



भारत सरकार / GOVERNMENT OF INDIA

पोत परिवहन मंत्रालय / MINISTRY OF SHIPPING

नौवहन महानिदेशालय / DIRECTORATE GENERAL OF SHIPPING

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फैक्स: 022-25752029/35

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वेब साइट: [www.dgshipping.gov.in](http://www.dgshipping.gov.in)

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5<sup>th</sup> March, 2015

### **NOTICE INVITING TENDER**

**Subject: Comprehensive Annual Maintenance Contract (CAMC) of Computer/Printers/UPS/LAN etc.**

1. Sealed quotations are invited for the Comprehensive Annual Maintenance Contract for Computer, Printer, UPS, Antivirus Software, Video Conferencing, Biometrics Attendance System (Aadhaar Enabled), Networking Hardware's and Accessories installed in the Directorate General of Shipping (DGS), Mumbai.
2. Scope of work :
  - (a) The contract would be comprehensive i.e including replacement of parts of Original Equipments Manufacturer (OEM) except replacement of exhausted battery of UPS.
  - (b) Upkeep and maintenance of the hardware installed.
  - (c) To provide and maintain the required drivers and additional peripherals and hardware for maintaining the equipments.
  - (d) Repair to be carried out at the location of the equipment.
  - (e) Standby arrangement to be made in case the equipment is to be taken to workshop for repairs.
  - (f) Support for users and troubleshooting of commercial software packages and removal of virus and re-installation of software, if corrupted.

....2/-

- (g) Coordination with OEMs for troubleshooting of the computer and other peripherals under warranty.
- (h) Any other maintenance work to be undertaken related to the computer/peripherals.
- (i) The list of computers, printers, UPSs, networking hardwares etc. is attached as **Annexure-A**. However, new equipments purchased from time to time, after the expiry of warranty/guarantee period, will also have to be serviced/ maintained at the same terms and conditions, and the AMC has also to be done at the same terms and conditions for these new equipments. DGS reserves the rights to add/remove any item from AMC during the contract period.
- (j) The replacement of any part of the computer/peripherals, whenever required, must be carried out by the vendor with genuine part of same specification and warranty.
- (k) The firm shall maintain the equipment as per manufacturer's guidelines and shall use standard OEM components for replacement. Until and unless written order of the DGS are conveyed, the original specification/characteristics/ features shall not be changed.

2. The eligibility criteria for the bidders are as under :

- (a) The firm/company should be in existence for over 3 years in the trade as on 31.3.2015 with maintenance turnover of more than Rs. 50 lakh per annum, each for the financial year 2013-14, 2012-13 and 2011-12.
- (b) The firm/company should have a previous experience in maintenance of such equipments with Government Department/Public Sector Undertaking in Mumbai of maintaining not less than 100 computers per year in each Department/PSU. Necessary papers must accompany the technical bid. The company should furnish its Downtime Statement of previous maintenance work in a Govt. office in Mumbai for the last three years.

(c) The firm/company must have expertise in on-site maintenance and repair of computers, printers, network components, peripherals and other hardware parts and accessories.

(d) The bidder should have a PAN Number and be registered under Service Tax.

3. The other terms and conditions for awarding the AMC shall be as under:

(a) The vendor will provide two qualified, with experience of at least three years in windows software and hardware and maintaining computer equipments in Govt./PSU Sector, service engineers on all the working days from 9.30 AM to 6.30 PM for attending and redress of complaints. The engineer shall also be available on holidays as per requirement of DGS if needed. Both engineers shall be equipped with mobile phones to ensure their availability. An amount of Rs. 200/- will be deducted if any Service Engineer remains absent/leave without providing substitute.

(b) The initial period of contract will be for two year from the date of award of contract. The rates quoted will remain in force for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period. The AMC can be extended, if so desired by the DGS, based on the performance of the service provider.

(c) The firm/company will prepare logbooks for each of the machines to be taken under the AMC and Preventive maintenance with virus scanning and virus removal and special cleaning of the Monitor, printer, keyboard, mouse etc. from outside with liquid cleaner and inside will be carried out on quarterly basis. A Preventive Maintenance Report from the user would be submitted to Administration Branch, failing which an amount of Rs. 200/- per day as a penalty would be imposed.

(d) The service engineers would take up any reported fault with one hour. As far as possible, the repairs would be carried out on-site. However, in case the equipment is taken to the workshop, the firm would provide a standby for the same.

(e) If the firm fails to carry out repairs with 2 or 3 days, to the satisfaction of the user, a penalty of Rs. 200/- (Rupees two hundred only) per day or part thereof will be charged for delay beyond the one day till such time the PC/accessories are repaired. A call sheet duly signed by user and should be submitted to the Administration Branch after successfully attending the call.

(f) The successful bidder shall provide necessary support for maintaining virus free computer environment in the DGS and help in upgrading the Software's/Virus Detection mechanism.

(g) Immediately on award of the contract, the contractor would give a report taking over all equipment (giving their configuration in working condition also). It shall be the responsibility of the firm/company to make all the equipment work satisfactorily throughout the contract period and also to hand over the systems to the Department in working conditions on the expiry of the contract. In case any damage on the systems of the department is found, compensation which would be determined by the Competent Authority will have to be paid by the firm.

