

Government of India  
Ministry of Heavy Industries and Public Enterprises  
Department of Heavy Industry

Udyog Bhawan, New Delhi-110011  
Dated: 27/02/2019

To

M/s. Anand Computer Solutions,  
Shop No 10, Mohit Nagar,  
Opp NSIT, Near Sec-13,  
Dwarka, New Delhi-110075.

Sub: Annual Maintenance Contract for Computers, Printers, UPS etc in Department of Heavy Industry.

Sir,

I am directed to refer to your bid No 1349391 dated 9.10.2018 submitted online on CPP Portal for the above mentioned subject and to convey the approval of competent authority to award you the contract for Annual Maintenance Contract for Computers, Printers, Scanners, UPS etc. in Department of Heavy Industry at the rates quoted by you for an aggregate amount of Rs 1,99,587/- (Rupees One Lakh Ninety Nine Thousand Five Hundred Eighty Seven only) including taxes.

2. The rate contract will be valid initially for one year w.e.f. 27.02.2019 ( i.e upto 26.02.2020) subject to your acceptance .

3. The Terms and Conditions of the Annual Maintenance Contract (AMC) would be as per the Tender Notice No.D.16016/1/2018-General Administration dated 11.09.2018 (Copy enclosed).

Yours faithfully,

(Ved Jyoti)  
UNDER SECRETARY

Recd  
27/02/2019

Someshwar

Government of India  
Ministry of Heavy Industries & Public Enterprises  
Department of Heavy Industry  
GA Section

Room No. 15, Udyog Bhavan, New Delhi.  
Date: 11/09/2018

**TENDER NOTICE**

**Subject: Annual Maintenance Contract (AMC) for computers, printers, scanner and UPS e.t.c in Department of Heavy Industry reg.**

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**Online quotations** are hereby invited at Central Public Procurement (CPP) Portal ([www.eprocure.gov.in](http://www.eprocure.gov.in)) from the service providers for Annual Maintenance Contract (AMC) for Computers, Printers, Scanners and UPS e.t.c in the Department of Heavy Industry. The quotations should invariably be accompanied by a Demand Draft of Rs. 10,000/- in favour of DDO, Department of Heavy Industry payable at New Delhi as Earnest Money Deposit (EMD). The bid received without the requisite EMD will not be entertained. The scanned copy of the EMD along with all the requisite documents must be uploaded with the bid and original EMD should be submitted in a sealed cover super scribed with 'Quotation for Annual Contract for AMC for computers, printers, scanner and UPS e.t.c in Department of Heavy Industry' in Room No. 15, Department of Heavy Industry, Udyog Bhawan, New Delhi on or before 11.10.2018 by 3.30 PM. An approximate detail of operating computers/Printers/Scanners etc. is as under:-

| S. No. | Name of the item | Quantity |
|--------|------------------|----------|
| 01     | Computer         | 242      |
| 02     | HP SERVER        | 02       |
| 03     | Laserjet Printer | 168      |
| 04     | MFP              | 46       |
| 05     | UPS 1KVA         | 177      |
| 06     | Scanner          | 53       |
| 07     | Laptop           | 20       |

2. The Quotations will be accepted only as e-tender (in single bid system) and bidders must be registered with the Central Public Procurement (CPP) Portal.

3. Important dates for the invitation of aforesaid Online Bid is:

- |  |   |                     |
|--|---|---------------------|
| i. Publish date of tender                  | - | 12.09.2018 10.00 AM |
| ii. Tender Document downloading start date | - | 12.09.2018 2.00 PM  |
| iii. Bid/Quotation submission start date   | - | 12.09.2018 5.00 PM  |
| iv. Tender document downloading end date   | - | 11.10.2018 5.30 PM  |
| v. Bid/Quotation submission end date       | - | 11.10.2018 5.30 PM  |
| vi. Bid/Quotation opening                  | - | 12.10.2018 4.00 PM  |

