



GOVERNMENT OF INDIA  
MINISTRY OF FINANCE  
DEPARTMENT OF EXPENDITURE  
CONTROLLER GENERAL OF ACCOUNTS  
MAHALEKHA NIYANTRAK BHAWAN  
BLOCK-E, GPO COMPLEX, INA, NEW DELHI 110023  
PHONE NO. 01124665339/340

MFCGA/AdmnIV/Comp-AMC/2015-16/PF-1 / 897

Dated: 10/09/2018

**Limited Tender Enquiry for Comprehensive Annual Maintenance Contract of Computers, Printers and Servers in the Office of Controller General of Accounts, Ministry of Finance, Department of Expenditure, GPO Complex, E-Block, INA New Delhi.**

Sealed tenders in two bids (Technical bid and Commercial bid) are invited from the reputed and experienced service providers/Firms/Contractors for Comprehensive Annual Maintenance Contract of Computers, printers and Servers for a period of minimum one year in the O/o Controller General of Accounts, D/o Expenditure, M/o Finance, extendable further on yearly basis upto a maximum of three years on the same terms and conditions, if services are found satisfactory.

2. Sealed tenders complete in all respect superscribed as **“Tender for Comprehensive AMC of Computers, Servers and printers in the O/o Controller General of Accounts, D/o Expenditure, M/o Finance, New Delhi”** must be addressed to the Accounts Officer (Admn.), O/o Controller General of Accounts, D/o Expenditure, M/o Finance, and submitted in Room no. 204, 2<sup>nd</sup> Floor GPO Complex, E-Block, INA New Delhi or may be sent by Registered post latest by **25.09.2018** up to **3.00 P.M.**. The tender documents must be accompanied with Bid Security of **Rs. 5000/- (Rupees Five Thousand Only)** by the way of demand draft in favour of **PAO, O/o CGA**, payable at New Delhi should be valid for at least **Six months**. The price Bid of only those bidders will be opened whose technical bids would qualify for the Technical Evaluation.

3. The tender bids will be opened on **25.09.2018 at 3.30 Hours**. The Jt. CGA (Admn) O/o Controller General of Accounts, D/o Expenditure, M/o Finance reserves the right to accept or reject any or all tenders in part or full without assigning reasons. The Tenderers or their authorized representative may attend opening of tenders on **25.09.2018**. The authorized representative must have letter of authority duly signed by the proprietor or authorized signatory of the firm, on the letter head of the firm. The authority letter should also contain signature of the representative duly attested by the authorized signatory.

4. All the details related to tender are available at office website [www.cga.nic.in](http://www.cga.nic.in).

  
(Jagmohan)  
Accounts Officer (Admn.)

-- For uploading on e- procurement website.

Copy to :-

1. All addresses as per details attached
2. IT Division for uploading on CGAs website.

List of firms:

- I. M/s Penta Digital Solutions Pvt. Ltd, F-98, 2<sup>nd</sup> Floor, Jawahar Park, Devli road Khanpur, New Delhi-110062.
- II. M/s Leading Machines, J-37 First Floor Pandav Nagar, New Delhi-110092
- III. M/s Sita Info Solutions- H-83, Harkesh Nagar,, Okhla Phase-II, New Delhi-110020
- IV. M/s Shivam IT Solutions Pvt. Ltd, J-5, West Patel Nagar, New Delhi-110008.
- V. M/s Sterling Morya Technologies Pvt. Ltd, Bh-5, Basement-1A Mohan Sadan, Shalimar Bagh, New Delhi-110088. New Delhi
- VI. M/s Bishop Technologies (P) Ltd, 1733, Bhagwat Complex Gurudwara Road, Kotla Mubarakpur South Extension-1 New Delhi- 110003.
- VII. M/s Hazel Systems Pvt. Ltd, 1539/2, IInd floor (Glass Building) Wazir Nagar, Kotla Mubarakpur, New Delhi-110003
- VIII. M/s Vinayak Compserve Pvt. Ltd, J-52 IInd floor, Sri Niwaspuri, New Delhi- 110065.
- IX. M/s Corporate Infotech Pvt. Ltd A-16, Lower Ground floor, Jangpura Extension, New Delhi- 1100014



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PHONE NO. 01124665339/340**

Invitation of Bids for Comprehensive AMC of Computers, printers and servers in Office of Controller General of Accounts, D/o. Expenditure, M/o. Finance,

1. Bid in two parts i.e. Technical Bid & Commercial Bid in separate sealed covers are invited for and on behalf of President of India for Comprehensive Annual Maintenance Contract of Computers, Printers and Servers listed in Part II of this RFP. Please superscribe the above mentioned title and date of opening of the Bids in the sealed cover to avoid the Bid being declared invalid. The respective envelopes should also be superscribed in bold letters as "Technical Bid" and "Commercial Bid". Both the envelopes must be enclosed in a third sealed envelope and superscribed with the above title and due date.

