Form cost Rs. 400 + GST

GOVERNOR'S SECRETARIAT,
UTTAR PRADESH.

E- TENDER DOCUMENT

Governor's Secretariat, Lucknow (U.P.) invites sealed tenders for the year 2020-21 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, Luknow (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.

The tenderer should deposit Rs. 400-00 only at the time of purchasing tender form and submit the copy of his GST registration. The tenderer will deposit the GST payable on the price of tender form in the office of Trade Tax office.

2. Last date for Submission of Bid:

Technical and Financial Bids placed separately along with the earnest money. Received tenders will be opened by the tender committee on dated 18.03.2020 at 1130.

3. Submission of Bid

(a) The bidder should be submit bids in two parts viz. 'Technical Bid' and 'Financial Bids'. The Technical Bid along with DDs for EMD.

(b) The firm fulfilling the technical requirements, shall have to submit their Technical Bid in the proforma placed at Annexure-I.

(c) The Financial Bid must be submitted on comprehensive basis in a separate 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.

4. General Conditions

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.

I) The firm must be registered with the UP Trade Tax/GST Department for Works Contract.

II Copy of Income Tax return for filed during the past two years must be attached.

III) 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.

IV) The contract will be valid for a period of one year(2020-21) 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.

V) It will be open to Raj Bhavan Lucknow for extending the term of the agreement on the same terms and conditions for a further period of one year, if necessary.

VI) 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.

VII) 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.

VIII) It may also be noted that Additional Chief Secretary to the Governor, U.P. reserves the right to cancelled the tenders.

5. Technical Conditions

I) 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.

II) The ratio of available trained / equipped manpower to equipment being maintained by them should be adequate.

III) 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.

IV) 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.

V) 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.

VI) 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.

VII) 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.

6. Financial Conditions

I) 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 Special Secretary cum Finance Controller, 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.

II) The successful tender / firm will be required to furnish a security deposit of Rs. 25,000.00(Rupees Twenty Five thousand only) through FDR drawn on any scheduled bank in Lucknow & pledged in favour of the Additional Chief Secretary to Governor, Uttar Pradesh, which will be released to the contractor on successful completion of the contract.

III) 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.

IV) 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.

(SADHANA SRIVASTAVA)
SPECIAL SECRETARY CUM FINANCE CONTROLLER

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

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

Signature & full address of the Tenderer

ई–निविदा का संक्षिप्त सार

क्रमांक	विवरण	तिथि
1	ई–निविदा प्रपत्र का मूल्य	रू. 400.00
2	ई–निविदा की धरोहर धनराशि	रू0 1000.00
3	ई–निविदा प्रकाशन की तिथि	20 फरवरी, 2020
4	ई–निविदा जमा करने की अन्तिम तिथि	18 मार्च, 2020 पूर्वान्ह 11.00 बजे
5	ई–निविदा टेक्निकल बिड खोलने की तिथि	18 मार्च, 2020 2020 पूर्वान्ह 11.30 बजे
6	ई–निविदा की फाइनेन्सियल बिड खोलने की तिथि	19 मार्च, 2020 पूर्वान्ह 11.00 बजे