*Handwritten signature*

*Handwritten signature*

4. The General terms and conditions of the contract will be as under:-

**General**

1. The contract shall be for a period of one year from the date of contract unless it is curtailed or terminated by this Department owing to deficiency of service or for any other reason and breach of contract or for any other reason. The bidders shall quote comprehensive/consolidated rates for the AMC for one year with applicable taxes separately; otherwise, it will be presumed that the rates are inclusive of all applicable taxes.
2. The contract may be extendable for 3 years on same terms and conditions or with some addition/deletion/modification, mutually agreed upon by the successful service provider and the Department. However, if the services are not found satisfactory or otherwise, contract can be terminated at any time without assigning any reason.
3. This Department reserves the right to terminate the contract during initial period also after giving a week's notice to the contracting agency, without assigning any reason.
4. The contracting Firm shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other agency without the prior written consent of this Department.
5. The willing firm is required to submit his previous experience of maintenance of at least 400 Computers/UPS/Printer for the last three years. Reference of satisfactory work performance from the users including three (at least) Govt Departments is also required.
6. The Firm must have valid ST/GST/PAN/TAN number and have filled IT returns preferably for the last three financial years. HP authorized Partner and ISO Certified firm would be given preference.
7. The firms having minimum turnover of Rs 60 lakh for the last three years, and minimum 03 Years working experience with at least three Government Departments/Ministries, shall be preferred.
8. The firm also has to upload an undertaking stating that it has not been blacklisted from any Government Ministries/Departments/PSUs.
9. The tenderer shall be bound by the details furnished to this Department while submitting the tender or at any subsequent stage. In case, any of such documents furnished by the agency/firm/company is found false at any stage, it would be deemed to be a breach of terms of contract making it liable for legal action besides termination of contract and consideration for blacklisting the firm.
10. Successful firm shall have to deposit security money of Rs. 30000/- (Thirty Thousand Only) in the form of DD/FDR in favour of DDO, DHI that would be retained during the currency of the Contract.

**Job Description and Payment :-**

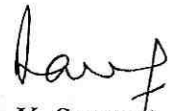
11. The contract will be comprehensive and the contractor would be required to

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- replace all defective parts including hard disc. The contractor would ensure that all the parts being replaced are new and genuine and of the same brand name/quality.
12. The contractor will ensure that at least two qualified Engineers having 5 years experience are always available in the Department on all working days, if required on non working days also, to attend to the complaints from the users.
13. All the complaints should be attended to rectify faults within one hour from the time of receipt of the complaints. In case the machine is required to be taken to the workshop for any major repair, the machine would be taken with permission, got repaired and returned to the users in the Department within 24 hours from the time of the complaint. If there is any failure on the part of the contractor, he would be liable to penal charges @ Rs. 500 per day of delay which would be deducted from the bills of the firm.
14. The payment will be made on quarterly basis subject to satisfactory job.

**Legal :-**

15. Tendering agency shall be liable for depositing all taxes, levies, Cess etc. on account of service rendered by it to the Department of Heavy industry to concerned tax collection authority from time to time as per extant rules and regulations on the matter.
16. The Tax Deduction at Source (T.D.S) shall be deducted as per the provisions of Income Tax Department, as amended from time to time and a certificate to this effect shall be provided to the agency by this Department.
17. In case, the tendering agency fails to comply with any statutory/taxation liability under appropriate law, and as a result thereof the Department is put to any loss/obligation, monetary or otherwise, the Department will be entitled to make deduction from the outstanding bills or the performance Security Deposit of the agency, to the extent of the loss or obligation in monetary terms.
18. In case of breach of any terms and conditions attached to this Contract, the Performance Security Deposit of the agency will be liable to be forfeited by this Department besides termination of contract and consideration for blacklisting the firm.
19. This Department reserves the right to withdraw/relax/modify any of the terms and condition mentioned above so as to overcome the problem encountered at a later stage.
20. This Department shall not be responsible for any financial loss or other injury to any person deployed by service providing agency in the course of their performing the functions/duties, or for payment towards any compensation.
21. All disputes arising out of Contract shall be subjected to the jurisdiction of Delhi Courts only.



(S. K. Saxena)

UNDER SECRETARY