2. The address and contract numbers for sending Bids or seeking clarifications regarding this RFP are given below:-

A	Bids/ queries to be addressed to	Sh. Jagmohan AO, Admn.) O/o. CGA, D/o. Expenditure, M/o. Finance
B	Postal address for sending the bids by Registered Post	O/o CGA (Adm.), Room No.204, Block-E, GPO Complex, INA, New Delhi
C	Name/ designation of the contact person	Sh. Jagmohan AO, (Admn.) O/o. CGA, D/o. Expenditure, M/o. Finance
D	Telephone number	011-24621268

3. This RFP is divided into five parts as follows:

Part I: Contains General Information and instructions to the Bidders about the RFP such as the time, Bid Security, place of submission and opening of tenders, validity period of tender etc.

Part II: Containing essential details of the services required, such as the schedule of Requirements (SOR), Scope of work, Technical details and eligibility criteria, details of Pay & Accounts Offices and their address.

Part III: Contains standard conditions of RFP, which will also form part of the contract with the successful bidder.

Part IV: Contains Evaluation criteria and format for technical Bid and price Bid.

This RFP, is being issued with no financial commitment and the customer reserves the right to change or vary and part thereof at any stage. Customer also reserves the right to withdraw the RFP, should it become necessary at any stage.

**Part –I General Information**

**1. Last date and time for depositing the bids: Date 25.09.2018 at 03.00 PM**

The sealed bids should be deposited/ reach by the due date and time. The responsibility to ensure this lies with the Bidder.

**2. Manner of depositing the Bids:** Sealed Bids should either be deposited in Room No. 204, Block-E, GPO Complex, INA, New Delhi-110023 or sent by registered post at the address given in para (2) at first page so as to reach by the due date and time. Late tenders will not be considered. No responsibility will be taken for postal delay or non-delivery/ non- receipt of the tender document.

**3. Time and date for opening of tendered Bids: Date 25.09.2018 at 3.30 PM :**

If due to any exigency, the due date for opening of the bids is declared a closed holiday, the bids will be opened on the next working day at the same time or on any other day/ time, as intimated by the customer.

**4. Place of opening of the Bids:**

Room No. 204, Block-E, GPO Complex, INA, New Delhi-110023. The Bidders may depute their representatives duly authorized in writing, to attend the opening of technical bids on the due date and time. The authorized representatives must have letter of authority duly signed by the proprietor or authorized signatory of the firm, on the Letter Head of the firm. The authority letter should also contain signature of the representative duly attested by the authorized signatory.

**5. Forwarding of Bids :**

Bids should be forwarded by Bidders under their original memo/ letter pad inter alia furnishing details like TIN number and TAN Number, Bank address with NEFT Mandate etc. and complete postal & e-mail address of their office.

**6. Modification and Withdrawal of Bids:** Bidder may modify or withdraw his bid after submission provided that the written notice of modification or withdrawal is received by the customer prior to deadline prescribed for submission of bids. A withdrawal notice may be sent by fax but it should be followed by a signed confirmation copy to be sent by post and such signed confirmation should reach the customer not later than the dead line for submission of bids. No bid shall be modified after the deadline for submission of bids. No bid may be withdrawn in the interval between the deadline for submission of bids and expiration of the period of bid validity specified. Withdrawal of a bid during this period will result in Bidder's forfeiture of bid security.

**7. Clarification regarding contents of the Bids:** During evaluation and comparison of bids, this office may, at its discretion, ask the bidder for clarification on his bid. The request for clarification will be given in writing and no change in prices or substance of the bid will be sought, offered or permitted. No post-bid clarification on the initiative of the bidder will be entertained.

**8. Rejection of Bids :** Canvassing by the Bidder in any form. Unsolicited letter and post tender correction may invoke summary rejection with forfeiture of Bid security. Conditional tenders will be rejected.