(h) An Earnest Money Deposit (EMD) of Rs. 20,000/- (Rupees Twenty Thousand Only) through a Banker Cheque/Demand Draft on any scheduled bank in Mumbai drawn in favour of Directorate General of Shipping, Mumbai must accompany the quotation letter. Quotation received without EMD will not be considered. Earnest money received from other unsuccessful tenders will be returned without interest on demand. The successful tenderer shall submit a security deposit in the form of bank guarantee of 14 months, of Rs.50,000/- (Rupees Fifty Thousand Only) as determined by the DGS while awarding the contract for the fulfillment of performance of the terms and condition of the contract. The security deposit will be refundable after successful completion of the contract to the adjustment of dues against the contractors.

(i) The act of backing out of contract would be automatically debar the firm from any further dealing with DGS and EMD/security deposit amount would also be forfeited.

(j) No advance payment in any case would be made. However, quarterly payment on pro-rata basis on satisfactorily rendering of service would be made.

4. Late submission of tenders, as well as non adherence to para 11, will not be accepted. Tenders by "Fax/E-mail" will not be accepted. Tenders may be submitted by Registered Post, by hand in person or by courier. However, any delay on this account shall not be accepted as reason for exception.

5. Quotation received after due date, those received without separate sealed cover and rates not quoted in specified proforma will not be accepted. DGS reserves the right to reduce or increase the number of items offered for maintenance contract during the currency of the AMC.

6. The rates quoted should be NET (exclusive taxes) and no discount or free services/offers quoted will be considered. The rate should be quoted per piece of each item of hardware and accessories separately. This is to facilitate addition or removal of equipments from the list covered under the contract. For comparing quotation of different parties the total of annual value will be considered for a fixed number of equipment and accessories taken together.

7. The tender is not transferable.

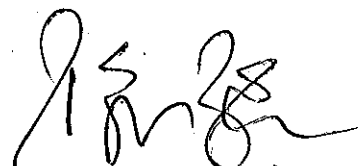
8. DGS reserves the right to accept or reject any or all tenders without assigning any reasons.

...6/-

9. The contractor shall be responsible for any loss or damage caused to any of the machines owing to negligence on his part. The contract will be on comprehensive basis inclusive repairs and replacement of spare parts without extra payment.

10. In case of any dispute, the settlement will be made in the Courts of Mumbai.

11. The interested firm may submit separate sealed envelopes for "Technical Bid" and "Financial Bid" in a sealed cover super scribed **"Quotation for AMC of computer, printer, UPS and networking hardware and related accessories"** addressed to Directorate General of Shipping, 9<sup>th</sup> Floor, Beta Building, I-Think Techno Campus, Kanurmarg (East), Mumbai-400 042 latest by **5.00 PM on 23.03.2015**. The quotations shall be opened on 25.03.2015 in the presence of the bidders present.



(Lt. Cdr. Ranjan Biswas)

Asstt. Director General of Shipping  
for Director General of Shipping

To,  
Computer Cell for up-load of DGS website.

**ANNEXURE-A****Details of computers, printer, UPS etc.**

<b>Sr. No.</b>	<b>Items</b>	<b>Number of Units</b>
<b>1.</b>	<b>Computers</b> HP/HCL/Wipro/ Samsung	<b>148</b>
<b>2.</b>	<b>Printers</b> HP DeskJet / HP LaserJet /Canon LaserJet	<b>79</b>
<b>3.</b>	<b>Laptops/Note</b> Sony Vaio/ HP Pro-book	<b>11</b>
<b>4.</b>	<b>UPS</b> UPS 10 KVA	<b>01</b>
<b>5.</b>	<b>Video Conferencing</b> System make Polycom HDX 7000 HDPAL	<b>02</b> <b>(DGS &amp; LRIT)</b>
<b>5.</b>	<b>Antivirus Server</b>	<b>01</b>
<b>6.</b>	<b>Aadhaar Enabled</b> <b>Biometric Attendance</b> <b>System</b>	<b>10</b>
<b>7.</b>	<b>LAN (CISCO Switch)</b>	<b>08</b>

**Remarks : Please inspect and visit the site before submission of quotation**

TECHNICAL BID

1	Name		
2	Address		
3	Name/s of proprietor/ partner /shareholders		
4	Name of the authorized signatory		
5	Specimen Signature of the Authorized signatory.		
6	Telephone Number of the authorized signatory and other Telephone Number of the firm.		
7.	Whether the firm had enclosed EMD. If "Yes: then DD/Pay order no.		
8	Turnover	Year	
		2011-12	
		2012-13	
		2013-14	
9	Whether the copy of Income Tax Returns for all the three years mentioned in column 8 are enclosed		
10.	Details of the Government Ministries /Department /Organization /PSUs etc. where the bidder is engaged in carrying out AMC of the Computers /LAN in the F.Y. 2011-12, 2012-13, 2013-14. Copies of work order in which they have been given AMC of at least 100 computers in one single order in any Govt. /Ministries /Departments /Organisations may be enclosed.		
11	Whether proof /copies of work order on items at Sr.No.10 enclosed [Yes/No]		
12	Service Tax Number		