

**PAY & ACCOUNT OFFICE
M\O- HUMAN RESOURCE DEVELOPMENT
D\O – HIGHER EDUCATION
GROUND FLOOR “D” WING
SHASTRIBHAWAN NEWDELHI**

No. PAO/Edu/Admn/2015-16/

Date: 29-09-2015

NOTICE INVITING QUOTATIONS

Sealed Quotations are invited from reputed firms for the comprehensive Service Maintenance Contract of 28 No's of Desktop Computers and 17 Printers in Pay & Account Office, M/o HRD, D/o Education Shashtri Bhawan Delhi for the period of one year on the terms and conditions enumerated in the following paragraph.


- i. Only reputed firms having adequate experience in the relevant field in the Government Ministries/Departments/Government or semi Government organizations, including public sector undertaking and having the requisite competence capacity to do/handle the jobs relating to the maintenance of all makes and models of the computers and printers.
- ii. The firm should have their own service center set up and they should have complete tools for support/repair of the machines.
- iii. It will not be obligatory for the Department to accept the lowest quotations and no explanation shall be given for the cause of rejection of the quotation of any tenderer/firm. There is also no obligation on the part of the department to inform the unsuccessful tenderer/firm of the outcome of the tender process.
- iv. The Department also reserves the right to add into the contract additional number of machines during the currency of the contract for terms and conditions. Likewise the department also reserves the right to exclude from the contract any number of machine and other items if they are found to be unserviceable at any point of time during the currency of the contract. The contractual charges payable will be modified accordingly.
- v. Rates per unit and per annum should accordingly be quoted on a separate sheet duly signed by the proprietor and stamped by the firm. The rates quoted shall be mentioned by the firm both in figures and words. Partial quote will be summarily rejected. There should be no erasing or overwriting, whatsoever. Additional information, if any, having relevance on the subject may also be furnished in the quotation along with profile and other relevant documents.
- vi. The firms are requested to attach a copy each of the latest Income Tax Return, TIN/PAN number and works contract certificate and the attested copies of documentary proofs in support of the past and present experience and the



- certificates proving the satisfactory completion of similar types of work having executed in various Government Ministries/Departments, PSU's etc.
- vii. The service engineer deputed for the maintenance work should immediately report to the concerned office and should attend to the complaints as per register maintained in the Pay & Account Office for this purpose. In case the service engineer does not rectified the fault in any of the machine within 24 hours, this office reserves the right to rectify the fault through any other source, the firm shall have to reimburse the expenditure to this office.
 - viii. The firm has to provide all Consumables and spare parts for the Equipment, except power, paper and any other output print material (tonner).
 - ix. The payment will be made through ECS on completion of every quarter subject to satisfactory work done.
 - x. Chief Controller of Accounts M/o HRD has full right to terminate the contract without assigning any reason.
 - xi. In case of any dispute, the decision of the Chief Controller of Accounts, M/o HRD will prevail and that will be binding upon the firm.
 - xii. **EMD** – An earnest money deposit of Rs. 10000/- (Rs. Ten thousand only) in the form of Bank Draft/Bankers cheque drawn in favour of Pay & Account office Department of Higher education is required to be furnished with the tender. The EMD shall be refunded after completion of tendering process. No interest shall be paid on EMD.
 - xiii. Bidders selected for service have to deposit 10% amount of the total service value as Performance Security which will be retained till the satisfactory completion of their service for which no interest will be paid.

Corrective Measures

The contract firm should ensure that all the complaints are attended to by the service engineer immediately. The complaint calls received directly from the users concerned shall be full honored and the defects noticed in the machines shall be rectified immediately to pay back the machine to normal working conditions. The firms should specify the down time for a system, which should not, in any case, be more than 24 hrs. In case, the machine concerned remain either unattended or defective even after the specified downtime for want of repairs/replacements, etc, or due to fault/neglect of the contractor firm or its service engineers, a deduction of Rs. 100 per day, per machine will be made as (or towards) penalty from out of the contractual charges for the maintenance, etc.



Preventive Maintenance:

- xiv. Importantly, as the firm (or firms) awarded the contract will be solely responsible as bound by the terms and conditions of the contract for the smooth and satisfactory working/functioning of all the machines covered under the respective contract (s), the contractor firms should undertake preventive maintenance and also conduct periodical and regular check ups (at least once in a month) of all the machines, so as to maintain them in a perfect working condition with the requisite fittings, parts, accessories, etc. and by carrying out repairs/replacements, wherever necessary, within the all inclusive maintenance rates quoted, tendered and subsequently accepted/approved by the Department. The contractor shall also obtain a certificates from the user/section officers to the effect that the machine in his/her use has been working satisfactorily during the month of report and that it has not remained out of order for more that the specified downtime. If any of the machines covered under this 'maintenance contract' remains idle or out of order for want of repairs/replacements of part, etc. or if the departments has sufficient reasons to infer/conclude that the machine concerned has not been properly maintained and serviced by the contractor firm, a reasonable proportionate deduction will be made from the charges due to the contractor firm. The decision of the Department as regards the 'reasonableness of deduction' shall be final and binding on the contractor.
- xv. The firm will also undertake regular cleaning of the cabinet of machines and other items from outside using appropriate liquid cleaning agents. The cleaning work should be done at least once in every quarter. Moreover, they will also take care of cleaning the inside of the machine.
- xvi. The contractor firm should also submit periodically certificates obtained from the users concerned as evidence in support of the 'satisfactory' functioning/working of the machines concerned during the period of report and also to show that the job work carried out by the contractor firm had been as per the instruction of the Department and that the equipments are not remained out of order for want of repairs/replacements, etc.
- xvii. The firm will replace all the parts/components in case of damage. The defective parts should be replaced with genuine and brand new part conforming and compatible to the model/configuration of the machine, and if it is found that the parts replaced are inferior in quality, suitable penalty will be imposed on the firm. In no case, the defective items/parts will be replaced by old spares. The replaced parts should also carry a warranty for a reasonable period of time. The Department reserves the right to reject any part of the items found inferior in



- quality or workmanship. The defective parts can be taken in their possession by the contractor firm after due replacements.
- xviii. As for the major items of repair, which do not generally form part of the 'comprehensive maintenance', the Department reserves the right to entrust the respective job work to the contractor firm or to other outside agency on the basis of estimates to be obtained in this regard. In the event of the machine concerned/or some of the components/parts are declared or found by the contractor irreparable or unserviceable, the Department shall have the right to get them inspected by any qualified firm/person.
- xix. In case, the contractor fails to cope up with the workload or doesn't render satisfactory services or dishonor the contract in any way, the contract awarded shall be liable for summary cancellation/termination forthwith, without any notice, and payment due to him, if any, shall also be forfeited. The Department is free to entrust the job to any other firm/party at the risk and expenses of the defaulting contractor. In this connection, decision of the Chief Controller of Accounts, M/o HRD shall be final and binding on the contractor.
- xx. A specific mention must also be made in the quotation to the effect that the terms and conditions mentioned above are acceptable to the firms in full. This is mandatory for all the tendering firms who are desirous of participating in the tender process.

While submitting the quotation, the intending firms shall have to furnish authority proof of the pre-qualification, experience, antecedents, financial standing, latest Income Tax Return, Sales Tax number, Service Tax number, VAT No. PAN No. and work contract certificate (registered in their names), etc. The sealed cover containing tenders complete in all respect should reach this office latest by 3.00 P.M. on or before 16-10-2015.



(P.K. Giri)

Sr. Accounts Officer

SAMPLE PROFORMA

QUOTATION FOR ANNUAL MAINTENANCE CONTRACT OF COMPUTERS AND PRINTERS.

Sl. No.	DESCRIPTION	DETAILS	At Page No.
1.	Name of the Firm		
2.	Address of the firm		
3.	Telephone Nos.		
4.	Mobile Nos.		
5.	Copy of the details of the present/ past experience of providing maintenance and services.		
6.	Performance certificate issued by at least 3 (three) reputed customers for maintenance of Computers/printers in individual/ Ministries/ Deptts/ PSUs.		
7.	Copy of the Income Tax return (along with PAN/Tin number with proof).		
8.	Copy of the Service tax no. of the firm.		
9.	VAT Account No		
10.	Whether authorized Service Provider to IBM/HP/ACER/HCL/WIPRO/ZENITH/Toshiba.		
11.	Address of the workshop / service center (with telephone number).		

(Signature in full): _____