

APPLICATION FORM

Cost of Application Form : Free
Application will be received : November 30th 2007 up to 3.00 pm
Application will be opened : November 30th 2007 at 3.30 pm

**GOVT. OF NATIONAL CAPITAL TERRITORY OF DELHI
DEPARTMENT OF INFORMATION TECHNOLOGY
LEVEL – 9, B – WING, DELHI SECRETARIAT: NEW DELHI**

1. Invitation of Applications

1.1 This invitation is for:

EMPANELMENT OF AGENCIES FOR PROVIDING ANNUAL MAINTENANCE OF DESKTOPS, PRINTERS AND UPS (offline) IN THE VARIOUS DEPARTMENTS OF GOVT. OF DELHI.

1.2. **Applicants are advised to study the Document carefully before submission of Application form.** The Applicant submitting an Application would be presumed to have considered and accepted all the terms and conditions. No inquiry, verbal or written, shall be entertained in respect of acceptance/rejection of the Application. The Application must be unconditional.

1.3. Separate **SEALED OFFERS** prepared in accordance with the procedures enumerated in Clause 10 of the this document should be submitted to Secretary, Department of Information Technology, New Delhi not later than the date and time laid down, at his address given in the **Schedule for Invitation under Clause 1.6.**

1.4. All Applications must be accompanied by a security of **Rupees Twenty Five Thousand only (Rs. 25,000/-)**. The security amount must be submitted by means of Bank draft in favour of the Secretary, Department of Information Technology, Govt. of NCT of Delhi. **No exemption from filing of EMD shall be allowed, even to PSUs and/or Co-operative Organizations.**

1.5. This Application form is not transferable. Application Form referred as document and both mean one and the same thing.

1.6. **Schedule for Invitation:**

a) Name of the Client: President of India through Secretary, Department of Information Technology, Govt. of NCT of Delhi.

b) Address at which Applications to be submitted

**Secretary,
Department of Information Technology,
Govt. of NCT of Delhi,
Room # 902, Level – 9, B - Wing, Delhi Secretariat,
I.P. Estate, New Delhi-110 002.**

c) **November 30th 2007 upto 3.00 pm** is closing time for submission of filled up Application form:

d) Place, Time and Date of opening of sealed Application forms:

Secretary,
Department of Information Technology,
Govt. of NCT of Delhi,
Room # 902, Level – 9, B - Wing, Delhi Secretariat,
I.P. Estate, New Delhi-110 002.
November 30th 2007 at 3.30 pm

- e) For any clarification, you may contact **Sh Santulan Chaubey, System Analyst** at Phone : **23392694**, email: santulan@nic.in

Note: **The Department shall not be responsible for any postal delay about non-receipt/non-delivery of the documents. Documents not complete shall be summarily rejected.**

2. The successful Applicants shall have to submit performance guarantee of Rupees **Fifty Thousand only (Rs.50,000/-)** by way of Bank Guarantee for a period Of 24 months, for successful performance during empanelment period, in favor of Secretary, Department of Information Technology. The departments of Govt. of Delhi reserve the right to ask for additional performance guarantee (if required).

3. Eligibility

- 3.1. The company should be at least three years old.
- 3.2. The **Average Turnover** should be more than Rs. 25 Lakh in the last three financial years. The Turnover should be from the maintenance of IT hardware including desktops, printers and UPS etc. The Company should be making net profit during the period. This will have to be supported by the relevant records like work orders and audited balance sheet.
- 3.3. The applicant company shall be a maintenance agency dealing in maintenance of IT hardware including desktops, printers and UPS for at least three years.
- 3.4. The applicant company should be an authorized service provider of either of major computer manufacture such as IBM, HP, HCL, WIPRO, ACER, LG, Samsung Levno, dell etc. This should have to be supported by a certificate from the company.
- 3.5. The applicant company must have at least one office in Delhi/NCR.
- 3.6. The applicant company must have at least 5 numbers of field service engineers (B.E. / B.Tech) and 15 numbers of technicians (Diploma Certificate) on its roll in Delhi/NCR region. This will have to be supported by the relevant records like Attendance Register, Pay Roll, EPF Return etc..
- 3.7. The Company should be registered under the provisions of Service Tax and VAT.
- 3.8. The applicant company should furnish its standing and goodwill through certificate from its clients to whom AMC services have been provided in the last three years.
4. The price charged for the services provided under the contract by the Applicant shall in no event exceed the lowest price at which the said Applicant provides the services of identical description to any person/organizations including the department or any department of the Central or State Government or any statutory undertaking of the Central or State Govt. as the case may be during the currency of the Contract.

