

**Form cost Rs. 100 + TT = Rs. 114.00**

**GOVERNOR'S SECRETARIAT,  
UTTAR PRADESH**

## **TENDER DOCUMENT**

Governor's Secretariat, Lucknow (U.P.) invites sealed tenders from reputed Firms for the Annual Maintenance Contract for Computers/ Printers and other related peripherals installed in Raj Bhawan/Governor's Secretariat, Lucknow (U.P.).

### **INSTRUCTIONS TO THE BIDDER**

#### **1. General instructions**

The interested bidders shall have to purchase tender documents from the office of Governor's Secretariat, Lucknow (U.P.) from Treasurer and submit their Bid on prescribed formats with necessary documents, on or before the time and date fixed for the receipt of offers as set forth herewith in the tender documents. Offers received after stipulated time and date shall be summarily rejected.

#### **2. Last date for Submission of Bid:**

Sealed Technical and Financial Bids placed separately in a single sealed envelope complete in all respect, along with the earnest money should be deposited in the camp office of Special Secretary Cum Finance Controller Governor's Secretariat, Lucknow (U.P.) on or before 23.03.2015 up to 01:00 PM. Received tenders will be opened by the tender committee on dated 23-03-2015 at 1:30 PM. An authorized representative of the firm will be allowed to be present at the time of opening of the tender.

#### **3. Submission of Bid**

(a) The bidder should submit bids in two parts viz. 'Technical Bid' and 'Financial Bids'. The Technical Bid should be sealed in a separate sealed envelope along with DDs for EMD, super scribing 'Technical Bid for AMC of Computer, Printers, Peripherals & Networking equipments' and 'Financial Bids' should be sealed in a separate sealed envelope super scribing 'Financial Bids of AMC of Computer, Printers Peripherals & Networking equipments.

4. The firm fulfilling the technical requirements, shall have to submit their Technical Bid in the proforma placed at Annexure-I in sealed cover.

5. The Financial Bid must be submitted on comprehensive basis in a separate sealed cover in the proforma placed at Annexure-II which shall be opened only if the firm is found suitable and technically competent, based on the information provided in the technical bid.

### **6. Terms and Conditions**

- i) The firm should be in existence for over 3 years in Lucknow. The firm must have expertise in preventive on-site maintenance and repair of servers, clients, stand-alone computers, Laser / Inkjet printers, Network Systems, scanners peripherals and other hardware parts and accessories.
- ii) The firm must have previous experience in maintaining Hardware and Network Systems in Government Organizations / PSUs. Performance certificates from the existing clients (Organizations) must be attached. Hardware sales, providing warranty through OEM and user training component should not be included, only maintenance of hardware and network systems by the firm to be indicated.
- iii) The ratio of available trained / equipped manpower to equipment being maintained by them should be adequate.
- iv) The firm must have their own repair lab in Lucknow and for procuring original spare parts; it should also have tie-ups / authorized service providers for reputed companies like Compaq, HP, Sun, IBM, & Cisco etc.
- v) The firm must be registered with the UP Trade Tax Department for Works Contract.
- vi) Copy of Income Tax return for filed during the past two years must be attached.

