose all the above required Documents to be technically eligible. In case any document is not enclosed it will be presumed that bidder does not meet eligible criteria. No further correspondence will be made in this regard with the bidder.

2 FINANCIAL TERMS & CONDITIONS

- 2.1 The financial bid should contain the total cost as per 'Annexure-III.
- 2.2 The rates should be mentioned in figures as well as in words exclusive of taxes. All applicable taxes (if any) should be indicated separately. In case, nothing is mentioned, it will be presumed that no tax is charged / applicable for vendor.
- 2.3 The firms agreeing to all terms and conditions as mentioned in Limited Tender only should apply in the requisite proforma as per 'Annexure-III' in sealed cover accompanied by EMD.

3 EARNEST MONEY DEPOSIT (EMD)

- 3.1 The bidder(s) should furnish Earnest Money Deposit (EMD) of 10,000/- by way of Demand Draft (DD)/Banker's Cheque drawn on any Scheduled Bank favoring 'EdCIL (India) Limited' payable at 'NOIDA'. The tender bids received without EMD or submission of EMD in any other form mentioned above is liable to be rejected (to be read along with Clause 3.2).
- 3.2 The firms registered as MSMEs with National Small Industries Corporation (NSIC) or with similar statutory government bodies as per norms are exempted from depositing EMD. However, they have to enclose valid registration certificate(s) otherwise the bids are liable to be rejected.
- 3.3 The EMD will returned to all bidders except successful bidder after issue of CAMC order. The successful bidder should be required to deposit Performance Bank Guarantee equivalent to 3 % of Contract value to EdCIL within 15 Days from the date of receipt of Work Order. The Performance Bank Guarantee to be valid for a period of 90 days beyond the date of completion of Contract Period. This Performance Bank Guarantee should be

retained throughout the currency of the contract and should be extended by the bidder from time to time, as required by EdCIL.

- 3.4 No interest will be payable by EdCIL on the EMD/Performance Security deposited.
- 3.5 The amount remitted towards EMD is liable to be forfeited if the bidder withdraws the offer or not interested to undertake/execute the work after submission of the tender or after the acceptance of offer by EdCIL or fails to sign the contract or to remit the security deposit.
- 3.6 If the successful tenderer fails to furnish performance bank guarantee of 3% of total annual contract value, the EMD shall be liable to be forfeited by EdCIL and EdCIL will have the choice to award the contract to the second lowest bidder

4 SUBMISSION OF QUOTATION

- 4.1 The tender document should be submitted in two separate sealed envelopes super scribing 'TECHNICAL BID FOR ON-SITE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF COMPUTER AND PERIPHERALS WITH RESIDENT SERVICE ENGINEER" as per 'ANNEXURE-I' and "FINANCIAL/PRICE BID as per 'ANNEXURE-III'. These envelopes should then be kept in another sealed (outer) envelope super scribing 'ON-SITE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF COMPUTER AND PERIPHERALS WITH RESIDENT SERVICE ENGINEER', addressed to **CGM (DES), EdCIL (India) Limited, Plot No. 18A, Sector 16A, Film City, Noida (U.P.) – 201301** with the Name, Address & Phone No. of the Bidder on it and sent to the addressee so as to reach on or before the prescribed date and time.
- 4.2 The sealed quotations, completed in all respects, should be sent to address mentioned above latest by **12 August 2022, by 1500hr**. The quotations received afterwards will be rejected.
- 4.3 EdCIL shall not be responsible for non-receipt/non-delivery of the tender documents due to any reasons whatsoever. Tenders received after due date or in unsealed condition will not be taken into consideration under any circumstances.
- 4.4 Each page of the bids shall be numbered. It must bear the signature and seal of the tenderer at the bottom. All offers shall be either type written or written neatly in indelible ink. Any correction should be properly authenticated.