If any time during the said period the company reduces the service charges to any person/organization including the department or any department of the Central or State Government or any statutory undertaking of the Central or State Govt. as the case may be, at a price lower than the price chargeable under the contract, the company shall forthwith notify such reduction to the department and the price payable under the contract for the service provided after the date of coming into force of such reduction shall stand correspondingly reduced.

5. This empanelment is valid for one year. The Secretary, Department of Information Technology, Govt. of NCT of Delhi, may extend the validity of empanelment further.
6. Department of Information Technology, Govt. of NCT of Delhi, reserves the right to exclude/include any company from the Panel during the duration of the empanelment.
7. On the basis of the performance report the department reserves the right to de-list any company from the Panel beside the forfeiture of bank guarantee.
8. Bank Guarantee can be invoked if a department is not satisfied with the service of the company and a report to that effect is submitted by them to IT department.
9. The list of empanelled vendors will be available for all the departments of Delhi Government as practiced earlier. However, the departments having the capacity to select the vendor from open market will have the option to invite the request for proposal following the codal formalities.

10. Procedure for submission of filled up Applications forms–

- a. All the Applicants are requested to send their Applications in a single sealed cover super-scribed with Application **EMPANELMENT OF AGENCIES FOR PROVIDING ANNUAL MAINTENANCE OF IT EQUIPMENTS** and the wordings **"DO NOT OPEN BEFORE November 30th 2007.**
- b. **All applicants are advised to submit the information in the proforma given at Annexure-A. Applications without Annexure-A may be rejected.**
- c. The Application should be a complete document and should be bound as a volume; every paper of the Application should be signed by the Applicant with seal of company.
- d. The cover thus prepared should also indicate clearly the name and address of the Applicant, to enable the Application to be returned unopened in case it is declared "Late".
- e. All the cost and expenses incidental to preparation and submission of the proposal, discussion etc shall be to the account of the applicant and the Department shall not be responsible in any way whatsoever, and shall bear no liability whatsoever, on such cost and expenses, regardless of the conduct or outcome of the pre qualification process.
- f. **List of Documents to be enclosed with the filled up Application form:-**

- A. EMD Amount (Rs.25,000/-) as bank draft. (Ref. Para 1.4)
- B. Proof of experience in similar works. (Ref. Para 3.3)
- C. Certificate of Incorporation/Partnership Deed etc. (Ref. Para 3.1)
- D. Copy of VAT Registration Number. (Ref. Para 3.7)
- E. Copy of Service Tax Registration Number. (Ref. Para 3.7)
- F. Audited Balance Sheet for the Last three years showing turnover from AMC. (Ref. Para 3.2)
- G. Copies of AMC's orders (In support of turnover Average turnover of 25 lacs from AMC).
- H. Proof of having at least 05 numbers of field service engineers and 15 numbers of technicians on its roll. (Ref. Para 3.6)
- I. Proof of office in Delhi/NCR region. (Ref. Para 3.5)
- J. Certificate from the company(s) for Authorized Service Provider. (Ref. Para 3.4)
- K. Performance Certificates. (Ref. Para 3.8)
- L. Copies of Other certificates (Ref. Para 10.2)

11. Terms and Conditions

- 11.1 The Application form should be clearly filled in ink legibly or typed. Alternations unless legibly attested by the Applicant, shall disqualify the Application. The Application form should be signed on all pages.
- 11.2 The Application form should be enclosed with self-attested copies of the Registration certificate, VAT, Service Tax, ESI, PAN No. EPF and copies of the work/job orders/performance certificates etc.
- 11.3 The company shall not engage any Sub-contractor or transfer the contract to any other person in *any manner*. The contractor shall not be permitted to transfer their rights and obligations under the contract to any other organizations or otherwise.
- 11.4 The comprehensive maintenance includes preventive maintenance/quarterly regular services of the, Desktops, Printers & UPS and/or replacement of any items necessary for keeping the, Desktops, Printers and UPS (offline) active and free from any defects/disturbance and also on any unscheduled call for corrective and maintenance services, taking appropriate measures/steps on time to set right the malfunctioning of the, Desktops, Printers and UPS. The replacement of the all spares (excluding printer heads, UPS batteries, printer ribbon and toner cartridges) is included under the AMC. The replacement of defective spares with good quality and standard spares will be done by the company, without any extra charge of any kind.
- 11.5 The comprehensive maintenance shall be carried out primarily at the premises of client department as specified in the work order, during office hours. In case, the company feels that the equipment cannot be repaired at site, they will carry and deliver the equipment at their own cost and risk to get it repaired promptly.
- 11.6 The Operating environment condition in which the equipment is presently installed is quite satisfactory and the company will not raise any condition with regard to the working environments for the equipment covered under AMC.

