



# Agricultural Produce Marketing Committee

(Market of National Importance)

(Govt. of NCT of Delhi)

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No.: APMC/AMC/C&P/IT/13-14/

Dated:

## **NOTICE INVITING QUOTATION**

**Subject: Quotation of Annual Maintenance Contract (Comprehensive) for one year of 106 Computers, 2 Laptops and 46 Printers.**

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**Sd/-**  
Dy. Secretary (IT)

## **NOTICE INVITING QUOTATION**

Sealed Quotations are invited from interested and eligible service agencies **“Maintenance of Computers, Laptops & Printers”** with provisioning of onsite support resident engineer for the office complex of Agricultural Produce Marketing Committee (Market of National Importance), Azadpur (including all gates(Gate-1(NSM)), Gate-3(Kela-Siding), Gate-5(NFM), Gate-5A(Simla-gate) and Tikri Khampur(Seasonal checkpost )) & Sub-Yard Okhla during office hours from Monday to Saturday. If there is an exigency of work, the services can be extended beyond office hours and even on holidays also without any cost to the department. for a period of One year (12 months).

S. No.	NAME OF WORKS	Estimated Cost (Rs.)(including all taxes)	Earnest Money (Rs.)	Cost of Tender (Rs.)	Duration	Last date of issue of Tender Papers	Last Date of receipt & opening of tenders
1.	<b>“Annual Maintenance Contract(Comprehensive) for one year of 106 Computers, 2 Laptops and 46 Printers.”</b>	1,89,508/-	3800/-	500/-	One Year (12 months)	07/09/2019 (Before 01:00 PM)	09/09/2019

The tender document containing details of the tender including pre-requisites, scope of work, terms and conditions, response formats etc. may be downloaded from the official website of APMC Azadpur (<http://apmcazadpurdelhi.com>) and [www.delhigovt.nic.in](http://www.delhigovt.nic.in).

The agencies have to submit offers in two packet system consisting earnest money along with certificates in support of eligibility in one envelop Marked ‘A’ while tender form/price bid shall be placed in another envelope subscribed as annexure ‘B’. Both these above sealed envelopes shall be kept in separate bigger size sealed packet super scribing as mentioned in Terms and Conditions clause 2.4, otherwise tenders shall be treated as invalid & rejected. The price bid of agencies which does not qualify in eligibility criteria will not be opened and decision of competent authority will be final and binding upon all parties. APMC reserves the right to reject any or all the tenders without assigning any reason.

# **Terms and Conditions**

## **1. INTRODUCTION**

Sealed Quotations are invited for “**Maintenance of Computers & Other Hardware**” with provisioning of onsite support resident engineer for office complex of Agricultural Produce Marketing Committee (Market of National Importance), Azadpur (including all gates(Gate-1(NSM)), Gate-3(Kela-Siding), Gate-5(NFM), Gate-5A(Shimla-gate) and Tikri Khampur(Seasonal Gate)) & Sub-Yard Okhla for a period of One year. The Tender document containing details of the tender including pre-requisites, scope of work, terms and conditions, response formats etc. may be downloaded from the official website of APMC Azadpur (<http://apmcazadpurdelhi.com>).

- 1.1. Tenderers are advised to study the Tender Document carefully. Submission of Tender shall be deemed to have been done after careful study and examination of the Tender Document with full understanding of its implications. Sealed Quotations should be dropped in Tender Box in time not later than the specified date and time.
- 1.2. All quotations must be accompanied by an **Earnest Money Deposit** in the form of Demand Draft/FDR/Pay Order in favor of Secretary, APMC, Azadpur and payable at Delhi. The EMD in original shall reach to Agricultural Produce Marketing Committee, Market of National Importance, Azadpur, Delhi before the closing date of the tender.

## **2. INSTRUCTIONS TO BIDDERS**

- 2.1. The NIQ shall be submitted in official form enclosed in **Annexure – I**. If submitted in any other form or after the last date & time of submission shall be summarily rejected.
- 2.2. The NIQ received without the prescribed **Earnest Money Deposit** (mentioned at clause 2.8) shall be summarily rejected.
- 2.3. The name and address of the bidder shall be clearly filled in the space provided and no overwriting corrections, insertion shall be accepted in any part of the NIQ unless duly countersigned by the bidder. The NIQ shall be filled in and submitted in strict accordance with the instructions laid down herein otherwise the NIQ is liable to be rejected.
- 2.4. The filled-in NIQ is to be submitted in a sealed envelope super scribing

**NIQ for “Annual Maintenance Contract(Comprehensive) for one year of 106 Computers, 2 Laptops and 46 Printers.”** addressed to the **Secretary, Agricultural Produce Marketing Committee, New Office Complex, NFM- Ph.-II, Sarai Pipal Thalla, Azadpur, Delhi-110033** dropped in Tender Box in the Secretary Branch before **02:00 PM 09<sup>th</sup> September, 2019** The NIQs will be opened on the same day at **03:00 PM** in the presence of such of the bidders who may wish to be present, either by themselves or through their authorized representatives.

