

THE STATE TRADING CORPORATION OF INDIA LTD.
JAWAHAR VYAPAR BHAWAN, TOLSTOY MARG, NEW DELHI.

Tender for Maintenance of IT Equipments

No. STC/CC/2013/MC/01

18th February, 2013

1. The State Trading Corporation of India Ltd. (A Govt. of India Enterprise), Jawahar Vyapar Bhawan, Tolstoy Marg, New Delhi-110001 (hereinafter called STC) invites sealed quotations from reputed private limited or public limited companies for repair and maintenance of computers and related items for a period of three years from 01.04.2013 to 31.03.2016. The period may be extended further on mutually agreeable terms.
2. Interested bidders may submit their quotations in two parts as per the attached proforma. Both the parts viz. 'Part A – Technical Bid' and 'Part B – Financial Bid' are required to be submitted. Each part should be sealed in a separate envelope and suitably superscribed. The two sealed envelopes should be put in a third envelope, sealed, superscribed "Quotation for Maintenance of IT Equipments" and dropped in the tender box kept on 23rd Floor of STC's office latest by 2.30 PM on 01.03.2013. The technical bids will be opened immediately after the closing of tender in presence of willing bidders or their authorized representatives.
3. The duly filled and signed bids complete with all enclosures and an earnest money deposit (EMD) of Rs. 50,000/- (Rupees fifty thousand only) should reach STC by the stipulated date and time. The offers received late and/or without EMD shall be summarily rejected. Submission of offer shall mean unconditional acceptance of all terms and conditions contained in this bid document. EMD shall be accepted only through Demand Draft / Pay Order in favour of "The State Trading Corporation of India Ltd." payable at New Delhi.
4. The EMD of unsuccessful bidders shall be refunded without any interest at the earliest opportunity after finalization of the tender. The EMD of successful bidder shall be retained as interest free security deposit towards satisfactory performance of contract and shall be refundable only after expiry of the contract period.
5. Bidders are required to furnish the unit as well as total cost of maintenance for every item strictly in the prescribed Proforma of Financial bid. Financial bid shall contain price only and no other documents shall be enclosed with the financial bid.
6. The selected party shall be responsible for repair / maintenance work of the computers and related items including replacement of all defective parts (except consumables) at their cost. To the extent possible, all repair and maintenance work will be carried out in STC's office premises only. For this purpose, the party will post one duly qualified Resident Service Engineer with 2-3 years experience, at STC Office from 9.30 AM to 5.30 PM on all the working days and even on holidays or beyond office hours, if need arises without any extra payment. In addition, the deputed engineer should be able to load or reload and attend to other problems related to softwares such as Windows, MS Office, antivirus and also internet/LAN connectivity.

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7. Laser printer maintenance charges shall be inclusive of replacement of all defective/damaged parts including fuser assemblies, fuser units and teflon sheets but excluding toner cartridges.
8. Some of the computers and other equipments are installed at residential offices of officials of STC at STC Housing Colony and other locations in Delhi / New Delhi / NCR. The selected party will be responsible for repair / maintenance of the same at no extra cost towards transportation or on any other account.
9. The selected party shall store the frequently required spare parts at STC. Other spares may be called from the agency office / warehouse in Delhi.
10. All the complaints should be attended to and defects rectified immediately on receipt of the complaint and in any case on the day of the complaint. In case the defect is major and it is not possible to rectify within a day, the problem shall be reported to the designated Manager of the STC Computer Cell and standby equipment shall be immediately provided. In case the selected party fails to repair / rectify the equipment within 48 hours of reporting the defects, STC may, in its own discretion, get the repair / replacement done from any other party and the charges for the same shall be recoverable from the selected party.
11. The jobs which are not possible to be carried out in the office premises will be allowed to be done outside but without payment of any extra charges for transportation, removal, etc.
12. The bidders should have proven experience in carrying out similar types of work in various Govt. offices, Public Sector Undertakings or large Public Limited Companies. A statement indicating at least three major running maintenance contracts as per Format-I of Technical bid alongwith documentary proof/certificates of having rendered satisfactory services must necessarily be enclosed.
13. The Resident Service Engineer deputed by the selected party shall not be changed frequently. Only one change in respect of Resident Service Engineer will be permitted during a year. For any subsequent change, a penalty of Rs. 5,000/- would be charged. However, in case STC finds services of a particular resident Service Engineer to be unsatisfactory, he shall be replaced by the selected party. The selected party will depute additional man-power in addition to resident engineer, if and when required.
14. Each page of this tender document (Pages1-5) must be signed and stamped by the bidder and enclose as part of technical bid. The same, along with the letter of acceptance of award of job, will be deemed to be the contract and no separate contract will be signed.
15. The bidders must be registered with the Service Tax Department.