9. **Validity of Bids :** The Bids should remain valid up to the date of award of contract.
10. **Bid Security:** Bidder are required to submit Bid security for amount of **Rs. 5,000/- (Rupees Five thousand only)** along with their Technical Bids which shall be non-interest bearing. The EMD may be submitted in the form of an Account Payee Demand Draft/ Banker's Cheque/ in favor of **Accounts Officer ( Admn.)** O/o CGA, Room No. 204, Block-E, GPO Complex, INA, New Delhi-110023. Bid Security is to remain valid for a period of forty-five days beyond the final bid validity period. Bid security of the unsuccessful bidders will be returned to them at the earliest after expiry of the final bid validity and latest on or before the 30<sup>th</sup> day after the award of the contract. The bid security of the successful bidder would be returned, without any interest whatsoever, after the receipt of performance security from them as called for in the contract. Bid Security is not required to be submitted by those Bidders who are registered with the Central Purchase Organization (e.g. DGS&D), National Small Industries Corporation (NSIC) & P.I Certificated of Registration in such case must be enclosed. The Bid security will be forfeited if the bidder withdraws or amends impairs or derogates from the tender in any respect within the validity period of their tender.
11. **Two bid system:** It is a Two bid system. Only the Technical Bids accompanying Bid security will be opened on the time and date mentioned above. Date of opening of commercial bid will intimated after acceptance of Technical Bids. Commercial Bids of only those Tenders will be opened, whose Technical Bids are found complaint/ suitable after technical evaluation is done by the customer.

**Part II – Essential details of Items/ Services required**

**1. Schedule of Requirements:** List of equipments (Computer, printer and server) for comprehensive Annual Maintenance contract in the O/o Controller General of accounts, D/o. Expenditure, M/o. Finance along with the quantity is given below:-

S.L	Item	Model	Qty	Total	Amount	Total
01	Server	Dell IBM		05		
02	Desktop PC	Lenovo All in One i3	32	194		
		Lenovo All in One i5	96			
		Lenovo desktop	12			
		HP Core 2 Duo	10			
		HP intel Pentium All in One	15			
		HP All in One i7	1			
		HP Elite i5	28			
03	Printers Laserjet/Multifunction/ Deskjet	HP Color Laserjet 500 series printer	03	130		
		HP Color Laserjet 476 dw printer	01			
		HP Color LJ 400	01			
		HP Color LJ 451 dn	01			
		HP Color LJ 1025	02			
		HP Color 176 printer	04			
		HP LJ M 1005	07			
		HP LJ 1020	31			
		HP LJ 1020 +	18			
		HP LJ 1022	04			
		HP LJ 1015	05			
		HP LJ 1106	05			
		HP LJ 1107	07			
		HP LJ 1108	05			
		HP LJ M 226dn	03			
		HP LJ 128fn	02			
		HP 1213	03			
		HP 1136	02			
		HP LJ 1505	16			
		HP LJ 1522	04			
		HP LJ PRO 400	05			
		HP LJ 1102	01			

**2. Technical details & Eligibility criteria :**

(i) The firm should be registered with the Registrar of companies, Sales/ Trade Tax/ Service Tax department. Copies of PAN Number/ TAN Number along with registration certificate/ Service Tax Number along with registration certificate and Income Tax Clearance certificate/ IT returns for last 03 years must be attached.

(ii) The firm should have at least 5 years experience in maintenance of Computers/ Printers, Servers etc in at least two Government Department Preferably a Departmental Accounting Organization to meet the requirement of this office with regard to implementation of COMPACT, e-payment , e-Lekha, PFMS, Comp-DDO etc.

(iii) Firm must provide customer satisfaction letter from at least two customers from Govt. departments, preferably Departmental Accounting Organization while submitting the technical bids.

(iv) Firm must have sufficient number of qualified and experienced engineers and their details must be enclosed to the technical bids. The engineers must have knowledge and experience of COMPACT, e-payment, e-Lekha, PFMS, Comp-DDO etc .

(v) Establishment of the firm must be more than 05 years old.

(vi) The firm should have office in New Delhi.

(vii) The firm/ contractor must submit documentary evidence in support of fulfilling eligibility criteria mentioned above.

(viii) The Bid security must be enclosed along with technical bid only.