5 OTHER TERMS AND CONDITIONS:

- 5.1 The company has to provide for repairs/ replacement of defective parts of various machines (with OEM make only) within the maintenance charge including Plastic Parts, Printer belt, Teflon Paper of Printer, Socket of Printer, Logic card, Lamp of Scanner, Printer Band, Printer head, Tray, Daisy Wheels, Printer roller, Tray & door, Transparency film, Magnetic media, Plastic covers, Knobs, Tractor rods, Hard disk, Fuser Assembly, Printer Knobs, Online buttons, Gears, CPU along with Mother Board, FDD, HDD, RAM, DVD, SMPS, Monitor Panel, Logic Card, Prism/Lamp, VGA Cable (Computer, Printer, Power) Keyboard, CPU, Camera, Bluetooth, Wi-Fi etc. whichever applicable. Also replacement of defective parts at short notice irrespective of any cost should be done. This is a comprehensive maintenance contract excluding

consumables such as floppies, CDs/DVDs, Printer Ribbons, Toner, Ink Cartridge, Batteries, etc.

The vendor will be required to maintain all the equipment's (PCs, Servers, Laptops, Printers, Scanner, Switches, Router, etc. In good working order and will be required to perform preventive maintenance of these equipment's every month.

- 5.2 Repairs of the equipment against the complaint lodged will be attended on-site immediately in case of minor faults (within three hours).
- 5.3 The major faults shall be resolved within 24 working hours by replacement of faulty equipment with available spares or by providing similar standby equipment to user. If any delay in service a penalty of 2% of contract value per week with a maximum of 10% of contract value plus GST will be deducted from the bill.
- 5.4 The vendor awarded the contract for CAMC, will have to provide maintenance service from 9.30 a.m. to 6.00 p.m. (Monday to Friday) to keep the machines in good working order. .. required, the vendor shall give support beyond the office hours i.e. beyond 9.30 a.m. to 6.00 p.m. without any additional cost to EdCIL. The service consists of preventive and corrective maintenance of computers, peripherals and functioning of all the systems associated and other equipment's by carrying out of the necessary repairs, replacement and fitting of such parts.
- 5.5 The Computer Peripherals (Printers, Switches etc. are normally required to be repaired in EdCIL only. In case of exceptional cases when the Computer Peripherals cannot be repaired in the office premises and required to be taken to the workshop/service centers for repairs, EdCIL will not make any extra payment.
- 5.6 The C-AMC provider should use only original/genuine spare parts of OEM (HP, Acer, Lenovo etc) during repairs and replacement of spare parts, components, sub-assemblies and assemblies.
- 5.7 **The C-AMC contract would be initially for a period of one year from the date of commencement of contract and further extension may be considered on satisfactory services on year to year basis for a maximum of two years with mutual consent in writing on same terms and conditions.**
- 5.8 The job demand very high standards and C-AMC work done in slipshod and unprofessional manner shall be liable for termination/cancellation of contract.
- 5.9 The bidder should not be blacklisted by any Government Department and Public Sector Units, Central Vigilance Commission.
- 5.10 The tender bids/quotations shall remain open for acceptance for 120 days. No revision/modifications in the rates quoted will be allowed during the period.
- 5.11 EdCIL is not bound to accept the lowest Tender and reserves the right to accept or reject any quotation/ tender in whole or in parts without assigning any reason thereof and also for termination of contract without notice if C-AMC services are found to be unsatisfactory.

- 5.12 If at any stage, it is found that the parts supplied by the maintaining agency are duplicate or of inferior quality, the AMC may be summarily terminated and the Bank Guarantee may be revoked and EdCIL may take any other suitable action.
- 5.13 In the evaluation and comparison of Bids, EdCIL reserves the right to reject any or all tenders.
- 5.14 EdCIL reserves the right to increase/Decrease the quantity of items as mentioned in this tender document at the time of award of work or at a later stage, In case of decrease of the quantity the CAMC charges will be deducted accordingly.
- 5.15 No Travel expense will be borne by EdCIL.
- 5.16 In case, replacement of part become necessary, the part of the same make and at least the same configuration as in the original hardware shall be used. A document containing details of all such replacement is to be maintained separately.
- 5.17 **In case the repair of equipment takes more than 24 hours standby equipment should be made available to the user concerned else the bidder shall be liable to pay penalty of 2% of the total contract value. If the repair of equipment takes more than one week then for each additional week thereafter the bidder shall be liable to pay penalty of additional 2% of the total contract value up to maximum of 10% of the total contract value plus GST.**
- 5.18 **Penalty for absence of Engineers @ Rs. 500/- Per day will be deducted from the bill submitted by the vendor**

6 PAYMENT TERMS:

- 6.1 The payment to successful bidder will be made in return of satisfactory C-AMC services of equipment on pro-rata basis after completion of each quarter.
- 6.2 All payments shall be made only through RTGS/NEFT/Bank Transfer.

