

भारत सरकार  
Government of India  
गृह मंत्रालय राजभाषा विभाग  
M/o Home Affairs, Department of Official Language  
केंद्रीय हिंदी प्रशिक्षण संस्थान  
Central Hindi Training Institute

All letters  
By Speed Post

F. No. D-17016/1/2018-CHTI/1824

Date:

Notice Inviting Tender

JUL 2018

**Subject: Comprehensive Annual Maintenance Contract of Computers, Printers, UPS, LCD Projector, Scanner, LAN-reg.**

Sealed Tenders are invited from reputed firms for providing total Comprehensive Annual Maintenance Contract of Computers, Printers, UPS, LCD Projector, Scanners and LAN of this office and Training Centers at different location in New Delhi (Tentative list of equipments that would be under AMC is enclosed). Before submitting the quotations, firms are requested to go through the terms and conditions and also visit our office and Training Centers located at New Delhi. (Annexure 'A').

Eligibility:

1. The firm should have at least 3 years of experience of similar assignment in Ministries/Government Departments, PSUs, Corporations. List of clients in support of this should be enclosed.
2. Experience Supporting of Hindi e-Tools.

Procedure:

The Tenders should be address and submitted to **The Director, Central Hindi Training Institute, D/o Official Language, Ministry of Home Affairs, 7<sup>th</sup> Floor, Pandit Deendayal Antyoday Bhavan, C.G.O. Complex, New Delhi-1100 03.** Tender may also be submitted to this office in the Tender Box within the schedule given below. Only one tender should be kept in one cover Tenders. received after the scheduled date and time will be rejected outrightly. last dated and time of receiving tender: **20-07-2018 at 5.00 p.m.**

Job Content:

1. The agency would be required to render preventive maintenance services including cleaning of interior and external of PCs and Printers part from maintenance of LAN at all locations and also the corrective maintenance.
2. Technical support to manage COMPACT software for example assisting in periodical backup, installation of patches etc.
3. In case any equipment has to be taken out for repair a standby equipment of similar configuration will be provided by the firm.
4. The firm should depute well trained full time person exclusively to this office of all working days and at the time of examination the Engineers should be available of all Training Centers.
5. Normal period of AMC is one year from the date of award and assumption of contract by the firm. However, this office reserves the right to cancel the contract without assigning any reason in case of unsatisfactory service.

दिनांक  
20/7/18

**Terms and Condition**

1. Firms should depute a qualified service Engineer exclusively of this office during working days. Firms should provide the C.V. or proposed Engineer/Engineers who would be deputed in case the contract is awarded to the firm.
2. Firms will be carrying out both preventive and corrective maintenance.
3. All complaints should be attended immediately and problematic equipment will have to be set functional **within 24 hrs.** failing which the Vendor has to arrange of standby equipments.
4. AMC will cover all repairs or replace of all components excepts.
  - (i) Printers Cartridge and Toner
  - (ii) UPS Batterers
5. Hard Disk failure the responsibility of recovering/transferring data will be the firm holding the AMC.
6. All parts are to be replaced by Vendor must be of the same make. In case if it is not possible the same must better or equivalent quality. The Vendor may retain the defective parts. In the service report the details regarding the part and serial number (if any) must be maintained clearly.
7. In case equipment is to be taken out of our premises for repair a standby equipment of similar configuration will be provided by the firm.
8. Penalty may be levied on delay in attending of respiring equipment.
9. Any loss caused to the CHT/HTS due to negligence/lapse on the part of AMC holding firm, shall be borne by them.
10. Firm should make appraisal of equipment before taking up AMC.
11. Binds should be submitted in the prescribed format.
12. Payment will be made monthly after deduction of TDS (as applicable) on submission of satisfactory completion of work certificate issued by our various offices and Training Centers.
13. The Period of Annual Maintenance Contract (AMC) shall ordinarily be for one year with effect from the date of awarding the contract. Period may be further extended as per the requirement of the Office for a period of six months or may be curtailed/terminated before expiry of this period owing to deficiency in service, after giving one week notice to the selected firm.
14. Performance security 10% (value of the AMC) which will remain valid for a period of 60 days beyond the date of completion of all contractual obligations of the AMC.

Yours faithfully,

  
(Ram Niwsh)

Administrative Officer

d/c

सातवां तल, पंडित दीनदयाल अंत्योदय भवन, केंद्रीय कार्यालय परिसर, लोधी रोड, नई दिल्ली-110003  
7<sup>th</sup> Floor, Pandit Deendayal Antyodaya Bhawan, C.G.O. Complex, Lodhi Road, New Delhi-110003.