16. Any alterations made while filling the tender must be attested by the bidder by putting full signatures. Overwriting of figures is not permitted. Failure to comply with either of these conditions will render the tender invalid and the tender shall not be considered. No request for any change in rates or conditions after submission of the tender shall be entertained.
17. One authorised representative of every bidder shall be allowed to be present at the opening of the tenders. The representative attending the opening of the tender on behalf of the bidder should bring with him a letter of authority from the bidder and proof of identification. On the date and time indicated in the Clause 2 above, only Technical bids will be opened and read out in the presence of bidders' representatives.
18. The bids will be technically evaluated on the basis of bidders' prior experience in the similar field, financial position, resources available, testimonials, etc. Financial bids from only those parties will be opened who are declared qualified and are shortlisted after technical evaluation. The shortlisted parties shall be informed separately the time and venue of opening of Financial bids.
19. During currency of contract STC may, in its own discretion, add more computers to the Maintenance Contract or withdraw some or all the equipment from Maintenance Contract. In such cases, payment shall be made on a proportionate basis at the rates agreed to in the tender for similar equipment.
20. The tender will be finalized on the basis of the total bid amount for computers and printers and not on the item-wise lowest rates quoted by the bidders.
21. The rates mentioned in this contract shall remain valid for a period of three years from the date of awarding the contract. It should be clearly understood that the rate once approved shall be final and under no circumstances the rate will be revised during the currency of the contract.
22. No advance payment will be made. The payment will be released on quarterly basis after making statutory tax deductions like TDS, Work Contract Tax etc. at the end of each calendar quarter. The record of attending the complaints, visits paid the nature of fault / defect found, the manner of action taken including parts replaced will have to be maintained by the selected party and submitted periodically to the designated official of STC.
23. STC shall not be responsible for damages of any kind or any mishap/injury/accident caused to any service engineer or any other employee or representative of the selected party while providing service in STC's premises or outside. All liabilities, legal or monetary, in respect of the service engineer shall be borne by the selected party. Nevertheless, if STC is made liable for any such incident, the selected party shall keep STC always indemnified and hold STC indemnified to the extent of damages suffered by STC.

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24. In case the selected party backs out of the contract midstream or does not provide service to the full satisfaction of STC, the security deposit shall stand forfeited.
25. The contract may be terminated by STC at any time without assigning any reason and such decision of STC shall be final and binding on the selected party.
26. STC reserves the right to reject the tender/offer of any party without assigning any reasons whatsoever.
27. STC shall not be responsible for non receipt / non delivery of the offer document due to any reason whatsoever.
28. Offers should be valid for a period of 90 days from the date of closing of tender.
29. The successful bidder shall submit a letter of acceptance within 7 days from the date of award of Maintenance Contract.
30. Conditional offers are liable to be rejected.
31. Offers submitted by Email, Fax, telegram or telex shall not be considered.
32. The following documents should be submitted with the technical bid. The documents must be enclosed and arranged as per **following sequence** with the technical bid:-

S.No.	Documents required
i	Earnest Money of Rs. 50,000/- in form of Demand Draft / Pay Order in favour of "The State Trading Corporation of India, New Delhi" and payable at New Delhi.
ii	Copy of PAN Number.
iii	Copy of Service Tax Number.
iv	List of major running AMC contracts (as per Format-I).
v	Performance certificates issued during last six months by at least three Govt. offices, Public Sector Undertakings or large Public Limited Companies.
vi	Certificate from a Chartered Accountant in support of annual turnover and turnover from maintenance of IT equipments for last three years.
vii	Certificate/undertaking that the firm has not been blacklisted by any Govt. Department.
viii	Certificate of Incorporation as Private or Public Limited company.
ix	Certificate of registration with PF.
x	Certificate of registration with ESI.
xi	Complete tender document (Page 1-5) duly signed and stamped on each page by the bidder in token of having understood and agreed to the terms and conditions mentioned

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33. Both the pages of Technical Bid, both the pages of Financial Bid and every page of all the above documents (except the Demand Draft/Pay Order towards EMD) should be signed by the bidder.

34. Failure to submit all the required documents or submission of **unsigned or incomplete** document, will render the quotation liable to rejection.

Note: The prospective bidders may contact Mr. Sanjeev Puri, Deputy General Manager for any clarifications at Tel No. 23462341.

Quotation for Maintenance of IT Equipments in STC

PART – A: TECHNICAL BID

The Deputy General Manager (IT),
STC of India Limited,
Jawahar Vyapar Bhawan,
Tolstoy Marg,
New Delhi – 110001.

Sir,

With reference to your tender no. STC/CC/2013/MC/01, we submit below our Technical bid in response to the same.