- 2.5. **Tender Validity**: The bids shall be valid upto three months from the date of opening of the NIQ. If bidder withdraws or wishes to modify the terms of the NIQ during the period, the Earnest Money Deposit shall be forfeited.
- 2.6. The Secretary, APMC Azadpur, reserves the right to accept or reject any or all the offers either fully or partly without assigning any reasons.

- 2.7. **Eligibility Criteria:** NIQ shall be accompanied with adequate supporting documents duly scanned, signed & stamped to substantiate the information being provided for each of the mentioned points:-

S. No.	Criteria	Required
<b>Technical Bid Documents (Envelope 'A')</b>		
1.	Bidder should have valid GSTIN	Proof
2.	Bidder should have valid PAN No.	Proof
3.	The bidder should have executed atleast or three similar works each of the value not less than 40% of the estimated cost of NIQ or two similar works each of the value not less than 60% of the estimated cost of NIQ or one similar work of value not less than 80% of the estimated cost of NIQ.(not older than five years)	Proof
4.	Authentication of bids, Power-of-attorney should be in the name of signatory of the proposal to be submitted by the bidder	Proof
5.	Bidders who have been black listed/debarred by any govt. Deptt./PSUs/Nationalized Banks shall not be considered.	Undertaking/ certificate from bidder
6.	Proof/Undertaking of having maintenance centre in Delhi/NCR	Address proof/Undertaking
7.	The bidder has to submit an EMD (as mentioned in clause 2.8)	Original
8.	Filled Form in Annexure – I : Particulars of the Bidder	As per the Tender Document
<b>Financial Bid Documets (Envelope 'B')</b>		
9.	Filled Form in Annexure – II : Financial Bid/Details of equipment's for AMC	As per the Tender Document

- 2.8. **Earnest Money Deposit:** The bidder shall deposit **Rs. 3800/-** as **Earnest Money Deposit** along with the NIQ form. NIQ form without EMD would be summarily rejected. The DD/Demand Draft/FDR/Pay order issued by any commercial bank in favour of Secretary, APMC Azadpur payable at Delhi, and should be valid for 3 months from the due date of tender. The exemption of EMD shall be in accordance to the General Financial Rules-2017 of Govt. of India. The EMD of the unsuccessful bidders will be returned to the concerned bidders, within Five Weeks from the opening of the NIQ.

2.9. The EMD may be forfeited:

- If a bidder withdraws its bid during the period of bid validity.
- In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.

**Note:** APMC (MNI) Azadpur reserves the right to ask for any additional information and also reserves the right to reject or accept the bid of any/all bidder(s), if in the opinion of APMC (MNI) Azadpur, the qualification data is incomplete or the bidder(s) is found not qualified to satisfactorily execute the requirements of the project and no communication shall be entertained in this regard in future what so ever.