दूरभाष/Telephone:-011-24364119 फैक्स/Fax-011-2436508

## केंद्रीय हिंदी प्रशिक्षण संस्थान के कार्यालय व प्रशिक्षण केंद्रों की सूची।


सं.	कार्यालय/प्रशिक्षण केंद्र का नाम/पता (उपकरण स्थापित हैं)	मात्रा					
		Computer	UPS	Printer	Scanner (Flat)	LCD Projector	Laptop
01.	केंद्रीय हिंदी प्रशिक्षण संस्थान 7वां तल, पंडित दीनदयाल अंत्योदय भवन, केंद्रीय कार्यालय परिसर, नई दिल्ली।	26	14 (on line)	16	02	02	01
02.	केंद्रीय हिंदी प्रशिक्षण संस्थान 2-ए, पृथ्वीराज रोड, नई दिल्ली।	62	14 (2 off line 12 on line)	09	01	02	-
03.	उप निदेशक (परीक्षा) का कार्यालय पूर्वी खंड-7, तल-6, आर. के. पुरम, नई दिल्ली।	15	01 (off line)	09	01	-	-
04.	उप निदेशक (मध्योत्तर) का कार्यालय पूर्वी खंड-7, तल-6, आर. के. पुरम, नई दिल्ली।	13	04 (3 on line) 01 off line)	13	01	01	-
05.	हिंदी टंकण एवं आशुलिपि प्रशिक्षण केन्द्र, हिंदी शिक्षण योजना, कमरा न.564, जेरेल भवन, नई दिल्ली।	12	01 (off line)	01	-	-	-
06.	हिंदी टंकण एवं आशुलिपि प्रशिक्षण केन्द्र, हिंदी शिक्षण योजना, कमरा न.109 बी प्रथम तल, संसद मार्ग, डाक भवन, नई दिल्ली।	12	01 (off line)	01	-	-	-
07.	हिंदी टंकण एवं आशुलिपि प्रशिक्षण केन्द्र, बी, ब्लाक हटमैट हाउस, नई दिल्ली।	15	01 (off line)	01	-	-	-
08.	हिंदी टंकण एवं आशुलिपि प्रशिक्षण केन्द्र, पूर्वी ब्लाक-2, सैक्टर-01, आर.के.पुरम, नई दिल्ली	15	01 (off line)	01	-	-	-
09.	हिंदी टंकण एवं आशुलिपि प्रशिक्षण केन्द्र, पूर्वी खंड-7, तल-6, आर. के. पुरम, नई दिल्ली।	15	01 (off line)	01	-	-	-
10.	हिंदी टंकण एवं आशुलिपि प्रशिक्षण केन्द्र, संघ लोक सेवा आयोग, नई दिल्ली	10	01 (off line)	01	-	-	-
11.	हिंदी गहन भाषा प्रशिक्षण केंद्र उद्योग भवन, नई दिल्ली।	10	01 (off line)	01	-	-	-

12.	हिंदी गहन भाषा प्रशिक्षण केंद्र संसद मार्ग, नीति आयोग भवन, नई दिल्ली।	11	10 (on line)	01	-	-	-
13.	हिंदी टंकण एवं आशुलिपि प्रशिक्षण केन्द्र, मानक भवन, बाहादुरशाह जफर मार्ग नई दिल्ली ।	15	01 (off line)	01	-	-	-
14.	LAN Maintenance-16 (Centers and Offices)						

नोट: उक्त कार्यालय/प्रशिक्षण केंद्रों पर स्थापित कंप्यूटर, प्रिंटर, यू.पी.एस. स्कैनर, एल.सी.डी.प्रोजेक्टर आदि की संख्या कम-ज्यादा हो सकती है ।

  
(Ram Niwsh)

Administrative Officer



**LIST OF FIRMS**

S. No.	Name of Firms
1	M/s. BPS Infotech System, Plot No.98-A, Sainik Enclave, Sector-2, Mohan Garden, Uttam Nagar, New Delhi.
2.	M/s. Supertech Computer 210, Eros Apartment, 56, Nehru Place New Delhi-110019
3.	M/s. RP Office Automation Pvt. Ltd 47, Brij Mohan Marg, Darya New Delhi-110002
4.	M/s. Three Power technologies 410, Deepali Building 4 <sup>th</sup> floor, Nehru Place New Delhi-110019
5.	M/s. Indian Global Services B 5/3, Basament, Ansal Tower, Nehru Place New Delhi -1100 19.
6.	M/s. Harshita Enterprises B-29, F.F, Sivaji Vihar, New Delhi 110027
7.	M/s. Samtek Technologies Plot No.43-A, S Block extn. Near Gandhi Chowk Mohan Garden, Uttam Nagar New Delhi-110059
8.	M/s. B.N. Enterprises H4, Garthwali Mohalla, Laxmi Nagar, Delhi 110092
9.	M/s DDN Marketing D-452, Pulprahlad Pur, Badarpur New Delhi National Capital Territkory of Delhi- 110044
10.	M/s. Image automation Solution S-561, 1st Floor, Room No. 101, School Block, Shakarpur, Delhi 110091