(ix) A declaration must be furnished by firm that there is no complaint/ Vigilance inquiry against them in any Govt. Department/ PSU and they have not been black listed or debarred by any Govt. Department/ PSU.

(x) Technical Bid must be submitted in the format as at Annexure-I to this RFP.

### 3. Scope of work

1. The scope of work covers comprehensive maintenance of personal Computers, Servers, Printers, Scanners, etc. mentioned in Para (1) of Part-II of this RFP in office of Controller General Of Accounts, Room No. 204, Block-E, GPO Complex, INA, New Delhi-110023.
2. To provide technical support to manage COMPACT, e-payment, e-Lekha, PFMS, Comp-DDO etc. Assisting in periodical backup, installation of patches, installation of compact servers and primary & mirror servers etc.
3. The scope or work also includes maintenance of software procured by O/o CGA, D/o. Expenditure, M/o. Finance. The scope of work covers provision of technical staff in the O/o CGA, D/o. Expenditure, M/o. Finance from 09.00 hrs. to 17.30 Hrs. on all working days and if required, on Saturday and Sundays and also after 17.30 hrs. on working days . Minimum one qualified service Engineer in Computer/ Electronics & Telecommunication engineering with an experience of not less than 3 years in Computer Hardware as well as software maintenance will be placed at the disposal of the O/o CGA, D/o. Expenditure, M/o. Finance by the firm.
4. The Bidder/Firm shall also be responsible for deployment of necessary staff for cleaning of all hardware's using suitable cleaning material and equipment. Each equipment has to be cleaned once in two months regularly. A register shall be maintained showing dates of cleaning of each equipment.
5. The Engineer deployed shall be responsible for preventive maintenance with virus detecting and corrective maintenance of the computers and peripherals under AMC and also maintenance of software. Quarterly report on this shall be produced to respective officers failing which appropriate penalty would be imposed.
6. The Bidder/Firm shall maintain the equipment as per manufacture's guidelines and shall use standard and genuine components for replacement.
7. The Bidder/Firm must provide necessary support to maintain VIRUS free computer environment in the O/o Controller General of Accounts, D/o Expenditure, m/o Finance, Mahalekha Niyantarak Bhawan, INA, New Delhi.
8. The Firm/Bidder must be specialized in LAN troubleshooting.
9. Any reported fault would be taken up by the Service Engineer immediately. As far as possible, the repairs would be carried out on the site itself. However, in case the equipment is taken to the workshop, the firm would provide a standby arrangement for the same time. Also stand by inventory of computer (P-IV), Laser printer and should be kept in the O/o Controller General of Accounts, D/o Expenditure, M/o Finance as and when required basis.
- 10 A Logbook shall be maintained in which the resident Engineer shall record all the complains made. All the complains received shall be attended by them in following manner:-
  - (i) Minor fault immediately.
  - (ii) Major faults within 4 hours by replacement method, with the available spares, if instructed by Sr. AOs/ Sections replacement of components shall be free of charge. The faulty equipments should be serviced within seven days.



(iii) Major faults within 48 hrs. except for Laser jet Printers which are to be serviced from authorized service centers of manufactures.

(iv) The firm shall be responsible for taking backup data and programme available on PCs before attending the fault and shall also be responsible for reloading the same. The backup copies are to be returned to the users, under acknowledgement.

(V) If the equipment is required to be transported to the firms/ manufacture;s service workshop for repairs, the same shall be undertaken at the risk and cost of the firm.

(vi) The replacement of components shall be as per manufactures instructions and as per the decision of Sr. AO's/Head of Office of the O/o CGA.

(vi) The firm shall have the required drivers (CDs and Floppies) for maintain the PCs and peripherals for configuring them.

(vii) The contract includes replacement of all parts except consumables, batteries, fuser assembly, memory/media, screen panel and burnt and damaged part.

11. The scope of software maintenance covers:

a) Maintenance of all software already installed in the personal computers and peripherals and the software to be installed at later stage.

b) Providing basic training on the use of PC to users, if required.

12. The rates quoted should also cover the maintenance of operating system, software installaton of patches, data recovery, preemptive actions against virus spread detecting /removal of virus, configuration of internet, configuration of computers to project for presentation.

13. The contract shall initially be for a **period of one year** which can be extended for further periods on **yearly basis and maximum up to three times** on the same term and conditions and on the basis of performance of last year at the discretion of customer i.e. (Jt. CGA (Admn). O/o Controller General of accounts, D/o Expenditure, M/o Finance, Mahalekha Niyantarak Bhawan, INA.