### **3. General Conditions**

- 3.1. The AMC Service Provider shall truly & faithfully carry on the maintenance job as is done by the services/business houses in proper manner/standard fashion for preventive and comprehensive maintenance of the Computers & Other Hardware of various types of APMC (MNI) Azadpur, as mentioned at Annexure–II to the extent and its satisfaction for a period of one year.
- 3.2. The firm who stand L1 on the basis of the grand total of rates quoted for all the items of the bid documents, will be awarded the contract for providing the AMC services for computers & other hardware as mentioned in the tender document.
- 3.3. The Service Provider shall provide well qualified/trained resident engineer(s) in the APMC (MNI) Azadpur during office hours from Monday to Saturday. If there is an exigency of work, the services can be extended beyond office hours and even on Sundays/holidays also without any cost to the department.
- 3.4. The comprehensive maintenance shall be carried out primarily at the premises of APMC (MNI) Azadpur & Sub-yard Okhla on Monday to Saturday from 10.00 AM to 5.30 PM and even beyond that depending upon the exigencies of the work. The comprehensive maintenance is inclusive of Printer software support including connectivity of printer in standalone and network configuration etc.
- 3.5. In case, any non-consumable Components of computers/printers found not repairable the same shall be replaced with OEM branded new parts/products of same or higher specification without any additional cost to the Department.
- 3.6. The service provider shall provide trained resident engineer(s) in the department during office hours of the Department. If there is any exigency of work, the services can be extended beyond office hours and even on week end / holidays also.
- 3.7. AMC shall cover comprehensive maintenance which includes preventive as well as corrective maintenance.
- 3.8. The firm awarded with the maintenance contract shall also carry out preventive maintenance of each equipment once in a quarter and shall maintain proper record thereof. The payment on quarterly basis will be made only after submitting the preventing maintenance record. Failure to do so shall attract penalty as per the contract agreement.
- 3.9. AMC shall cover each and every part including plastic body and parts, replacement of any part necessary for keeping the hardware active and free from any defects/disturbance, any unscheduled call for corrective and/or preventive maintenance services, taking appropriate measures/steps in time to set right the malfunctioning of the equipments. The replacement of all spares including plastic parts and body is included in the AMC except **consumable items (Like, Printer Toners/cartridges, printer heads & printer ribbons)**. The replacement of all defective parts with good quality and OEM branded parts will be done by the service provider without any extra charge of any kind. **Used/repaired parts of any other brand from any other source are not accepted.**
- 3.10. Fault intimated and/or noticed after award of the contract shall be rectified by the firm awarded with the contract at no extra cost to the department.
- 3.11. In case, the service provider feels that the equipment cannot be repaired at site, they will carry & deliver the equipment at their own cost and get it repaired promptly within 2 working days failing which replacement shall be provided failing which an amount of Rs. 500/- per day per item shall be charged as penalty.
- 3.12. The environment conditions in which the equipment is presently installed are quite satisfactory and the service provider shall not raise any condition with regard to the working environments for the equipment to be covered under AMC.

- 3.13. The calls are received centrally and shall be forwarded to the concerned service engineer by the concerned official of the department and shall be attended immediately on receipt of the same. The firm shall **maintain proper service call sheets** which will be duly signed by the engineer and the user of the equipment.
- 3.14. The company shall ensure uptime of machines and regular attendance of the onsite service engineer failing which penalty as applicable as per relevant clauses will be imposed without issue of any formal notice to the service provider.
- 3.15. Printer interface cables, printer port, power cable, VGA cables etc. are also covered under AMC.
- 3.16. The service provider shall also be responsible for installation/reinstallation of driver software with upgrades/updates as and when required.
- 3.17. The number of equipments under consideration for AMC may vary and payment shall be made as per actual.
- 3.18. In the event of non-satisfactory conduct of maintenance services, Department shall have the right to terminate the maintenance contract.
- 3.19. No interest shall be made on the Performance Guarantee deposited by the firm.
- 3.20. Any new hardware will be brought into maintenance through a written intimation or addendum. The new hardware will be inspected by the service provider and its maintenance will be taken-up after acceptance of the same. In case, APMC (MNI) Azadpur decides to withdraw any equipment from Contract during the AMC period, the same would be taken out of this Contract with written information to the service provider & payment of AMC of those items shall not be done w.e.f. date of getting out of AMC.
- 3.21. The Department has exclusive right to terminate the Contract by giving short notice to the service provider.
- 3.22. The selected vendor shall not assign this agreement or any part thereof, or any benefit there under without the consent of APMC (MNI) Azadpur, to any other party.
- 3.23. No claim for interest in case of delayed payment will be entertained by the APMC (MNI) Azadpur.

#### **4. PENALTY**

- 4.1. A penalty of Rs. 600/- (Rupees Six Hundred) shall be imposed per day per engineer for an unauthorized absence.
- 4.2. Any machine/peripheral down for more than 2 working days and for which no replacement has been provided, a penalty at the rate of Rs.500/- per day per item shall be imposed.
- 4.3. In case of non-performance of quarterly preventive maintenance, a penalty of Rs.1000/- per day shall be charged.

5. **PERFORMANCE GUARANTEE:** The firm awarded with the maintenance contract shall deposit a Performance Guarantee for an amount of **5% of total AMC value** in the form of Demand Draft/FDR/Pay Order in favor of Secretary, APMC, Azadpur of Delhi valid for a period of 60 days beyond the completion of contractual obligations of the contract issued by any of commercial banks. No interest shall be paid on the Performance Guarantee by the APMC (MNI) Azadpur.

