

भारत सरकार
Government of India
गृह मंत्रालय राजभाषा विभाग
Ministry of Home Affairs, Department of Official Language
केंद्रीय हिंदी प्रशिक्षण संस्थान
Center Hindi Training Institute

फाइल सं.डी-17016/1/2019-केहिप्रसं/ २५४

दिनांक: २३.०१.२०२०

Notice Inviting Tender

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

Sealed Tender 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 (Office and Training Centers list is enclosed). Before submitting the quotations, firms are requested to visit our office and Training Centers located at New Delhi. (Annexure 'A').

Bidding Procedure:

1. The Bids should be submitted prescribed Prforma (Annexure B & C) and in sealed envelopes which are to be address to Director, Central Hindi Training Institute, D/o Official Language, Ministry of Home Affairs, 7th Floor, Pt. Deendayal Antyodaya Bhavan, C.G.O. Complex, New Delhi-110003. 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. The Tenders received after the scheduled date and time will be rejected outright.

Last dated and time of receiving Tender: **11-02-2020 at 4.00 p.m.**

Opening of Tender: **14-02-20. 20 at 3.00 a.m.**

Place of opening: Central Hindi Training Institute,
D/o Official Language, Ministry of Home Affairs,
7th Floor, Pt. Deendayal Antyodaya Bhavan, C.G.O.
Complex, Lodhi Road, New Delhi-1100 03

(Ram Niwas)

Administrative Officer

(राम निवास / RAM NIWAS)

प्रशासनिक अधिकारी / Admn. Officer

के.हि.प्र. विभाग, गृह मंत्रालय

CHT, New Delhi-110003 MHA

भारत सरकार, नई दिल्ली-110003

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

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

General Information

1. **Eligibility Condition:** The firm must be reputed, financially sound working in the field of maintenance of Desktop Computers, Printers, Scanners, UPS and LAN maintenance particularly in Training Centres of Central/State Government. PSUs, Corporations. Firm must be located in Delhi NCR and having PAN No. & GSTN. The Firm should have at least 03 years of experience of (financial year to be counted) of similar assignment in Ministries/Government Departments, PSUs, Corporations. The Firm have a total turnover of at least Rs.50 lac per annual. However, the conditions of turnover and experience is relaxed for Micro & Small Enterprises (MSEs) and Startups (whether MSEs or otherwise).
2. **Period of Contract:** The Annual Maintenance Contract (AMC) will be initially for a period of one year. However, the contract may be further extended subsequently, on mutual consent, for a period of not more than one year at time (upto a maximum of two years) on review of performance, depending upon the requirements and administrative conveniences. The contract may even be curtailed/terminated before expiry of the contract period owing to deficiency in service, after giving notice to the selected service provider
3. **Rejection of Tender:** Canvassing by the tendeing in any form may invoke summary rejection. Conditional bid not be considered and will be rejected summarily.
4. **Validity of Tendes:** The bids should remain valid till 90 days from the last date submission of the Bids.

5. **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.
6. The address and contract numbers for seeking clarifications, if any:

Postal address for sending the Tender/queries.	Administrative Officer, Central Hindi Training Institute, Ministry of Home Affairs, Department of Official Language 7 th Floor, Pt. Deendayal Antyodaya Bhawan, CGO Complex, Lodhi Road, New Delhi-110003.
Name/Telephone Number of the Contact Person.	Ram Niwas, Administrative Officer-011-24365089 M. S. Chauhan, Storekeeper-cum-Caretaker-011-243641119

1. **Likely date of Commencement of AMC:** Date 20-02-2020.

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 equipment's.
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. Experience Supporting of Hindi e-Tools.
7. 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.
8. 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.
9. Penalty may be levied on delay in attending of respiring equipment.
10. Any loss caused to the CHTI/HTS due to negligence/lapse on the part of AMC holding firm, shall be borne by them.
11. Firm should make appraisal of equipment before taking up AMC.
12. Bids should be submitted in the prescribed format.
13. 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.
14. The period of AMC will be for one year. However, the AMC can be cancelled/terminated by the competent authority any point of time without assigning any reason whatsoever for which no compensation shall be payable or the number of computers, printers, UPS etc. may be reduced any time.
15. Bid security deposit of Rs.10,000/- (Rupees Ten Thousand Only) by demand draft in favour of DDO, CHTI, New Delhi bidders submitted along with their tenders.
16. The security of the unsuccessful bidders will be returned within 30 days after the award of the contract.
17. 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.
18. Tender form cost of Rs.500/- (Rupees Five hundred only) by demand draft in favour of DDO, CHTI, New Delhi must to be deposited by the bidders.