14. The contract can be terminated at any time by Jt. CGA (Admn) (O/o CGA, Mahalekha Niyantarak Bhawan, INA) **after serving advance notice of three months**. Jt. CGA (Admn) (O/o CGA, Mahalekha Niyantarak Bhawan, INA) shall have the right to terminate the contract without assigning any reason, whatsoever to the firm.

15. The firm shall carry out preventive maintenance regularly and shall plan the exercise as schedule of quantities, such that maintenance is carried out in each equipment at least one in three months. A separate logbook should be maintained to record the preventive maintenance carries out in each equipment.

16. The schedule of preventive maintenance shall be as follows:

i) Cleaning of all equipment using dry vacuum air, brush soft muslin clothes.

ii) Running of test programmes to ensure quality print, date reliability.

iii) Checking of power supply source for proper grounding and safely of equipment.

iv) Ensuring that the covers, screws, switches etc. are firmly fastened in respect of each equipment.

v) Shifting of equipment as and when required.

vi) Running of diagnostic software for system performance.

17. It shall be the responsibility of the firm to make all the computers and peripherals work satisfactorily throughout the contract period and to hand over the systems in working condition to the officers of O/o Controller General of Accounts D/o Expenditure, M/o Finance after the contract.

### Part III-Standard Conditions of RFP

The bidder is required to give confirmation of their acceptance of the standard condition of the request for proposal mentioned below which will automatically be considered as part of the contract concluded with the successful bidder as selected by the customer. Failure to do so may result in rejection of the Bid submitted by the Bidder/Firm.

1. **Law:** The Contract shall be considered and made in accordance with the laws of the Republic of India. The contract shall be governed by and interpreted in accordance with the laws of the Republic of India.

2. **Effective Date of Contract:** The contract shall come into effect on the date of signing by both the parties on the contract (Effective Date) and shall remain valid until of completion of the obligations of the parties under the contract. The deliveries, supplies and performance of the services shall commence from the effective date of the contract.

3. **Arbitration:** All disputes or differences arising out of or in connection with the contract shall be settled by bilateral discussion. Any dispute, disagreement or question arising out or relating to the Contract or relating to services or performance, which cannot be settled amicably, may be resolved through arbitration. The standard clause of arbitration is given in **Annexure-IV**.

4. **Penalty for use of Undue Influence:** The firm/ Bidder undertakes that they have not given, offered or promised to give, directly or indirectly, any gift, consideration, reward, commission, fees, brokerages or inducement to any person in service of the customer or otherwise in procuring the contracts or forbearing to do or for having done or for borne to do any act in relating to obtaining or execution of the present contract or any other Contract with the Government of India for showing or forbearing to show favor or disfavor to any person in relation to the obtaining or execution of the present contract or any other contract with the Government of India. Any breach of the aforesaid undertaking by the Contractor/Supplier or any other employed by him or acting on his behalf (whether with or without knowledge of the contractor) or the commission of any offers by the contractor or anyone employed by him or acting on his behalf, as defined in chapter IX of the Indian Penal Code, 1860 or the Prevention of Corruption Act, 1986 or any other Act enacted for the Prevention of Corruption shall entitle the customer to cancel the contract and all or any other contracts with the contractor and recover from the contractor the amount of any loss arising from such cancellation. A decision of the customer or his nominee to the effect that a breach of the undertaking has been committed shall be final and binding on the Contractor. Giving or offering of any gift, bribe or inducement or any attempt at any such act on behalf of the Contractor toward any officer/employee of the customer or to any other person in a position to influence any officer/employee of the customer for showing any favors in relation to this or any other contract shall render the Contractor to such liability/penalty as the customer may deem proper, including but not limited to termination of the contract, imposition of penal damages, forfeiture of the Bank Guarantee and refund the amounts paid by the customer.

