



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

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No.30.Admn(1)/2008-II

5th April, 2017

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, as per **Annexure-A**.
2. Scope of work includes the following :
 - (a) The contract would be comprehensive i.e including repairs or replacement of parts of Original Equipments Manufacturer (OEM), that may be procured by DGS, 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, that may be procured by DGS.
 - (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.

- (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, UPS, 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, shall be carried out by the vendor with genuine part of same specification and warranty supplied by DGS
- (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.

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

- (a) The firm/company should be in existence for over two years in the trade as on 31.3.2016 with maintenance turnover of more than Rs. 20 lakh per annum, each for the financial year 2013-14, 2014-15 and 2015-16.
- (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.
- (e) Technical bid, duly filled and signed in the format as per **Annexure-B**, alongwith the supporting documents be submitted in sealed cover.

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

- (a) The vendor will provide two qualified personnel, 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 **one year, extendable by another one, 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 by vacuum cleaner 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 within 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) The tenderers are required to deposit **an earnest money [EMD] of Rs.20,000/- (Rupees twenty thousand only)** by way of demand draft drawn in favour of "The Directorate General of Shipping", payable at "Mumbai". The tender not accompanied with earnest money shall be rejected summarily. The earnest money of unsuccessful tenderers will be refunded without any interest/bank commission/collection charges after the order has been issued in favour of successful party. EMD amount of the successful tenderer will be refunded without any interest/bank commission/collection charges after submission of the security deposit in the form of Bank Guarantee.
- (i) The successful bidder will have to submit an interest free **performance security deposit** in form of Bank Guarantee valid for a period of **14 [fourteen] months** from the award of contract, of an amount equivalent to 10% of annual

contracted work as an interest-free 'Security Deposit' with the DGS, which will be refundable after completion of contract period.

(j) 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.

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

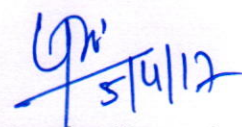
4. Late submission of tenders will not be accepted. Tenders by "Fax/E-mail" will not be accepted. Tenders may be submitted by Registered Post, by hand in person or by courier to the Administration Branch of the Directorate. Any postal delay shall not be accepted as reason for exception.

5. Quotation received after due date, those received without separate sealed covers 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. Financial bid shall be submitted in the format as per **Annexure-C** in the sealed cover.

7. The tender is not transferable.

8. DGS reserves the right to accept or reject any or all tenders without assigning any reasons.
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 the Assistant Director General of Shipping [Administration], Directorate General of Shipping, 9th Floor, Beta Building, I-Think Techno Campus, Kanurmarg (East), Mumbai-400 042 latest by **1.00 p.m. on 19th April, 2017**. The Quotations received after the stipulated date/time shall not be entertained. The technical bids will be opened first **on 19th April, 2017 at 3.00 p.m.** in the office of the Directorate General of Shipping, Kanjur Marg, Mumbai. The financial bid of only those firms will be opened which meets the minimum eligibility conditions in technical bids. The date & time for opening the financial bids will be intimated separately to the bidders who qualify the technical bids. The tender will be awarded to the firm which meets the eligibility criteria and quotes the lowest rate.
12. The interested firms who have submitted quotations may present themselves or through their authorized representative at the time of opening of quotations, if so desired. Over writing must be avoided and if done should be countersigned by the authorized person


(Surendra Kumar)
Asstt. Director General of Shipping

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

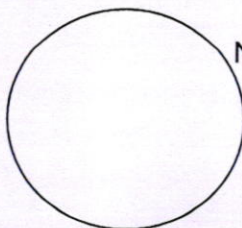
Sr. No.	Items	Number of Units
1.	<u>Computers</u> HP/HCL/Wipro/ Samsung	155
2.	<u>Printers</u> HP DeskJet / HP LaserJet /Canon LaserJet	83
3.	<u>Laptops/Note</u> Sony Vaio/ HP Pro-book	13
4.	<u>UPS</u> UPS 10 KVA	01
5.	Video Conferencing System make Polycom HDX 7000 HDPAL	02 (DGS & LRIT)
5.	Antivirus Server	01
6.	Aadhaar Enabled Biometric Attendance System	10
7.	LAN (CISCO Switch)	08

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	
		2013-14	
		2014-15	
		2015-16	
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. 2013-14, 2014-15, 2015-16. 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		

Date:

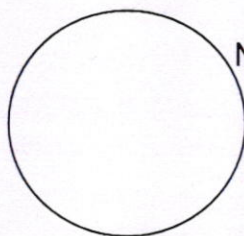


Name and Signature of Bidder with
Corporate Seal and Mobile No.

FINANCIAL BID

	Particulars	Cost for one year [in rupees]	Cost for two years [in rupees]
1	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		

Date:



Name and Signature of Bidder with
Corporate Seal and Mobile No.