1. Organisation's Information:

Organisation's Name: _____
Office Address : _____

Telephone: _____
Fax: _____
Email: _____
Contact Person: _____
Name & Mob. No. _____

Main line of Business: _____

2. Annual turnover for three preceding years.

<u>Year</u>	<u>Total Turnover</u>	<u>Turnover from Maintenance of IT equipments</u>
2009-10		
2010-11		
2011-12		

3. We are enclosing the following:

S.No.	Documents	
i	Demand Draft/Pay Order No._____ dated_____ Drawn on _____ for a sum of Rs. 50,000/- (Rupees fifty thousand only) as earnest money.	Yes/No
ii	Copy of PAN Number.	Yes/No
iii	Copy of Service Tax Number.	Yes/No
iv	List of major running AMC contracts (as per Format-I).	Yes/No
v	Performance certificates issued during last six months by at least three Govt. offices, Public Sector Undertakings or large Public Limited Companies.	Yes/No
vi	Certificate from a Chartered Accountant in support of annual turnover and turnover from maintenance of IT equipments for last three years.	Yes/No
vii	Certificate/undertaking that the firm has not been blacklisted by any Govt. Department.	Yes/No
viii	Certificate of Incorporation as Private or Public Limited company.	Yes/No
ix	Certificate of registration with PF.	Yes/No
x	Certificate of registration with ESI.	Yes/No
xi	Complete tender document (Pages 1-5) duly signed and stamped on each page by the bidder in token of having understood and agreed to the terms and conditions mentioned	Yes/No

In case of our selection, EMD may be retained by STC as interest free security towards satisfactory performance of the contract.

We agree to abide by all the terms and conditions of the STC's tender document for Maintenance of IT Equipments.

The offer is valid for 90 days from the date of closing of tender.

Financial bid is being submitted in the separate sealed cover.

Signature: _____

Name: _____

Rubber Stamp of the
Organisation: _____

NOTE: The sealed quotation should be superscribed "PART – A: TECHNICAL BID FOR MAINTENANCE OF IT EQUIPMENTS."

Statement indicating the current similar AMC projects in and around Delhi

SL	Name of the Company with complete address	No. of Computers under AMC	Period of Contract From - To	Contact Person name with Tel. No.
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

Quotation for Maintenance Contract for IT Equipments

PART – B: FINANCIAL BID

The Deputy General Manager (IT),
STC of India Limited,
Jawahar Vyapar Bhawan,
Tolstoy Marg,
New Delhi – 110001.

Sir,

With reference to your tender no. STC/CC/2013/MC/01 and our Technical Bid dated _____ submitted separately, we submit our Financial Bid as follows:

SL	Item (Brief Description)	Qty.	Unit Charges per annum (Rs.)	Total Charges per annum (Rs.)
1	Pentium IV Computer with CRT Monitor (IBM / HP / HCL / Acer / Wipro Brands)	82		
2	Pentium Dual Core Computer with CRT Monitor (HP/HCL/Acer / Wipro / IBM Brands)	49		
3	Pentium Dual Core Computer with LCD Monitor (HP/HCL/Acer / Wipro / IBM Brands)	43		
4	HP LaserJet P1005/1007/1008 printer	8		
5	HP LaserJet P1505 printer	4		
6	HP LaserJet 1160 printer	3		
7	HP LaserJet 1000 series printer (1010/1020/1022)	27		
8	Samsung ML 1600 Series LaserJet printer (1610/1640)	53		
9	Xerox Phaser 3435	1		
10	HP OfficeJet 6400 Series MFP	3		
11	HP Color LaserJet CM 1015 MFP	1		
12	HP LaserJet M1005 MFP	4		
13	HP LaserJet Pro CM1415fn Color MFP	1		
14	HP OfficeJet 4300 OJ printer series	5		
15	HP OfficeJet 4500 OJ printer series	28		
16	HP OfficeJet F4100 AIO printer	1		
17	HP OfficeJet J3608 AIO printer	2		

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SL	Item (Brief Description)	Qty.	Unit Charges per annum (Rs.)	Total Charges per annum (Rs.)
18	HP OfficeJet 5610 AIO printer	3		
19	Brother MFC-J430W	1		
20	Connectivity / Software maintenance of LAN having about 80 nodes connected to server as Domain (Charges quoted not to include hardware maintenance)			
	Total Charges per annum			
	Other charges not included above, if any			
	Total Charges (inclusive of all other charges such as taxes etc) per annum			

Earnest money has been submitted alongwith the Technical Bid.

We agree to all the terms and conditions specified in your tender no. STC/CC/2013/MC/01 dated 18th February 2013.

We also undertake that the rates mentioned above shall be for the entire period of the Contract.

Thanking you,

Yours faithfully

Rubber Stamp of the Organisation

Signature(s) _____

Name _____

Organisation's Name _____

Office Address _____

Telephone _____

Fax _____

Email _____

NOTE : The sealed quotation should be superscribed "PART – B: FINANCIAL BID FOR MAINTENANCE OF IT EQUIPMENTS".