

**No. 55014/10/2010-IT**  
Government of India  
Ministry of Chemicals & Fertilizers  
Department of Pharmaceuticals  
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Shastri Bhawan, New Delhi,  
Dated: 26<sup>th</sup> July, 2010

To

(As per List)

**Subject:** - Comprehensive Annual Maintenance Contract for Servers, Computers, Printers, Laptops, UPS, Scanners, etc. in the Department of Pharmaceuticals-Inviting quotations.

Sir,

Sealed quotations are invited from registered Pvt. Ltd. firms/and other registered firms having 5 years experience in the trade for comprehensive maintenance contract for Server, Computers, printers, Laptops, UPS, Laptops & Scanners etc. in the Department of Pharmaceuticals for one year. The terms and conditions of the contract may be seen at Annexure-I. Sealed Quotations in prescribed proforma at Annexure-II, addressed to the undersigned may be deposited in Tender Box kept at Facilitation Centre of **Department of Pharmaceuticals, Garage No.19, Near Gate No.2, Shastri Bhawan, New Delhi by 3.00 PM on 05.08.2010.** Quotations should be submitted along with the following documents failing which the quotation shall be rejected:-

1. Latest Valid Income Tax Clearance Certificate
2. Certificate from Sales Tax Department for Works Contract Tax.
3. Performance Certificate issued by the customer (Govt. Deptt. only)
4. List of customers' along with copies of orders of AMC executed during the last five years.
5. Documentary proof of turnover of Rs. 30 lakhs each on maintenance work of PCs etc. during the last three financial years and having an experience of five years in maintaining the computer systems in Ministries/Departments.
6. An earnest money of Rs.10,000/- only in the form of Demand Draft drawn in favour of DDO, Department of Pharmaceuticals.

The quotations will be **opened at 3.30 P.M. on 05.08.2010 in Room No. 235-A Wing, Shastri Bhawan, New Delhi** before the Committee constituted for this purpose in the presence of tenderer or his/her representative. The said cover containing the quotation should be superscribed as "Quotation for comprehensive maintenance of Servers/Computers/Laptops, Printers, UPS & Projector etc."

Yours faithfully,

(M.L Sidana)

**ANNEXURE-I**

**GOVERNMENT OF INDIA  
MINISTRY OF CHEMICALS AND FERTILIZERS  
(Department of Pharmaceuticals)**

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**GENERAL TERMS AND CONDITIONS**

- a) The scope of work covers Comprehensive Maintenance of PCs, Peripherals and Accessories installed in Shastri Bhawan, Udyog Bhawan and Janpath Bhawan, residential Offices of Minister of State (C&F) & Secretary (Pharma), all Joint Secretaries and equivalent Officers etc.
- b) The 'Service Maintenance Contract' shall be comprehensive in nature and shall, therefore, **include essential servicing and repairs/fixing/replacement of all the electrical /electronic, and/or mechanical components and parts of the Computer Systems and Accessories, including the Printers, Scanners, Drive/Cd-Writers, Modems & UPS etc. therefore firm shall bear cost of all spare parts of related items excluding only Consumables like Toner, Ink Cartridge & Floppies & Batteries etc.** during the currency of the contract at the exclusive risk, responsibility, and the cost of the contractor. The term 'maintenance' shall also include rectification of all hardware and software problems/defects and also include cost of all parts/repairs/replacements necessary for the proper maintenance/functioning of the aforesaid systems. No extra charges for any general wear and tear/spare parts, etc. shall be liable to be made by the Department.
- c) The work shall be carried out in the premises of this Department located in Shastri Bhawan, Udyog Bhawan, Janpath Bhawan, Ministers, Secretaries' and all Joint Secretaries residences etc. Only such work, which can not be executed in the premises of this Department and as mention above shall be allowed to be done in the workshop of the firm and for that period, the firm has to provide a standby system so that the office work does not suffer. In any case no system or any other items/parts thereof shall be taken out of the premises without formal /written permission of this Department. No transportation/freight charges on this account will be paid. The system or any other items/parts thereof taken to the workshop/market will have to be brought back within three working days, extendable to one week in exceptional case, failing which the contract will be cancelled and the security money will be forfeited.

d) Tenderer should quote rate on comprehensive basis for all the systems (as per list at Annexure-II) and partial quote will be rejected summarily.

e) The Department reserves the right either to accept or reject any part or items found inferior in quality or workmanship.

f) The systems shall be inspected by the successful tenderer. The firm will not be allowed to charge any extra amount for repair/replacement, if any, after entering into Annual Maintenance Contract.