The bidders are requested to read carefully and understand the terms and conditions of the maintenance contract in the foregoing paragraphs before submitting their quotations. No violations of the aforesaid terms and conditions shall be permitted once EdCIL accepts your quotations. In case of any doubt, clarification may be sought through consultation. All pages of the tender document should be signed by the authorized signatory of the company confirming that bidder is abiding to all the terms and conditions.

Yours faithfully,



(Pawan Kumar Sharma)
CGM(DES)

TECHNICAL BID FOR ON-SITE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF COMPUTER AND PERIPHERALS WITH RESIDENT SERVICE ENGINEER FOR EDCIL CORPORATE OFFICE, NOIDA

Name of the Firm/Agency :

S. No.	Particulars	Information/Remarks	Encl Page No.
1	Name of Bidder (Private Limited, Proprietary, Partnership Company) (Enclose Registration Certificate with Authority)	Yes/No (Enclose Copy of Registration)	
2	Full Address of Bidders' Registered / Branch Office at New Delhi Telephone: Fax: Email: Cell:	Address:	
3	EMD of Rs.10,000/- by way of Demand Draft (DD)/Banker's Cheque drawn on any Scheduled Bank favoring 'EdCIL (India) Limited' payable at 'New Delhi' OR Registration certificate (s) of the firms registered with competent government bodies/agencies viz., NSIC, MSME for exemption from depositing EMD to be enclosed with Technical Bid.	DD. No: Date: Bank: Place: Agency: Reg. No: Yes/No (Enclose Copy)	
4	Authorization Letter from any One OEM(HP, Lenovo, Acer) for Submission of Bids against EdCIL's Tender Enquiry	Yes/No (Enclose Original)	
5	Proof & Particulars of Service Centre(s) in Delhi- NCR	Yes/No (Enclose Copy)	
6	Proof of Work Order w. r. t. C-AMC from Government Departments, Ministries and Public Sector Units	Yes/No (Enclose Copy)	
7	Proof for Job Order w. r. t. C-AMC Services of 200 computers during last 3 Financial Years	Yes/No (Enclose Copy)	
8	Proof of average turnover of not less than Rs.30 lakhs per annum for the last 3 years as on 31.03.2021	Yes/No (Enclose Copy)	
9	Proof of income from C-AMC worth more than Rs10 Lakhs per annum during the last 3 years ending 31 st March, 2022.	Yes/No (Enclose Copy)	
10	Permanent Account Number (PAN)	No: (Enclose Copy)	
11	GST registration	No: (Enclose Copy)	
CERTIFICATE			
It is certified that the firm M/s..... has not been blacklisted by any Govt: Organization/ DGS&D/ NCCF/ Kendriya Bhandar/ PSUs during last three years.			

I/We have been carefully read and fully understood Notice Inviting Quotation and conform to undertake the job of AMC as per terms and conditions enumerated therein.

Signature & Seal of the Original Equipment Manufacturer or Bidder

Date:2022

Place:

Sl. No.	Items	Specification	Make/Model	Qty.	Year of Purchase
1.	Servers	Xeon Processor 2.40GHz (2 Processor),8GB RAM,500GB HDD with RAID 5.	IBM / X3650 M3	02	2011-12
		Xeon Processor E-214G @3.20GHz, 16GB RAM,1TB HDD	Lenovo ST50 (Think System)	01	2019-2020
2.	Computer Desktop	Duel Core/2GB RAM/160GB HDD/DVD_+RW/15" TFT-Monitor/KBD/Mouse	HP DX 2280	02	2007-08
		Core 2 Deo/2GB RAM/160GB HDD/DVD_+RW/15" TFT/CRT-Monitor/KBD/Mouse	Lenovo Think Center	02	2007-08
		Core 2 Deo/2GB RAM/160GB HDD/DVD_+RW/18.5" TFT-Monitor/KBD/Mouse	Acer	01	2009-10
		Core 2 Deo/2GB RAM/160GB HDD/DVD_+RW/15" TFT/CRT-Monitor/KBD/Mouse	HP DX 2080 MT	01	2007-08
		Core I3/4GB RAM/320GB HDD/DVD_+RW/18.5" TFT- Monitor /KBD/Mouse	Acer	05	2010-11
		Core I5/3GB RAM/500 GB HDD/DVD_+RW/18.5" TFT- Monitor /KBD/Mouse	Acer	25	2011-12
		Core –I5, 4 GB RAM, 1TB HDD, KBD/Mouse , TFT	ACER H110	04	2017-2018
		Core – I5, TFT, 1 TB , 4 GB RAM ,KBD/Mouse	ACER H110	01	2018-19
		Core 2 Deo/2GB RAM/320GB HDD/DVD_+RW/18.5" TFT-Monitor/KBD/Mouse	HP Elite	02	2010-11
		Core i5, 4 GB RAM, 1 TB, TFT, KBD/ Mouse	Lenovo M10A6	01	2015
		Core I5, 4 GB RAM, 1 TB HDD, TFT, KBD/Mouse	Dell Vostro 3470	04	2018-19
		Core i7- 4 GB, 1 TB, TFT, KBD/Mouse	Dell Vostro 3268	01	2018-19
		Core i5, 8 GB 1 TB 21" FHD	Lenovo V 310 Z (AIO)	02	
		Core i5, 1 TB, 8 GB RAM, 23.8 " FHD, KBD/Mouse	HP AIO 24-Q252IN	01	2017-18
		Core i5, 1 TB HDD, 8 GB RAM, TFT, KBD/ Mouse	HP Desktop Pro	04	2018-19
		Core i5, 16 Gb, 1 TB, 21" FHD KBD/Mouse	HP 200G3 (AIO)	02	
		Core i5, 8 GB RAM, 1 TB, KBD/Mouse, TFT	HP Desktop 280 G4	02	

		Core I7 16 Gb RAM, 4 GB Graphic, 1 TB HDD, 22" TFT, 4 GB NVIDIA Graphic card	HP Workstation Z240	01	2018-19
		Core i7, 8 GB RAM, 2 gb Integrated Graphic, 1 TB, TFT, KBD , Mouse	HP Desktop 280 G3	01	2018-19
3.	Laptop	DELL Latitude 3470,	Dell	02	20116-17
		HP 15-AC123TX	HP	02	
		Lenovo G570	Lenovo	01	2012-13
		Lenovo B40-80	B40-80	01	2012-13
4	Printers	HP Laserjet1020+	HP	02	
		HP Laserjet 1022	HP	07	2007-08
		HP Laserjet 1160 /1606DN	HP	01	
		HP Laserjet MFP 3055	HP	01	2007-08
		HP Laserjet P2015dn	HP	01	2007-08
		HP Laserjet P1007/P1008	HP	03	2009-10
		HP Laserjet 1606 DN	HP	02	
		HP LaserJet Pro M1213NF	HP	01	2010-11
		HP LaserJet MFP M128fn	HP	02	
		HP LaserJet 202nd	HP	01	
		Samsung SCX 3710nd	Samsung	08	2011-12
		Samsung SCX 4833FD	Samsung	01	2011-12
		HP Laserjet M1005	HP	02	2016-17
		HP Colour Laserjet 252dw	HP	01	2016-17
		HP LaserJet MFP M132nw	HP	01	2016-17
		HP Laser Jet M177fw	HP	03	2016-17
		HP LaserJet M1218nfw	HP	02	2015-16
		HP LaserJet MFP 226dw	HP	01	2016-17
		HP Laser Jet MFP 132 SNW	HP	02	
		Canon Image Class MF 633 CDW	Canon	01	2017-18
		Brother MFC L2701 DW	Brother	01	
		HP LaserJet M 463nd	HP	01	2018-19
		HP LaserJet MFP 227 SDN/fdw	HP	03	
		HP LaserJet MFP M128fw	HP	01	2018-19
		HP Laser Jet 126 NW	HP	01	
		HP Office Jet Pro 8710	HP	01	2018-19
		HP DeskJet F4288	HP	01	2009-10
		Canon LaserJet (LBP2900B)	Canon	01	
5	Scanner	ScanJet N9120	HP	01	
6.	Switch	D-Link Layer 2 (Manageable)	D-Link	07	
7.	Residence Engineer			01	

