

**No.D-19016/1/2017-Admin**

**Government of India**

**Ministry of Coal**

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Room No.104-C wing, Shastri Bhavan,  
New Delhi, the 27th November, 2019

**Notice Inviting Tender**

**Subject:-Comprehensive Annual Maintenance Contract (CAMC) in respect of Computers/Printers/Scanners/UPSs/Laptops etc. of Ministry of Coal-Reg.**

Sealed quotations are invited from eligible and reputed firms in the prescribed proforma for Comprehensive Annual Maintenance Contract in respect of Computers/Printers/Scanners/UPSs/Sever/Laptops etc. installed in Ministry of Coal as per lists of items enclosed in the SCHEDULE OF ITEMS.

2. The quotations duly filled in the prescribed proforma, properly sealed and superscribed as "**Quotation for AMC of PCs, Printers & peripherals**" containing within it Technical and Financial Bids separately and addressed to the **Section Officer (Admn.), Ministry of Coal, Shastri Bhawan, New Delhi** may be dropped in the Tender Box of this Ministry mounted on the wall of **Garage No.21, Ground Floor, A Wing, Shastri Bhawan, New Delhi**. The last date for receiving of tender is **16.12.2019 up to 5.00 P.M.** The Tenders received after stipulated date and time will not be entertained. Technical Bids will be opened on **17.12.2019 at 3.00 P.M.**

3. The bidders shall be required to submit a demand draft of **Rs.10,000/-** (Rupees Ten thousand only) as earnest money to be drawn in favor of Pay & Account Officer, Ministry of Coal, New Delhi along with the quotations. Quotation not accompanied by the Demand Draft along with Technical Bid will be summarily rejected. The earnest money will be refunded to the unsuccessful tenderer on finalization of the contract. No interest will be payable by the Ministry on the Earnest Money Deposit. The bidders who are registered under MSME and having Udyog Aadhar Number are exempted from depositing EMD. Such firms have to furnish a copy of valid **Udyog Aadhar Number (UAN)**. Bidder will also have to declare the Udyog Aadhar Memorandum (**UAM**) number, if available.

4. The rates inclusive of GST applicable as on date, may be quoted on comprehensive basis for the items listed in the prescribed proforma. The Terms and Conditions of the NIT are at **Annexure-1 and details of items are as per Annexure-2.**

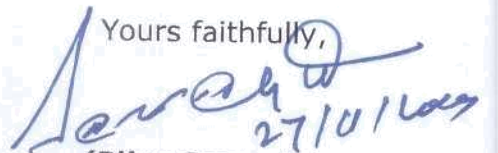
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5. The payment of AMC charges will be made in two installments of 50% each after completion of first six months period and after completion of first year period. The period of AMC will be for one year from the date of award of AMC which may be extended further solely on discretion of Competent Authority in the Ministry. No enhancement of rates during the period of AMC will be entertained.

6. It may also be noted that this Ministry reserves the right to accept or reject in part or in full, all the quotations without assigning any reason thereof.

**Encl: T & C and Schedule of Items (Anx-1&2).**

Yours faithfully,

  
27/01/2023

(Bijoy Samanta)

**Under Secretary to the Government of India**



## Annexure-1

### Terms & Conditions of the CAMC

1. The contract will be on **Comprehensive Maintenance Service basis and no extra charges for any general wear and tear/spare parts etc.** shall be made by the Ministry except for consumable parts. During the currency of the contract period it will be the responsibility of the company to keep the equipment in perfect working order. The services of at least two resident Engineers should be provided for attending day to day calls during the office hours, and in case of emergency beyond office hours and on holidays.
2. The repair work will have to be carried out at the location of the equipment except in the exceptional circumstances where the equipment or any component may be required to be taken out for repairs in workshop. In such cases the standby arrangement shall have to be made by the company and in no way the working of computer shall be held up for want of any standby arrangements. No other charges will be payable like transportation, fare etc.
3. The CAMC will be valid for a period of one year from the date of award of contract. The payment towards CAMC charges shall be made in two installments of 50% each on half-yearly basis during a year. For this purpose, company will be required to submit a pre-receipted bill. The company shall have to attend to all the complaints just on receipt of information from the concerned users of the machines. This Ministry reserves the right to terminate A.M.C. at any time during the period of A.M.C., if the performance of the company is not found satisfactory.
4. The company shall have the required drivers (including recovery) for maintaining the PCs, printers, etc. for configuring the printers and PCs. The company will be required to depute qualified engineer to check up all the Computers/Printers/UPSs/Laptops at least once in three months and obtain certificate from the concerned user about the proper working of Computers/Printers UPS etc. and submit a copy in the Administrative Branch of this Ministry. In view of potential virus attack, which may affect the computers and results in loss of valuable data, it will be the responsibility of the company to prevent/repair the machines with latest anti-virus solutions.
5. The firms are required to quote their bids (including GST) for one piece of each category of items. The rate quoted (including GST) will be inclusive of overall CAMC charges, cost of all the repairs, maintenance, preventive check-ups, all spare parts etc. The financial bid shall be

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evaluated on the basis of overall cost for all the items taken together in the list and not on the basis of charges quoted for individual items, and minimum overall cost, to be quoted by the firm, taken together will be considered for deciding L-1 bidder.

6. The number of equipment under each category of items may increase or decrease depending on requirement basis. The firm shall maintain the equipment as per manufacturers guidelines and shall use standard components for replacement. The firm will maintain the original configuration/specification/characteristics/features intact which shall not be changed until and unless written approval of the authorized official in the Ministry is obtained. It shall be the responsibility of the firm to keep all the equipment in satisfactorily working condition throughout the contract period.

7. (i) The firms should indicate whether it is registered either under the Companies' Act, 1956/ Partnership Act/ or is a sole proprietorship etc. and should furnish the details of its Registered Office.

(ii) The firms are required to furnish their standing and goodwill through a certificate/documentary proof of Ministries/Departments with whom they are working with complete address and telephone Nos./Income Tax No./GST No. List of present contracts having in Govt. Departments may also be enclosed with the quotation.

(iii) The firms should have a work permit or be registered with local authority including GST.

(iv) A certificate of its compliance with applicable statutory requirements like EPF, ESI etc. for the last 1-2 years may be furnished along with the quotation.

(v) A **'fall clause'** will be effective to the approved rates, i.e. if the firm undertakes identical works in other Ministries/Departments at rates lower than the rates approved by this Ministry, the firm will have to charge at those lower rates from this Ministry. The successful bidder to whom the contract is awarded shall be responsible for informing the Ministry in this regard and ensure its compliance. At the time of submitting the bill for payment a certificate to this effect should be attached with the bill.

8. Conditional tender received will summarily be rejected. The firm has to comply with all the terms and conditions mentioned over here.

9. The firm has to submit self-attested copy of documents relating to registration of firm/company, PAN, TIN, GST etc.

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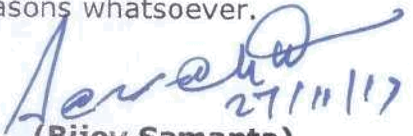
10. The firm should be in existence for over 5 years in the field of maintenance of PCs and Peripherals with a turnover of not less than Rs.10 lakhs during the last three financial years. The firm should enclose its IT returns and balance sheets for the last three years i.e. 2016-17, 2017-18 and 2018-19.

11. The bidding firm should have the experience of at least 5 years for similar services in other Ministries/Departments of Government of India.

12. The firm shall maintain the entire equipment list in the proforma as per the manufacturer's guidelines and shall use standard components for replacements.

13. The quotations received without the above mentioned documents and Demand Draft towards earnest money as stated in the letter inviting quotations as well as those received after the due date, will be summarily rejected .

14. The Ministry of Coal reserves the right to select or reject any or all of the quotations without assigning any reasons whatsoever.

  
27/11/17

(Bijoy Samanta)

**Under Secretary to the Government of India**



**ANNEXURE -2****SCHEDULE OF ITEMS****(For CAMC of ACER, Dell, Lenovo, HP PCs/Printers/UPS/Scanners/Laptops in Ministry of Coal)**

S. No.	Description of Items Brands to be indicated	Quantity	Quoted price/per item (in Rs.) (Including GST)	Total quoted price (in Rs.) (Including GST)
1.	Computers (Acer, HP, Lenovo) i3, i5, core 2 dual with all standard configuration (Including All-In-One PCs)	176		
2	HP Windows Server 2008	02		
3	Laptops (HP, Dell, Lenovo, Sony, I-Pad, Apple etc.)	18		
4	HP LJ 1320 N Printer	16		
5	HP LJ 2420dn Printer	01		
6	HP Color Laser Jet Printer M452	01		
7	Canon Image DR-C130L Scanner	16		
8	HP LJ 4250 printer	03		
9	HP LJ 3030 MF printer	5		
10	HP LJ 1536MFP	03		
11	Samsung ML 2161	24		
12	HP LJ P1007 printer	22		
13	Samsung SCX 4521F	04		
14	Samsung SCX-4623FN	09		
15	HP Pro 400	02		

38	Samsung Express M2826ND Printer	03		
39	HP Laser Jet M226dn	05		
40	Samsung Express M-3370 FD Printer	02		
41	Samsung CLP 680 ND Color Printer	01		
42	Canon Image Glass LBP 6230DN	01		
		<b>Total</b>		

Note: Number of equipment under each category of item may increase or decrease depending on requirement basis.

**GST**

details:-----

I, on behalf of M/s \_\_\_\_\_, hereby declare that all the terms & conditions mentioned vide Ministry's NIT No. **19016/1/2017-Admin** dated..... are fully acceptable to us.

Dated.....

Signature with Stamp

Proprietorship