	Description of Machines for AMC (Fin. Year 2020-21)	Qty	14-2-2020
Sl	**LAPTOPS**		
1	Laptop - Microsoft Surface Laptop 2, Intel core i5 8TH Gen. 13.5 Inch Touch Screen, (8GB/256GB/Windows 10 Home/Integrated Graphics	1	
2	Laptop HP Pavilion 15-p205TX	1	
3	Laptop Dell Vestro - Intel i5, 8 GB/ 1 TB HDD/ 15.6 LED Display, 2 GB Graphic card, Win. 10 Preloaded	1	
4	Laptop Lenovo Yoga2-13 504 touch Windows 8	1	
5	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 Home	1	
6	Laptop HP Pavalion DV4-1318TU	1	
7	Laptop HP Pavilion Model 6114 TX (Win. XP)	1	
		7	
Sl	**SYSTEMS**		
1	**Apple IMAC 27" 5K RETINA(MNE92HN/A)**	1	
2	Dell Intel i7, 9G3WT GHz/ 8 GB/ 500 GB HDD/ DVD-Writer/ Lan/ Optical Mouse/ Key Board/ Win. 8.1	1	
3	HP 3240 Intel core i3, 64 Bit, 3.4 GHz/ 4 GB/ 500 GB HDD/ DVD-Writer/ Optical Mouse/ Key Board/ Win. 8.1 Preloaded	7	
4	HP Core i3 dx 3330 MHz/ 2 GB RAM/ 500GB HDD/ Integrated Net Port/ DVD-RW, Opt Mouse, Key Board & Windows 7 Prof.	5	
5	HP Core i3 dx 8100 MHz/ 2 GB DDR3 RAM/ 320 GB / Network/ DVD-RW/ 19" TFT Monitor/ Optl Mouse, Key Board & Win 7 Prof.	9	
6	HP Core 2 Duo dx 7000 Series 667 MHz/ 8 GB RAM/ 250 GB 7200 rpm HDD/ 1.44 MB FDD/ 10/100/1000 Integrated Network Port/ DVD-RW, Optical Mouse, Key Board & Windows Vista	1	
7	HP Dual Core dx 3090 MHz/ 1 GB DDR2 RAM/ 250 GB 7200 rpm HDD/ 10/100/1000 LAN/ DVD-RW, Optical Mouse, Key Board & Win. XP	6	
8	HP Dual Core dx 2480 MHz/ 1 GB DDR2 RAM/ 300 GB HDD/ 10/100/1000 LAN/ DVD-RW, Optical Mouse, Key Board & Win. 7	19	
9	HP Dual Core dx2280, 2.8 GHz/ 2 GB DDR RAM/ 150 GB HDD/ 1.44 MB FDD/ DVD-Writer/ LAN Support/ Opt Mouse/ Key Brd/ Win XP	13	
		62	
Sl	**Server & Thin Clients**		
1	**Server -2 HP DL 120 G7 Intel Xeon E 3-1220, 3.1 GHz, 8 MB Smart Cache, 16 GB RAM DDR3, 1066 MHz SD RAM, duel gigabit 10/100/1000,2x500 GB SATA HDD, DVD Rom, LAN & WAN, Windows & Linus OS/ Mountable Rack/ 17" TFT Monitor, HP 600GB**	1	
2	**Server (HP Proliant ML330 G6 Server E 5606 IP 4G) Intel Xeon Quad Core E-5606 Processor, 2.13 GHz, 8 MB L3 Cache, *(4x2GB), PC3-1066, E(DDR3-1333)RAM, 300 GB HDD, HP Smart Array Controller, RAID 0/1/0+), USB Prot, 1 Seraial Port, 460 Watt-Hot Swap Power Supply, Window Server 2008, SOL Server 2008**	1	
3	**HCL Thin Client(Linux Embedded) Intel NM10 Express Chips, 1 GB RAM, 1 GB SATA Flash upgradable upto 4 GB/ 10/100 Mbps Ethernet, Citrix Cmmpatible Operating System, Windows 2000, 2003 and 2008 Server with Terminal Services, UNIX & LINUX server/ 18.5" LCD Monitor/ 500GB ext-HDD/ Mechanical Keyboard & Mouse PS/2**	2	
		4	
Sl	**COLOR PRINTERS**		
1	HP Color 1025nw	1	
2	HP Color 1525n	1	
3	HP Color M154a	2	
4	Samsung Xpress C-460w	1	
5	Samsung CLP 326	1	
6	HP MFP 3050a	1	
	MONO LASER PRINTERS		
1	DMP TVS MSP 455XL	1	
2	DMP Wipro HQ 1070 (136 Col.)	1	
3	DMP-TVS MSP 450 Champion 80 col.	1	
4	HP 1005	4	
5	HP 1007	27	
6	HP 1020	25	
7	HP 1160	1	
	MFP PRINTERS		
1	HP M1218	2	
2	HP M128	3	
3	HP M202	1	
4	HP MFD 3015	1	
5	Panasonic KX-MB2085SX	1	
6	Panasonic MFP KX-MB21205X	1	
7	Samsung MFP SCX4623FH	1	
		77	
Sl	**UPS**		
1	UPS Online 5 KVA	1	
2	UPS Online 2 KVA	1	
3	UPS (600/500) VA	68	
		70	
Sl	**Switches/ Routers**		
1	Wi-Fi Router	9	
2	16 Port Switch	1	
3	Repeater 150/300 mbps	2	
4	Switch 8 Port	8	
		20	

14/2/2020

Sl	Monitors/ Scanners		
1	Samsung 22" TFT Monitor	6	
2	HP Scanjet 200flatbed	10	
3	ScanJet-5590	1	
4	Scanner- HP 2410	1	
5	Scan HP 200	2	
		20	
Sl	Description of New Machines on which Warranty expire on the dates given	Qty	
1	HP280G2 Intel Core i3 6100/ 4 GB RAM/ 1 TB SATA HDD/ 10/100/1000 Integrated Ethernet Controller/ DVD-RW, Optical Mouse, Key Board & Windows 10SL (Warranty of HP will expire on 14-05-2020)	6	

14/2/2020