## 6. **CONTRACT PERIOD**

6.1. The validity of the contract shall be initially for one year from the date of award of the contract.

6.2. The company has to give three months' notice in advance before cancellation of the contract. Contravention of the same would lead to forfeiture of performance guarantee along with all outstanding dues.

7. **PAYMENT TERMS:** The AMC charges shall be payable to the service provider in four equal quarterly instalments and paid at the end of each quarter of AMC period subject to satisfactory performance of the service provider and after statutory deduction of TDS, GST and penalties, if applicable.

**Particulars of the Firm / Company**

- 1 Name of the Firm : \_\_\_\_\_
- 2 Complete address for correspondence : \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- 3 Contact Person Name : \_\_\_\_\_
- 4 Email ID of the Firm : \_\_\_\_\_
- 5 Phone nos.(including mobile No. of contact person) : \_\_\_\_\_
- 6 Website, if any : \_\_\_\_\_
- 7 PAN No. of the Firm : \_\_\_\_\_
- 8 GST No. : \_\_\_\_\_

Place : \_\_\_\_\_

Date : \_\_\_\_\_

(Signature, Name & Stamp of the firm)



**Financial Bid/Details of equipment's for AMC (Comprehensive)**

S.No.	Description of Items	Qty in Nos.	Date of Purchase	Rate per item in Rs.	Total Amount in Rs.(in figure with word)
<b>1</b>	<b>Computer</b>				
1.1	(HP / HP 8000 Series (Intel Core i5-650, 3.2GHz,4MB L3 Cache Memory, 2GB RAM, 320GB HDD	6	26.09.2011		
1.2	ACER - Intel Pentium (DC 2nd Generation) / 2GB RAM / 250 GB HDD / DVD Writer / 18.5" TFT/ XPP/ KBRD/ Mouse	4	11.05.2012		
1.3	DELL- Intel Core i-5-650,3.2 GHz, 500GB HDD, DVD Writer, 18.5" TFT, PS-2 Keyboard, Optical Scroll Mouse	2	26.07.2012		
1.4	HP 8200 - (Intel Core i5-2600,3.4GHz, 8MB Cache or Better)	14	02.02.2013		
1.5	HP 8200 - (Intel Core i7-2600,3.4GHz, 8MB Cache or Better)	1	02.02.2013		
1.6	HP Elite Desk 800 G-1, Intel Core i5-3470, 3.2 GHz, 6 MB Cache Preloaded Operating System M.S. Windows8	79	30.03.2015		
	<b>Total (Computers)</b>	<b>106</b>			
<b>2</b>	<b>LAPTOPS</b>				
2.1	HP PAVILION G-6 2320TX, i5,3RD GENERATION /1TB HDD/4GB RAM/DVD WRITER/1GB GRAPHIC CARD/WEB CAM,WI-FI/WINDOWS 8	1	18.04.2013		
2.2	HP Pavilion X360-14-Ba078TX	1	30/05/18		
	<b>Total (Laptops)</b>	<b>2</b>			

<b>3</b>	<b>Printer</b>				
3.1	HP LASERJET 1150	2	09.06.2004		
3.2	HP LASERJET 1010	8	08.12.2004 (5) 01.06.2005 (3)		
3.3	HP LASERJET 1160	3	01.06.2005(1) 05.08.2005(2)		
3.4	HP LaserJet 1020	7	14.11.2005 (3) 20.06.2006 (1) 18.07.2006 (1) 08.03.2007(1) 25.04.2007(1)		
3.5	HP LaserJet 1022	1	22.03.2006		
3.6	HP Laserjet 1020 Plus	1	-		
3.7	HP Laser Jet 1319f MFP	2	01.01.2010		
3.8	HP Laser Jet P-1007	1	24.02.2010		
3.9	HP Laser Jet M1213mf MFP (Fax/Scanner/Copier)	2	28.03.2012 (1) 11.05.2012 (1)		
3.10	HP Laser Jet P-1108	3	26.07.2012		
3.11	TVS HD 250 Gold	13	15.09.2008 (1) 02.05.2011 (1) 03.08.2013 (3) 21.10.2013 (2) 15.04.2017 (6)		
3.12	Compact Mono Chrome Laser Multi-Function Printer DCP- 7055 (Brother)	1	17.04.2013		
3.13	HP LaserJet Pro 400 Colour MFPP M475DN	1	05.03.2014		
	<b>Total (Printers)</b>	<b>45</b>			
				<b>AMC Cost</b>	<b>Rs. _____</b>
				<b>GST</b>	<b>Rs. _____</b>
				<b>Grant Total of AMC</b>	<b>Rs. _____</b>