

**RASHTRIYA MAHILA KOSH**  
An Autonomous body under Ministry of Women and Child Development

New Delhi-110016  
14.07.2017

**TENDER DOCUMENT**

Sub: Notice Tender for **Annual Maintenance Contract for Computers, Servers, Scanner, Switch ports and Printers** in Rashtriya Mahila Kosh

Date of issue of Tender Document: 14<sup>th</sup> July, 2017

Date & time for submission of Bids: 9.30 AM on 14<sup>th</sup> July, 2017 to 5:00 PM on 1<sup>st</sup> August, 2017

Date & time of opening of Bids: At 3.30 PM on 2<sup>nd</sup> August, 2017

1. Rashtriya Mahila Kosh (RMK) invites sealed tenders/bids from reputed, Companies/ Firms / Agencies with at-least three years experience of handling Computer AMC of Govt. organisation to undertake Comprehensive Maintenance contract of Computers & Printers at Offices of RMK at CSWB Building, 4th Floor, B-12, Qutab Institutional Area, New Delhi-110016 and another office in Plot no. 21, NCW Building, Institutional Area, Josola, New Delhi -110025, initially for a period of one year.

**2 Tender**

2.1 Tender Document may be obtained from Deputy Director (Admn.), RMK, CSWB Building, 4th Floor, B-12, Qutab Institutional Area, New Delhi-110016 on all working days from 9.30 AM to 5.00 PM from 14.7.2017 to 1.8.2017. It can also be downloaded from the website of the RMK i.e. [www.rmknic.in](http://www.rmknic.in)

2.2 Sealed Tenders are to be submitted in the Office of RMK upto 5.00 PM of 1.8.2017.

2.3 Tenders must be accompanied by Earnest Money Deposit (EMD) being 10% of the amount quoted in bid rounded to nearest Rs.100 i.e for calculating EMD, an amount upto Rs.50/- will be ignored and an amount of Rs.51 and above will be rounded to Rs.100/-. The EMD of successful bidder shall be retained as Performance Security. EMD of unsuccessful bidder will be returned without any interest. EMD amount will be in the form of Demand Draft/Bankers cheque in favour of "RMK, payable at New Delhi"

2.4 Tenders received late and without EMD will be rejected.

3 RMK reserves the right to amend / withdraw any of the terms and conditions contained in the Tender Document or to reject any or all the bids without giving any notice or assigning any reason thereof. The decision of the RMK in this regard shall be final.

4 We are pleased to inform you that the AMC for comprehensive maintenance contract for Computers, Printers and other peripherals at RMK offices in Qutab Institutional Area and Josola Office. You shall provide maintenance services on all working days to keep the machines in good working order and in full working conditions. The services shall consist of the following: -

**4.1 Corrective Maintenance Services**

Replacement of defective parts of all types including Hard Disk drives, Hard Disk Media, CRT, Key tops, Rechargeable batteries (on the mother board) etc. **All the spares used for replacement shall be from original manufacturer of that particular equipment only.**

#### 4.2 Preventive Maintenance

**Regular preventive maintenance with a frequency of not less than once per quarter will be provided by you.** This should include general check-up internal and external cleaning, checking of voltage and other parameters, running diagnostics, hard disk and floppy drive alignments etc.

#### 4.3 Computer Virus Protection

You shall provide a reliable and regularly updated virus detection and prevention package removing virus infection, helping in recovery of data to the extent possible etc.

#### 4.4 Properly Internet working in all computers

You shall check internet in all computers is working properly and ensure that all the sites are properly working.

#### 4.5 Software Support

Support on Window 10, Window 7, Server software, Windows Vista, Microsoft Office 10, installation & up gradation of new software including re-loading from original/backup media.

#### 4.6 General System Support

General help in systems reconfiguration, system software problems, optimization set up, partitioning, formatting, interconnections, backup of data, internet setup in desktops, troubleshooting of dialers & browsers. Defining a Backup & disaster recovery strategy & taking scheduled backups. Customization of hardware and software etc. shall be given by you.

#### 4.7 Spares Stock/Replacement

You shall keep sufficient original spares, so that efficient service can be provided.

**Replacement spares shall be from OEM only. If some spares become obsolete or not available in market, you shall supply the latest available spares from some OEM, to ensure the uninterrupted availability of machines.**

#### 4.8 Response Time

Response time (time from placement of the call to the engineer attending the machine) should generally be less than 2 to 3 hours but in no case should be more than 4 hours.

#### 4.9 Stickers

Stickers should paste in all computers with computer number, your company name, and your phone numbers.

