



सत्यमेव जयते

भारत सरकार / GOVERNMENT OF INDIA

पोत परिवहन मंत्रालय / MINISTRY OF SHIPPING

नौवहन महानिदेशालय / DIRECTORATE GENERAL OF SHIPPING

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No.30-Admn(1)/2008

Dated : 14.03.2014

Subject: - Quotation for awarding annual maintenance contract for computers & Peripherals of the Directorate.

Sir,

I am directed to state that this Directorate intends to award a annual maintenance contract (AMC) for maintenance of 128 computers, 92 printers, 12 laptops, 01 e-Scan antivirus server, video conferencing, Biometric attendance system and 01 UPS for the period of one year, along with providing of two resident service engineers for the maintenance/repairs of the above computers and peripherals. The terms & conditions are as given below:

1. The bidders may quote separate rates for the period of one year as well as three years.
2. The bidder must have an annual turnover of Rs. 2.5 Crores or more for last two years.
3. The bidder must have experience of working for two or more Central/State Government Organization in last two years. A certificate to that effect should be submitted.
4. The bidder may submit the details of similar work done in the past with the certificate of satisfactory performance.

5. The bid should be accompanied with the following:

- (a) Service Tax registration.
- (b) PAN Number
- (c) Details of ownership of the company/firm.
- (d) The audited profit and loss account statement along with the Income Tax return for the financial year 2011-12 and financial year 2012-13.

6. The scope of work is as under:

- (a) The Annual Maintenance Contract (AMC) will be comprehensive and no extra payment will be made for spare parts and special services utilized, if any.
- (b) The AMC will include regular service as well as cleaning of all the PCs with their accessories once in three months.
- (c) The resident engineers would also maintain and operate the video conferencing facility and the bio metric attendance system installed in the DGS.
- (d) The preventive maintenance shall be carried out on all servers, computers, peripherals and other equipments and service cards should be got signed by the respective users. The Company should submit a monthly report on all service activities undertaken by it for the equipments in the following format.

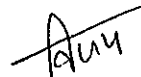
Sr. No. of the PC	Problem reported in the equipment	Rectification report	Name of the PC holder	Remarks of users/ Signature of users.
[1]	[2]	[3]	[4]	[5]

- (e) Any work, preventive as well breakdown, shall be attended to within half an hour of a telephonic complaint being lodged by the officers and staff members. The resident engineer would attend such complaint within half an hour, failing which proportionate per day charges would be deducted/recovered from the bill. Any resulting breakdown or downtime attributable to the lack of proper maintenance would be viewed seriously and proportionate charges would be recovered.
 - (f) The spare parts to be supplied by the company should be branded and be of a good quality and at should be made available at the lowest price of the manufacture.
 - (g) For General maintenance of equipments, the Resident Engineers (two) should be present on all working days during office hours. In his absence, a suitable replacement should be provided by the company immediately. The name, telephone numbers and the addresses of the resident engineers and the substitute engineer, who will be appointed in the absence of resident engineers should be provided. The company should give an undertaking certifying the credibility and proficiency of the resident engineers appointed.
 - (h) For any down time in respect of the facilities including computers, firewall, video conferencing and all the modules beyond 2 hrs, one day's proportionate AMC charges shall be deducted. The decision of the DGS shall be final and binding, no dispute on this account will be entertained.
 - (i) The bidder may also specify such items not covered under AMC.
7. The Payment will be made only on quarterly basis on satisfactory performance of the work. No interest would be payable on delay in the payment.
8. The successful bidder will have to submit an interest free performance security deposit of Rs 50,000/- (Rupees Fifty Thousand Only) with the DGS, which will be refundable on completion of contract. The security deposit shall be arranged to be refunded to the contractor after three months on the successful completion of the contract period (including the extended period, if any).

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9. The successful bidder will have to enter into an agreement with DGS on a non-judicial stamp paper of Rs.100/-.
10. The contract will be terminated at any point of time without assigning any reason. This Directorate reserves the right to modify/amend or delete any of the terms and conditions.

The parties interested to undertake the contract may submit a sealed quotation to the office with **"Quotation for awarding AMC for computers and peripherals"** on the envelope, addressed to the undersigned (along-with type of the quality of the work) so as to reach the same to this office **on or before 28th March, 2014 by 1700 hrs.**



[V.K. Pandey]
Asstt. Director General of Shipping

Copy to:-

Computer Cell for up load of our DGS website.