**FINANCIAL/PRICE BID FOR ON-SITE COMPREHENSIVE ANNUAL MAINTENANCE
CONTRACT OF COMPUTER AND PERIPHERALS WITH RESIDENT SERVICE
ENGINEER FOR EDCIL CORPORATE OFFICE**

NAME OF BIDDER:

Sl. No.	Name of item	Make	Qty.	Unit Cost (Rs.)	Total Cost (Rs.)	Tax in (%)	Tax Amount (Rs.)	Total Cost (Rs.) Including Taxes)
1.	Desktop/ workstation/ All- In-One with Keyboard & mouse	Acer Veriton (Core 2 Duos)	01					
		Acer Veriton (I-3 Processor)	05					
		Acer Veriton (I-5 Processor)	25					
		ACER H110 (i5- Processor)	04					
		ACER h110 (I3- Processor)	01					
		Lenovo Think Center	02					
		HP Compaq DX 2080MT	01					
		HP Compaq DX 2280 MT	02					
		HP Elite	02					
		Lenovo M10A6	01					
		Dell Vostro 3470	04					
		Dell Vostro 3268	01					
		Lenovo V 310 Z (AIO)	02					
		HP AIO 24-Q252IN	01					
		HP Desktop Pro	04					
		HP 200G3 (AIO)	02					
		HP Desktop 280 G4	02					
HP Workstation Z240	01							
HP Desktop 280 G3	01							

2.	Printers	HP Laserjet1020+	02					
		HP Laserjet 1022	07					
		HP Laserjet 1160	01					
		HP Laserjet MFP 3055	01					
		HP Laserjet P2015dn	01					
		HP Laserjet P1007/P1008	03					
		HP Laserjet 1606 DN	02					
		HP LaserJet Pro M1213NF	01					
		HP LaserJet MFP M128fn	02					
		Samsung SCX-4521fn	01					
		Samsung SCX 3710nd	08					
		Samsung SCX 4833FD	01					
		HP Laserjet M1005	02					
		HP Laserjet 252dw	01					
		HP LaserJet MFP M132nw	01					
		HP Laser Jet M177fw	03					
		HP LaserJet M1218nfw	02					
		HP LaserJet MFP 226dw	01					
		HP Laser Jet MFP 132SNW	02					
		Canon Image Class MF 633 CDW	01					
		Brother MFC L2701 DW	01					
		HP Laserjet M 463nd	01					
		Hp Laserjet MFP 227 SDN/fdw	02					
		HP LaserJet MFP M128fw	01					
		HP Laser Jet 126 NW	01					
		HP Office Jet Pro 8710	01					

		HP Deskjet F4288	01				
		Canon Laserjet printer (LBP2900B)	01				
3.	Laptops	DELL Latitude 3470,	02				
		HP 15-AC123TX	02				
		Lenovo G570	01				
		Lenovo B40-80	01				
4.	Switches	D-Link (Layer 2)	07				
5.	Server	IBM	02				
6	Workstation	Lenovo Xeon Workstation ST50 Think System	01				
7	Scanner	HP (N 9120)	01				
8	Resident Service Engineer		01				
	Grand Total		01				

Grand Total Amount (in words) _____

Note:

- (i) **The Bidder should quote for all the items and quantity mentioned above, failing which the bid will be rejected.**
- (ii) **They lowest Bid will be decided based on the total lowest cost for the package.(all items and quantities)**
- (iii) *The price bid should be submitted in separate sealed envelope as per Clause '4' of Limited Tender otherwise the bid will summarily be rejected.*
- (iv) *The price quoted should be mentioned in figures as well as in words exclusive of taxes.*
- (v) *All applicable rates of taxes (if any) should be indicated separately at S. No 9 above. In case, nothing is mentioned, it will be presumed that no tax is charged / applicable for bidder.*

Signature of the
Bidder With Stamp & Seal

Date: 2022

Place: New Delhi