#### 5.0 Duration of Contract

5.1 The annual maintenance contract shall be valid for a period of one year.

5.2 After completion of one year, this contract may be reviewed by RMK.

5.3 Notwithstanding any provisions of foregoing clauses, RMK reserves the right to terminate the Contract either in part or in full. RMK shall in such an event give fifteen (15) days notice in writing to you of its decision to do so. You shall upon receipt of such notice discontinue the work. In the event of such termination, you shall be paid for the actual time performed till the date specified in the notice.

5.4 RMK reserves the right to include/exclude at any time during the currency of this contract, additional computer hardware of similar configuration at unit price applicable for the AMC of such similar item for the balance period of the year.

## 6.0 Payment Terms

6.1 The payment shall be made on quarterly basis and amount will be due for payment on certification by RMK at the end of each quarter. The quarterly amount shall be worked out by dividing the total service contract value of different items as per Annexure-I, by the number of quarters in the maintenance contract period.

6.2 RMK shall be entitled to deduct Income Tax at source in accordance with the provisions of Income Tax Act as applicable from time to time.

## 7.0 Prices

7.1 The prices applicable to this contract shall be as given in ANNEXURE-I. These prices shall remain firm and valid till the complete execution of the contract.

7.2 RMK will not be liable to pay any additional expenses like taxes/duties and penalties etc.

7.3 RMK will not be liable to pay any charges related to transportation of faulty components / systems or stand by systems etc. between contractor's workplace and RMK office.

## 8.0 Penalty and termination clause

8.1 If the supplier fails to solve the problems within stipulated period then in case the delay exceeds two weeks, RMK reserves the right to cancel the AMC order. In such an event service providers will not be entitled to or recover from RMK any amount by ways of damages, loss or otherwise.

8.2 If the system could not be repaired within 24 hours of the placement of complaint, a standby system should be provided failing which the expenses incurred by RMK in getting the complaint attended to by outside agency shall be deducted from the quarterly contract fee payable to you.

8.3 All cases of delay will be decided by RMK and the opinion given by the user of RMK shall be final.

8.4 The firm/ contractor should have minimum three year of similar work experience in handling, Government/ large companies contracts of Computers, Scanners, Photo Copier maintenance of the similar nature and size and also state that their annual turnover for the last three years from this type of business, Copy of PAN, registration with GST department should enclosed with the tender.

8.5 The successful tendered will be required to furnish a " security Deposit" of 10% of Contract value before commencement of the contract. The Security deposit shall be in the form of Demand Draft from a Nationalised Bank in favour of Rashtriya Mahila Kosh payable at New Delhi . The Security Deposit

will be refunded after expiry of the contract. The Security Deposit will be forfeited if during the period of contract, the services of the contractor are found unsatisfactory in any respect or if any of the condition of the contract is contravened towards any damage due to negligence on the part of the contractor besides any action that may have taken against the contractor.

8.6 It shall also be the responsibility of the contractor to handover back to this office all the equipments under contract in working condition at the end of this contract period.

8.7 A specific mention must be made in your quotation to the effect that the terms and conditions mentioned above are acceptable to your firm in full.

8.8 You are requested to indicate the name of Ministry/Department if you have undertaken such assignments in the past.

8.9 The competent authority reserves the right to reject any or all quotations in full or in part without assigning any reason thereof.

## 9 Dispute Resolution

9.1 Any dispute arising out of this tender document, court of Delhi shall have jurisdiction for adjudication.

(Amount in Rs.)

S. No.	Item Description	Qty.	Amount	
			Per Unit	Total
<b>AMC Rate for the one year</b>				
<b>Qutab Institutional Area</b>				
1	HP Computers HP 3000: Intel C2D E7600 HP Intel Pentium Core E2180 (purchase 2016, under 3 yrs warranty)	3 14		
2	Printers & Scanner HP Color LaserJet 1515N HP Laser P2015 HP Mono Laser P1007 HP laser 2055 HP Scanjet G2410 Canon DR6030C Scanner	1 1 3 1 1 1		
3	Switch Port with Networking 24 Port switch 8 Port switch	1 3		
<b>Jasola Office</b>				
4	HP Computers HP 3000: Intel C2D E7600 HP Intel Pentium Core E2180 (purchase 2016, under 3 yrs warranty)	1 4		
5	Printers & Scanner HP laser M1213nf	1		
6	Switch Port with Networking 8 Port switch	1		
<b>Total</b>				

Taxes as applicable will be paid extra