- vii) From the list of manpower provided in Annexure I, Computer Section of Raj Bhawan shall select a panel of competent engineers having requisite technical expertise and experience from whom the vendor shall designate one to report at Raj Bhawan Computer Cell during 9.30 AM to 6.00 PM on all working days to attend service calls. These engineers should be equipped with Mobile phones to ensure their availability to do the maintenance and repair work. Under special circumstances, their services may be required for extended periods / holidays also.
- viii) The Contract shall be on **comprehensive basis inclusive of repairs and replacement of parts with original spares** of the brand /make of computer system without any extra payment.
- ix) The contract will be valid for a period of one year(from dated 01.04.2015 to 31.03.2016) and the period of AMC will be informed after finalization of the contract. The rates quoted will remain enforce for the full period of the contract. No demand for revision of rates on any account shall be entertained during the contract period. Payment for inclusion / deletion of any computer and its peripherals during the AMC period will be calculated on pro-rata basis.
- x) It will be open to Raj Bhawan Lucknow for extending the term of the agreement on the same terms and conditions for a further period of one year, if necessary.
- xi) The service engineers would take up any reported fault immediately on intimation. As far as possible, the repairs would be carried out on-site itself. However, in case the equipment is taken to the workshop for more than one working day, the firm would provide a stand-by having the same configuration. If, however, the firm fails to provide a standby equipment or fails to repair the equipment within 2 days, then a penalty of Rs.200/-(Rupees Two Hundred Only) per day will be charged or part thereof for delay beyond the two days till such time the equipment/ s gets repaired.
- xii) A Service Report would be submitted to Computer Section for each complaint attended by the Service Engineer at Raj Bhawan providing complete details of the Service Call.
- xiii) Contractor shall provide original spare parts and supports for the said equipment at no extra financial cost. The faulty parts arising out of the replacement be contractor property. Comprehensive maintenance will not include the cost of consumable.
- xiv) Preventive maintenance will be done by the contractor once in three months. A report for the preventive maintenance done by the vendor will be submitted to the Computer Section.
- xv) It may also be noted that in case of contractor backing out in midstream without any explicit consent of Raj Bhawan Lucknow, he will be liable to recovery at higher rates, vis-à-vis those contracted with it, which may have to be incurred by this dept. for maintenance of machines for the balance period of contract through alternative means.
- xvi) The above act of backing out would automatically debar the firm from any further dealing with Raj Bhawan Lucknow and the security deposit amount of Rs. 25,000.00(Rupees twenty five thousand) only would also be forfeited.
- xvii) Advance payment shall be made on quarterly basis and subject to satisfactory performance of the contract during the previous quarter. Absence of satisfactory report from the Computer Section will attract imposition of deduction / penalty.
- xviii) The earnest money of Rs.1, 000/-(Rupees One Thousand only) through a demand draft on any scheduled bank in Lucknow drawn in favour of the Under Secretary, Governor's Secretariat, Uttar Pradesh, must accompany the "Technical Bid" Quotation letter, **Tender received without earnest money will not be considered.** Earnest money received from the tenderers will be returned without interest immediately after the process of selecting the awardee is over. The other requisite documents mentioned shall accompany the "Technical Bid". The Financial Bid / Quotation will be considered only after fulfillment of Technical Bid as stated above.
- xix) The successful tender / firm will be required to furnish a security deposit of Rs. 25,000.00(Rupees Twenty Five thousand only) through FDR or demand draft drawn on any scheduled bank in Lucknow & pledged in favour of the Principal Secretary to Governor, Uttar Pradesh, which will be released to the contractor on successful completion of the contract.
- xx) It may also be noted that Principal Secretary to the Governor, U.P. reserves the right to cancelled the tenders.

(RAM PRASAD)  
Under Secretary

## Annexure-I

### QUOTATION FOR TECHNICAL BIDDING

#### Annual maintenance contract for Raj Bhawan Lucknow

The Technical Bids should include the following details / documents:-

1. The date of Commissioning of the firm and a certificate of its continuous functioning in the maintenance business.
2. Indicate the date from which the firm is continuously registered with the Uttar Pradesh Trade Tax Department for Works Contract. Please enclose a certified photocopy of the Firm's Registration Certificate with the Uttar Pradesh Trade Tax Department for Works Contract.
3. Indicate whether the firm is the authorized service provider / has tie-up with companies like Compaq, HP, IBM, SUN & CISCO. If yes, please attach certified photocopies of all the supporting documents.
4. Please provide the details of maintenance contracts executed by the firm during the last three years. Specifically, highlight those in the Government Sector. Hardware sales, providing warranty through OEM and user training component should not be included, only maintenance of hardware and network systems by the firm to be indicated: -

Sl. No.	Name and Address of the Client Organization	Maintenance Site / City	Details of Equipments (Network servers, clients & standalone PCs, laptops, printers, other peripherals)	Number of Equipments	Period of Contract	Contract Value (Rs. In Lakhs)

5. Details of Service Engineers: -

SL. No.	Name	Technical Qualifications	Area of Specialization	No. of Years of Experience in Computer Maintenance	Date of Joining the Firm	Service Area (Local / Out of Station)

6. Indicate whether the firm has expertise in maintaining computers and peripherals of different brands and vintage. If so, provide supporting documents.
7. Whether the firm has experience in LAN troubleshooting? If so provide supporting documents.
8. Whether the firm has experience in servers' maintenance? If so, provide support documents.
9. Whether the firm has a repair lab in Lucknow? Provide supporting document.

**Signature & full address of the Tenderer**

**Annexure-II**

**QUOTATION FOR FINANCIAL BIDDING**

**Annual maintenance contract for Raj Bhawan Lucknow**

<b>Sl. No.</b>	<b>Details of Equipment For AMC</b>	<b>Quantity</b>	<b>Unit Rate</b>	<b>Amount</b>
<b>Total</b>				
<b>Service Tax @</b>				
<b>Other Charges (If Any)</b>				
<b>Grand Total: Rs. In Words</b> (Comprehensive inclusive of all charges/taxes)				