g) The firm should take care of any kind of virus etc.

h) The firm should specify the down time of a system and after which a sum of Rs.250/- per hour will be charged. However, the down time of a system should not be more than 24 hours.

i) For regular and proper maintenance of the systems and instantaneously attending to the complaint received from officers/staff of this Deptt. the firm will have to depute **Two Resident Engineers on all working days from 9.00 AM to 5.30 PM including holidays (Saturday/Sunday), if needed.**

j) The Resident Engineers would be equipped with Mobile phones to ensure their availability, phone numbers would be provided to IT Section Immediately.

k) On expiry of the contract after one year, the firm will have to hand over the systems in perfect working condition to the Department, failing which the amount spent on setting the system repaired/in working condition from the market of will be deducted from the security deposit of the firm.

l) No advance payment will be made. Proportionate Payment will be made on quarterly basis.

m) An amount of **Rs.10,000/-** only as earnest money in the form of **Demand Draft drawn in the favour of DDO, Department of Pharmaceuticals** may be deposited along with tender. Security deposit amounting to 20% of the value of the work in the form of Bank Guarantee is to be furnished at the time of finalization and award of the contract.

n) The firm should be a registered Pvt. Limited firm, in existence for over 5 years in the trade.

o) The firm must be registered with Delhi Sales Tax department for Works Contract Tax and Sales Tax.

p) The firm must have at least five years experience in maintenance work for Govt. Organization/PSUs Performance certificates from at least three such existing clients must be attached.

q) The firm must be the authorized service provider for Compaq, HCL and IBM and HP computers etc, and a documentary proof of the same must be submitted along with quotations.

r) The firm must have expertise to provide maintenance of various computers and its peripherals of various brands/make specially digital Servers, Computers, Compaq PC and HP laser/inkjet printer, UPS & Projector, Laptop & Scanners etc.

s) Income Tax Clearance Certificate (ITCC) for the last two years, must be attached.

t) The firm must have executed AMCs of the total amount of Rs.30 lakhs each in the last two years and the proof of the same should be submitted.

u) The successful tenderer will be required to do the work for a period of one year from the date of entering into contract with this Department. The Department however, reserves the right to terminate the contract at any time without assigning any reason; therefore, the decision of the Department in this regard shall be final and binding on the successful tenderer. The firm entrusted with the work will have to do the work at the approved rates. If for any reason, the firm is not able to do so, the work will be got done from some other firm/open market and the expenditure incurred on such repairs shall be recovered from the contractor deducted from the security deposit as the case may be.

v) The systems shall be inspected by the successful tenderer. The firm will not be allowed to charge any extra amount for repair/replacement, if any after the finalization of Annual Maintenance Contract.

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TENDER FORM NO. \_\_\_\_\_

**GOVERNMENT OF INDIA  
MINISTRY OF CHEMICALS & FERTILIZERS  
DEPARTMENT OF PHARMACEUTICALS**

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Shastri Bhavan, New Delhi  
Dated: 26<sup>th</sup> July, 2010

**NAME OF WORK:** Comprehensive AMC of Hardwares (PCs, Peripherals and Accessories) and Software at Shastri Bhavan, Udyog Bhavan & Janpath Bhawan.

**SCHEDULE OF QUANTITY**

<b>Sl.No.</b>	<b>Description of items</b>	<b>Qty. Nos.</b>	<b>Rate per unit Per annum</b>	<b>Amount Rs. per annum</b>
<b><u>Servers</u></b>				
1.	HP ML350 Processor: Intel Xeon Quad Core, Configuration: Tower	03		
<b><u>Desktop PCs</u></b>				
2.	HP Pentium-IV Desktop PCs	38		
<b><u>Laptop</u></b>				
3.	IBM ThinkPad	02		
4.	Hp Think Pad	02		
5.	Sony Vio Think Pad	01		
<b><u>PRINTERS</u></b>				
6.	HP Office Jet (All-in One ) J4580/5610	05		
7.	HP Office Jet (All-in One ) J8540	01		
8.	HP LaserJet 3050 (All-In-One)	01		
9.	HP LaserJet 1020 / P1005 / 1300/1320/1015/10	21		
10.	Hp Color LaserJet 2600n	05		

**UPS**

11. UPS 1.0 KVA 32

**Projector**

12. Projector (Mitsubishi) 01

**Scanner**

13. Scan jet 04

**Total Amount**

**Discount/Rebate/Reduction (-)**

**Net Amount**

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Seal of the Firm

Signature of the Owner / Authorised Signatory

Place:

Date:

