

Government of India  
Ministry of Tourism

Transport Bhawan  
1-Parliament Street,  
New Delhi-110 001.

Dated: 19.07.2023

NO.IT-901/2/2019Admn-IV

**TENDER NOTICE**

Subject:- 2 Years' Comprehensive Annual Maintenance Contract for Computers(including CPU, TFT Screen, Keyboard and Mouse), Colour Printers, Laserjet Printers, Laptops, Scanners, UPS and other Computer peripherals in the Ministry of Tourism.

Ministry of Tourism invites bids from interested agencies/vendor 2 Years' Comprehensive Annual Maintenance Contract for Computers (including CPU, TFT Screen, Keyboard and Mouse), Colour Printers, Laserjet Printers, Laptops, Scanners, UPS and other Computer peripherals.

2. The interested agencies may go through the details and the procedures mentioned in the said REP documents. Important dates are also given in the RFP document. Corrigendum/ Amendments/ Clarifications in respect of this RFP, if any, will be posted on websites - [www.tourism.gov.in/](http://www.tourism.gov.in/) <https://eprocure.gov.in/eprocure/app> only. Therefore, interested bidding agencies are advised to keep on checking the above-mentioned websites for such details and updates.



(Rajesh Kumar)

Under Secretary to Government of India  
Phone No-011-23752167

Encl.:  
As above.  
To, All interested bidding agencies

राजेश कुमार/RAJESH KUMAR  
अवर सचिव/Under Secretary  
पर्यटन मंत्रालय/Ministry of Tourism  
भारत सरकार/Govt. of India  
नई दिल्ली/New Delhi

Government of India  
Ministry of Tourism

Transport Bhawan  
1-Parliament Street,  
New Delhi-110 001.

NO.IT-901/2/2019Admn-IV

Dated: 18.07.2023

**TENDER NOTICE**

Subject:-Comprehensive Annual Maintenance Contract for Computers(including CPU, TFT Screen, Keyboard and Mouse), Colour Printers, Laserjet Printers, Laptops, Scanners, UPS and other Computer peripherals in the Ministry of Tourism.

The Ministry proposes to enter into an annual contract for Computers (including CPU, TFT Screen, Keyboard and Mouse), Colour Printers, Laserjet Printers, Laptops, Scanners, UPSs and other Computer peripherals in the Ministry of Tourism. The details of the items presently being used in the Ministry are as under:

| S.No. | Name of Item   | Total Quantity |
|-------|--|----------------|
| 1     | All in One Computer(HP+Dell)                                   | 84             |
| 2     | HP/Dell Desktop Computer (CPU, TFT Screen, Keyboard and Mouse) | 67             |
| 3.    | HP Multifunction Printer                                       | 68             |
| 4     | Mono laser   | 74             |
| 5.    | HP ColorMfp  | 08             |
| 6.    | Canon Mfp  | 28             |
| 7.    | Brother  | 2              |
| 8.    | Xerox  | 3              |
| 9.    | HpScanner  | 7              |
| 10    | Canon Scanner  | 15             |

Contd...2/-



2. Instructions to Bidders:

- (i) Tender form including terms & conditions of the contract and other details can be downloaded from website [www.gem.gov.in](http://www.gem.gov.in) / [www.eprocure.gov.in](http://www.eprocure.gov.in)
- (ii) The offers, in the prescribed format, shall be submitted online through [www.gem.gov.in](http://www.gem.gov.in) as per the tender document. No tender will be accepted in hard copy, fax, e-mail or any other such means. The intending bidders must be registered with e-Procurement portal <http://www.eprocure.gov.in>
- (iii) All such Tender documents downloaded from the website will be Legally valid for participating up to its closure day/time.
- (iv) Tenderers who wish to participate in e-tender need to fill data in predefined forms of technical bid, price bid and prescribed format only.
- (v) Tenderers should upload scanned copies of documents in support of their eligibility of the bid through General Documents provided in the website.
- (vi) The tenders are to be submitted in two parts, part-I containing technical specifications and part-II containing financial offer i.e. technical bid and price bid through e-tender process only. Both parts should be offline as mentioned in (ii) of Para 2 separately and inscribed with the words "Technical Part" and "Financial Part". The Technical bid should contain the company profile and undertaking to the effect that the terms and conditions as set out in Para 4 are acceptable to the firm.



Contd...3/-

(vii) It will be the responsibility of the bidders to ensure that all the documents to fulfil eligibility criteria as per tender conditions have been properly uploaded /submitted in the tender website well in advance on or before the last date & time for submission of the tender as stipulated in the Tender Document. **Documents in Physical form will not be accepted.** Any information received without proper documents uploaded in the website to satisfy eligibility criteria shall not be entertained.

(viii) Giving **unnecessary** or redundant documents shall be summarily rejected.

(ix) The company should have requisite drivers (CDs, USB and External Hard Disks) for maintaining the computers and printers etc. for configuring the computers and printers.

(x) The company shall undertake to discharge all its obligations under the Contract/Agreement in good workmanship manner and in case any equipment remains idle for want of repairs or drivers for more than 48 successive hours or 2 days after receiving complaints lodged by the user at the Service Centre, a penalty of Rs. 500/- per day shall be imposed and the same shall be deducted from the bills towards AMC charges to be paid in the said half yearly. If unattended for a period of more than a week a penalty of Rs. 2,000/- shall be imposed and its deduction will be made out of half yearly AMC bill.

3 The Bidders may quote the rates of the items as listed in para '1' of which they are authorized service providers. They are also required to submit an authorization letter in this regard from the manufacturer.

4. The first short-listing will be done on the basis of the technical bids, and those firms which meet the prescribed specifications, will be considered for opening their financial bids. The technical bids will be opened by a duly approved Committee.

The technical and financial terms and conditions of AMC shall be as follows:



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- (i) The firm should have GST/PAN/Delhi Sales Tax Department (copies enclosed) and should have worked AMC in the field in at least (3) three Central Government Office. A satisfactory service certificate from these offices may be submitted along with Tender document.
- (ii) Only genuine spare parts of the reputed/OEM company will need to be used for replacement.
- (iii) The firm must be authorized service provider of any HP, DELL, Acer and computers etc. This Ministry is having maximum number of HP brand computers and related peripherals.
- (iv) The firm must have the expertise to provide maintenance of various computers and its peripherals of various brands/make especially digital computers, HP/DELL, Acer Laptop server and colour laser printers/inkjet printers/deskjet printer etc.
- (v) The successful bidder will have to deposit a performance security 3% of the contract value in the form of Bank Guarantee from any nationalized bank duly placed in the name of Pay & Accounts Officer, Ministry of Tourism, New Delhi. The security deposit money is refundable after expiry of warranty period of one year on successful completion of the Annual Maintenance Contract period. The security amount may be forfeited in case the services of the contractor are unsatisfactory or in case of violation of the terms and conditions of the contract. Validity of the security money will be for 13 months from the date of contract.
- (vi) Income tax return for the last three years must be attached.
- (vii) The contract will be valid for a period of two years, extendable up to a maximum of 01 year on year to year basis subject to satisfactory performance of the agency. The rates quoted shall remain in force for the full period of the contract and its extension. No demand for revision of the rates of any account shall be entertained during the contract period.
- (viii) The payment will be released on half yearly basis i.e. 50% of the total AMC charges will be released after six months of the commencement of contract period and the remaining 50% after the successful completion of 12 months.

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(ix) **The firm should have turnover worth Rs. 50Lakh each during the last three years (copies of audited accounts to be enclosed).**

(x) The rate should be quoted on comprehensive basis total unit per annum for the computers, printers, scanners and other related peripherals.

(xi) There should be no hidden cost.

(xii) AMC for the items mentioned as in Para 1 should be comprehensive on site. Hardware/Software problems, replacement of defective parts, installation of drivers, antivirus problems/security and its cleaning, installation OS, applications software installation, preventive maintenance of PCs, Laptops and Printers on monthly basis including drive cleaning etc will have to be carried out. In case of systems/monitors to be taken out from Ministry of Tourism office at Transport Bhawan/Chanderlok Building, Janpath, New Delhi/Minister's Offices/Camp Offices, /Jodhpur officer's hostel etc. for repair. It should be ensured that proper backup is taken and standby is provided. The unit should be returned to the concerned officers within 24 hrs. or at least a maximum period of 48 hrs failing which a penalty may be imposed as decided by the Competent Authority. The decision of the concerned Competent Authority, Ministry of Tourism, shall be binding and final in this regard.