Yours faithfully,

(Ram Niwas)


Administrative Officer

(राम निवास / RAM NIWAS)

प्रशासनिक अधिकारी / Admn. Officer

सातवां तल पंडित दीनदयाल अंत्योदय भवन, केंद्रीय कार्यालय परिसर, लोधी रोड, नई दिल्ली-110003
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CHTI, New Delhi - 110003

क्र. सं.	कार्यालय/प्रशिक्षण केंद्र का नाम/पता
01.	केंद्रीय हिंदी प्रशिक्षण संस्थान 7वाँ तल, पं. दीनदयाल अंत्योदय भवन, केंद्रीय कार्यालय परिसर, नई दिल्ली ।
02.	केंद्रीय हिंदी प्रशिक्षण संस्थान 2-ए, पृथ्वीराज रोड, नई दिल्ली ।
03.	उप निदेशक (परीक्षा) का कार्यालय पूर्वी खंड-7, तल-6, आर. के. पुरम, नई दिल्ली।
04.	उप निदेशक (मध्योत्तर) का कार्यालय पूर्वी खंड-7, तल-6, आर. के. पुरम, नई दिल्ली
05.	हिंदी टंकण एवं आशुलिपि प्रशिक्षण केन्द्र, हिंदी शिक्षण योजना, कमरा न.564, जे रेल भवन, नई दिल्ली ।
06.	हिंदी टंकण एवं आशुलिपि प्रशिक्षण केन्द्र, हिंदी शिक्षण योजना, कमरा न.109 बी प्रथम तल, संसद मार्ग, डाक भवन, नई दिल्ली ।
07.	हिंदी टंकण एवं आशुलिपि प्रशिक्षण केन्द्र, बी, ब्लाक हटमेंट हाउस, नई दिल्ली ।
08.	हिंदी टंकण एवं आशुलिपि प्रशिक्षण केन्द्र, पूर्वी ब्लाक-2, सैक्टर-01, आर.के.पुरम, नई दिल्ली ।
09.	हिंदी टंकण एवं आशुलिपि प्रशिक्षण केन्द्र, पूर्वी खंड-7, तल-6, आर. के. पुरम, नई दिल्ली।
10.	हिंदी टंकण एवं आशुलिपि प्रशिक्षण केन्द्र, संघ लोक सेवा आयोग, नई दिल्ली
11.	हिंदी गहन भाषा प्रशिक्षण केंद्र उद्योग भवन, नई दिल्ली ।
12.	हिंदी गहन भाषा प्रशिक्षण केंद्र संसद मार्ग, योजना भवन, नई दिल्ली ।


 (Administrative Officer)
 (राम निवास) (RAM NIVAS)
 प्रशासनिक अधिकारी (Administrative Officer)
 के.हि.ए. (K.H.E.)
 C.H.E.
 110003
 110003

(a) Comprehensive Annual Maintenance Charges

S. No	Item	Total No. of Items	Unit Price	Total Price (with all taxes)
1.	Computer	232		
2.	Printer	60		
3.	UPS	59		
4.	Scanner (Flat)	04		
5.	LAN Maintenance	16		
6.	LCD Projector	08		

नोट: उक्त उपकरणों की संख्या कम-ज्यादा हो सकती है ।

(b)

(i.)	Total Services Tax/GSTN	
(ii.)	Total Cost of CAMC with all Taxes	

Ram Niwas
23/11/20

(Ram Niwas)

Administrative Officer

(राम निवास / RAM NIWAS)
प्रशासनिक अधिकारी / Admn. Officer
के.हि.प्र.रा. विभाग, गृह मंत्रालय
C.H. 1, Q.L., MHA
भारत 110003
Govt. of India - 110003

ECS Mandate Format

Customer's option to receive payments through e-Payment (ECS/EFT/DIRECT CREDIT/RTGS/NEFT/Other payment mechanism as approved by RBI).

1. Credit Clearing Mechanism

1.	Customer's Name	
2.	Particulars of Bank Account	
	Bank Name	
	Branch Name	
	Bank Address	
	Telephone Numbers	
	IFS Code	
	09 Digit code number of Bank appearing on MICR cheque issued by Bank	
	Account Type (S.B. Account/Current Account or Cash)	
	Ledger Number	
	Ledger Folio Number	
	Account Number as appearing on Cheque Book	

2. Please attach a blank cancelled cheque..

3. Date of Effect

"I, hereby, declare that the particulars given above are correct and complete. If the transaction is delayed or not effected at all for reasons of incomplete or incorrect information, I would not hold the user institution responsible. I have read the option invitation letter and agree to discharge the responsibility expected of me as a participant under scheme"

Date:

.....
Authorized Signature

PROFORMA

S. No.	Particulars	
01.	Name of the Firm	
02.	Address of Communication (with Tele./Mobil No. & Email ID)	
03.	Technical Competence & Experience	
04.	GST & Pan No.	
05.	Experience in Hindi Software	
06.	Name of the Proposed Service Engineer supposed to be deputed to this Office.	

Certified that the above stated information is correct and our firm files the eligibility conditions.
I/We have read and fully understood the terms & condition and I/We have accepted it.

Date:

.....
Authorized Signature