- 11.7 Response time for all kind of maintenance call should not exceed 4 hours.
- 11.8 **The AMC Vendor will repair the machine same day, if the complaint is lodged before 12.00 noon. For the complaints lodged after 12.00 noon, it should be attended next day before 12.00 noon.** The AMC vendor will ensure that all complaints by the departments are properly recorded in a logbook of prescribed format as given at annexure 4. A complaint number will be given to the department and the same number will be recorded in the log book along with date and time. The log book may be requested by the department or by IT Department at any time to ensure the proper implementation.
- 11.9 In case of reinstallation of software, the AMC Vendor will not install a pirated copy in any circumstances. The AMC vendor will ensure that concerned department provides the original and licensed version of the software / OS. In case of any issue, the AMC vendor will report of IT Department of such circumstances in writing.
- 11.10 The company will ensure 95% uptime for Desktops and other equipments failing which a penalty as proposed by the client department will be imposed. However before imposing penalty, the client department will issue a show cause notice in which the details of downtime will be mentioned. It will also include the penalty proposed to be imposed on the company. The breakdown time will be worked out as under: -

Total machines days (X) = (No of equipment under AMC) * No of Working Days in a quarter

Break-downs (Y) = (No of Desktops or Printer or UPS) * No of breakdown days

Percentage uptime = $((X-Y) / X) * 100$

- 11.11 In a building where more than 75 numbers of PC's are installed and covered under AMC, the company will station one hardware engineer with sufficient spare parts on permanent basis.

12. The venue for arbitration will be New Delhi.

13. Printed terms and conditions of the Applicants shall not be considered as forming part of their Applications. In case terms and conditions of the contract applicable to this invitation to Application are not acceptable to any Applicant, he should clearly specify deviation in his/her Application.

14. The empanelled agencies as per the real need and requirement of the client department shall ensure the appropriate deployment of the manpower.

15. The empanelled agency has to maintain all the relevant records, register and documents as required.

16. Secretary, Department of Information Technology, holds the rights to accept/reject any or all the Application(s) in part or full without assigning any reason(s) thereof.

17. In case of any dispute or difference, the award of the arbitrator appointed by the Lt. Governor, GNCT of Delhi will be final and binding on the parties to the contract and the court at Delhi/New Delhi shall only have the jurisdiction over the same.

Annexure-A

Application Form for Pre-qualification of vendors for Maintenance of Desktops, Printers and UPS

1. **Name & address of the Applicant**
Firm/Company/Agency

2. **Constitution of the Applicant** :
(Whether company, partnership firm or Proprietary concern)

3. **Work Contract no.** :

4. **Service Tax No.**

5. **PAN no.** :

6. **Year in which incorporated** :

7. **Name & address of proprietor/partners/ Directors (as the case may be)** :

8. **Name, Phone number, Mobile No. & email of contact person** :

9. **Turnover of the company from only AMC during the last two financial years***.

S.No.	Financial Year	Turnover in Crores (In Rs.)
1	2004-2005	
2	2005-2006	
3	2006-2007	

*Please enclose documents in support of claim.

10. **List of Major Clients where Maintenance of Desktops, printers and UPS have been executed/being executed (Certificate from the clients in**

support of carrying out satisfactory maintenance work will have to be attached)

Sr No	Type of Organisation (Govt/Semi Govt/Private /Other)	Name of the Organisation, Contact person & Tele No.	Maintenance Contract/ Order Number and Date	No of Desktops being maintained	List of Peripheral (printer and UPS) maintained

No. of Desktops maintained in Delhi in F.Y. 2004-2005 : -----
(Approximate Nos.)

No. of Desktops maintained in Delhi in F.Y. 2005-2006 : -----
(Approximate Nos.)

No. of Desktops maintained in Delhi in F.Y. 2006-2007 : -----
(Approximate Nos.)

11. Details of Service Engineers working in the company *: -

* The details of educational & technical qualifications, certification and experience of all the service engineers who have put in more than 2 years of service in this company may be enclosed.

12. Any other information relevant to the Maintenance work of Desktops, Printers and UPS:

13. Signature of the Authorized person with Name, Designation & official Stamp:

Annexure-B

<<Department Name>>
Complaint Logbook

SINo	Date / Time	Machine Name	Number	Location	Brief Problem of Machine	Complaint Number obtained from AMC Service Provider	Signature	Status of Machine	Signature of complainant	Date / Time	Signature of Service Engineer

Signature of Head of Office

<<Name of Vendor>>
Complaint Logbook

SINo	Date / Time	Department Name	Brief Problem of Machine	Complaint Number	Status of Machine	Date / Time	Signature of Service Engineer

Signature of Supervisor