(xiii) Payment shall be made after getting the monthly AMC report of all the items under AMC individually signed by the users after monthly preventive maintenance. Any individual repairs would need to be certified by the user.

(xiv) The first assigned engineer should have a B.Tech in Information Technology and second personnel should be Microsoft Certified professional possessing a MSCP certificate. A Hardware specialist third having a minimum qualification of ITI Diploma should be given. The Company in its tender submission/bid submission should satisfy that engineer, MSCP and Hardware specialist of ITI are being paid as per provision of Minimum Wages ACT of NCT and also extending employee benefit such as EPF and ESI to its employee. During the successful vendor after tendering will have to pay as per provision of minimum wages act with PF and ESI. The assigned engineers should have B.Tech degree MSCP should have Microsoft certified professionals and skilled Technician in Hardware and should have minimum qualification of ITI Diploma. The monthly salary of Engineers will be on the basis of Minimum Wages Act according to NCT of Delhi.

Contd...6/-



| S.No. | Professionals       | Qualification | Pay               | PF  | ESI |
|-------|---------------------|---------------|-------------------|-----|-----|
| 1.    | Engineer            | B.Tech (IT)   | Minimum Wages Act | Yes | Yes |
| 2.    | MSCP                | MSCP          | Yes               | Yes | Yes |
| 3.    | Hardware Technician | ITI Diploma   | Yes               | Yes | Yes |

(xv) The tenderer shall provide three resident engineers with functional Mobile Phones on all working days from 9.00 A.M. to 6.00 P.M. including Holidays, Saturday and Sunday, if needed. Denial/evasion of these duties shall invite monetary penalty of Rs. 2000 a day.

(xvi) The items are normally required to be repaired in the Ministry of Tourism office only. In exceptional cases when the items cannot be repaired in the offices premises and required to be taken to the workshop, the Ministry will not make any payment towards cartage and expenses for the to and from transportation of the items it will be borne by the Agency.

(xvii) Full or part of the contract may be terminated by this Ministry any time without assigning any reason thereof. If the services of the firm are found to be unsatisfactory, the contract will be awarded to another firm at the risk and expense of the defaulting firm. In this regard the decision of the Ministry will be final and binding on the firm.

(xviii) The Ministry reserves the right to reject any or all of the tenders received without assigning any reason thereof.

(xix) In case of replacement of any item under AMC, the original bill will be provided to this Ministry and warranty right will remain with this Ministry.

(xx) The engineers will work under the instruction of the Section Officer in General Section or any authorized officials. Each section/unit/division of the Ministry of Tourism shall submit complaint sheet clearly defining the nature of the complaint i.e. consultation with engineers, location of office and time taken for rectification of the complaint.

(xxi) The engineers are also required to get the complaint sheets signed by the respective users.



(xxii) The AMC will include rectification of all hardware and software problems. The engineer will have to ensure that all calls are attended to within two working hours and the upkeep time for the repair of any system should not exceed two working days.

(xxiii) If deputed service man goes on leave, the vendor will provide another man power in absence.

(xxi) The firm will also be responsible for data recovery and data security in case of systems failure and crashing of HDD of any computer systems under its maintenance charges during the period of contract.

(xxii) The firm will not revise the maintenance charges during the period of contract.



(Rajesh Kumar)

Under Secretary to the Govt. of India

राजेश कुमार / RAJESH KUMAR  
अवर सचिव / Under Secretary  
पर्यटन मंत्रालय / Ministry of Tourism  
भारत सरकार / Govt. of India  
नई दिल्ली / New Delhi

To

1. Smt. Sunita Tikoo, Director (Technical), NIC, Chandralok Building with the request to upload on the Ministry's website.
2. CPPP portal.