**Signature & full address of the Tenderer**

Sl	Description of Machines for AMC (Fin. Year 2015-16)	Qty
<b>SYSTEMS</b>		
1	HP Core i3 dx 8100 MHz/ 2 GB DDR3 RAM/ 320 GB / Integrated Network Port/ DVD-RW/ 19" TFT Monitor/ Optical Mouse, Key Board & Windows 7 Prof. (Warranty Expire on 13-9-2014)	9
2	HP Core 2 Duo dx 2480 MHz/ 1 GB DDR2 RAM/ 250 GB 7200 rpm HDD/ 1.44 MB FDD/ 10/100/1000 Lan port/ 15" TFT Monitor/ DVD-RW, Optical Mouse, Key Board & Windows 7 Preloaded	1
3	HP Core 2 Duo dx 2480 MHz/ 2 GB DDR2 RAM/ 250 GB 7200 rpm HDD/ 1.44 MB FDD/ 10/100/1000 LAN/ 15" TFT Monitor/ DVD-RW, Optical Mouse, Key Board & Windows 7	14
4	HP Core 2 Duo dx 2480 MHz/ 2 GB DDR2 RAM/ 250 GB 7200 rpm HDD/ 1.44 MB FDD/ 10/100/1000 LAN/ 15" TFT Monitor/ DVD-RW, Optical Mouse, Key Board & Windows 7 Preloaded	5
5	HP Dual Core dx 2480 Series 667 MHz/ 2 GB DDR2 RAM/ 160 GB HDD/ 1.44 MB FDD/ LAN/ 15" TFT Monitor/ DVD-RW, Opt Mouse, Key Brd/ Window Vista	6
6	HP Dual Core dx2280 Intel 945 Express Chip 2.8 GHz/512 MB DDR RAM/ 150 GB HDD/ 1.44 MB FDD/ DVD-Writer/ LAN Support/ 19" TFT Monitor/ Optical Mouse/ Key Board/ Win. Prof.	4
7	HP Dual Core dx2280 MT Intel 945 Express Chip 2.8 GHz/ 1GB DDR RAM/ 150 GB HDD/ 1.44 MB FDD/ DVD-Writer/ LAN Support/ 17" TFT Monitor/ Optical Mouse/ Key Board/ Win. Vista	6
8	HP DX 6100/P-4(1)/ 3 GHz/ Intel 865 Mother-board/ 1 GB DDR RAM / 80 GB HDD/ 1.44 MB FDD/ DVD Drive/ on board LAN/ 18.5" TFT Monitor/ Integrated audio/ video, Anti virus/ Windows XP Prof.	4
9	HP Intel v Pro Core 2 Duo dx 7000 Series 667 MHz/ 8 GB DDR2 RAM/ 250 GB 7200 rpm HDD/ 1.44 MB FDD/ Integrated Net Port/ 17" TFT Monitor/ DVD-RW, Opt Mouse, Key Brd & Win. Vista	1
10	HP P-4 system/ 15" CRT Monitor/ Speakers/ Mouse/ Key Board (Sound Max audio card), Win. 98 SE	1
11	HP Pentium Dual Core dx2280 Intel 945 Exp. Chip 2.8 GHz/ 512 MB DDR RAM/ 150 GB HDD/ 1.44 MB FDD/ 19" TFT Monitor/ DVD-RW/ LAN Support/ Opt. Mouse/ Key Board/ Win. XP	10
12	Laptop HP Pavilion DV4-1318TU	1
13	Laptop HP Pavilion g4 1201 tx, Intel core i5-2430M @ 2.4 GHz/ 4 GB RAM/ 640 GB HDD/ 14" Display/ Webcam/ Dev RW/ Windows 7	2
14	Laptop HP Pavilion Model 6114 TX	1
<b>PRINTERS</b>		
1	HP CP1525n	65
2	HP D7168	1
3	Samsung CLP 326	1
4	HP 1022n/1020	1
5	HP 1160	9
6	HP 1200	2
7	HP LJ 1005	1
8	HP LJ 1007n	8
9	Xerox LJ 3117	28
10	Samsung SCX4623FH/XIP	1
11	HP MFD 6318	1
12	HP MFD 2418	1
13	HP MFD 3015	1
14	HP MFD 1218nfs	6
15	DMP-TVS MSP 450 Champion 80 col.	2
16	DMP-TVS MSP 455 XL	2
<b>SCANNERS</b>		
1	Samsung 22" Monitor	67
2	ScanJet-5590	8
2	Scan HP 200	1
<b>UPS</b>		
	UPS Online 5 KVA	1
	UPS (600/500) VA	61
<b>SWITCHES/ MODEMS</b>		
1	Wi-Fi modem/switch	62
2	16 Port Switch	6
3	8 Port Switch	1
3	8 Port Switch	9
		9

*N. B. Singh*  
*21/04/2015*

<u>Sl</u>	<u>Description of New Machines on which Warranty expire on the dates given</u>	<u>Qty</u>
1	Server (HP Proliant ML330 G6 Server E 5606 IP 4G) Intel Xeon Quad Core E-5606 Processor, 2.13 GHz, 8 MB L3 Cache, * GB(4x2GB), PC3-1066, E(DDR3-1333)RAM, 300 GB HDD, HP Smart Array Controller, RAID 0/1/0+, USB Prot, 1 Serial Port, 460 Watt-Hot Swap Power Supply, Window Server 2008, SQL Server 2008 (Warranty expire on 23-7-2015)	1
2	Samsung C-460w Color Laser (Warranty expire on 10-12-2015)	1
3	Scanner- HP 2410 (Warranty expire on 10-08-2015)	1

*K. H. B.*  
*24/7/15*