5. **Agents/Agency Commission:** The firm/Bidder/Contractor/Supplier confirms and declares to the customer that the Contractor is the original provider of the services referred to in this contract and has not engaged any individual or firm, whether Indian or Foreign whatsoever, to intercede, facilitate or in any way to recommend to the Government of India or any of its functionaries whether officially or unofficially to the award of the contract to the Contractor nor has any amount been paid, promised or intended to be paid to any such individual or firm in respect of an such intercession, facilitation or recommendation. The Contractor agrees that if it is established at any time to the satisfaction of the customer that the present declaration is in any way incorrect or fiat a later stage it is discovered by the customer that Contractor has engaged any such

individual/firm, and paid or intended to pay any amount, gift, reward, fees, commissioner consideration to such person, party, firm or institution, whether before or after the signing of this contract the Contractor will be held liable to refund that amount to the customer. The Contractor will also be debarred from entering into any supply contract with the Government of India for minimum period of five years. The customer will also have a right to consider cancellation of the contract either wholly or in part, without any entitlement or compensation to the contractor who shall in such an event be liable to refund all payments made by the customer in terms of the contract along with interest at the rate of 2% per annum above 18% penal rate. The customer will also have the right to recover any such amount from any contracts concluded earlier with the Government of India, or with O/o Controller General of Accounts, D/o Expenditure, Ministry of Finance.

**6. Access to books of Accounts:** In case it is found to the satisfactory of this office that the Contractor has engaged an Agent or paid commission or influenced any person to obtain the contract as described in clauses relating to Agent/Agency Commission and penalty for use of undue influence, the Contractor, on a specific request of the customer shall provide necessary information/inspection of the relevant financial documents/information.

**7. Non-disclosure of Contract documents:** Except with the written consent of this office, Contractor shall not disclose the contract or any provision of the contract or information related to services thereof to any third party.

**8. Penalty and Liquidated Damages:**

a. If the firm does not attend to the complaint within 4 hours from the time of registration of complaints with the Resident Engineer deployed by the firm or on the telephone number (given by the firm for lodging complaints) , a penalty @ 5% of the value of AMC charges of the equipments would be imposed till it not available for the same schedule item.

b. Penalty shall be levied @ 5% of the value of AMC charges for that equipment for each day.

c. If the fault is set right by replacing the defective sub assembly and equipments, the same should be re-installed after servicing within 7 days (if 7 day falls on holiday then next day morning). In case of default, penalty shall be levied at the rate of 5 % of the value of the AMC charges for the schedule item.

d. Penalty shall be levied for the absence of Resident Diploma Engineer at the rate of Rs. 500/- (Rupees Five hundred only) for every working day.

**9. Termination of Contract:** The O/o CGA shall have the right to terminate this contract in part or in full in any of the following cases:

(a). The delivery of service is delayed for causes not attributed to force Majeure for more than 15 days after the schedule date of signing of contract.

(b). The Contractor is declared bankrupt or become insolvent.

(c). The delivery of services is delayed due to causes of Force Majeure by more than 01 month.

(d). The O/o CGA notices that contractor has utilized the services of any agent ingesting this contract and paid any commission to such individual/company etc.

(e). As per decision of the Arbitration Tribunal.

- (f). If the services are not found satisfactory as per RFP/contract.
- (10). **Notices:** Any notice required or permitted by the contract shall be written in the English language and may be delivered personally or may be sent FAX or registered pre-paid mail/airmail, addressed to the last known address contact or any part thereof.
- (11). **Transfer and Sub-letting:** The firm/bidder has no right to give, bargain, sell, assign or sublet or otherwise dispose of the contract or any part thereof, as well as to give or to let a third party take benefit or advance of the present Contract or any part thereof.
- (12) **Patents and other Industrial Property Right:** the prices stated in the present contract shall be deemed to include all amounts payable for the use of patents, copyrights, registered charges, trademarks and payments for any other industrial property rights, the firm shall indemnify the customer against all claims from a third party at any time on account of the infringement of any or all the rights mentioned in the previous paragraphs whether such claims arise in respect of manufacture or use. The firm shall be responsible for the completion of the services in satisfactory manner during the currency of the contract.
- (13). **Amendments:** No provision of present contract shall be changed or modified in any way (including this provision) either in whole or in part except by an instrument in writing made after the date of this contract and signed on behalf of both the parties and which expressly stated to amend the present contract.
- (14) **Duties & Taxes:**
- (a) Any change in any duty/tax upward/downward as a result of any statutory variation taking place within contract terms shall be allowed to the extent of actual quantum of such duty/tax paid by the contractor. Similarly, in case of downward revision in any duty/tax the actual quantum of reduction of such duty/tax shall be reimbursed to the customer by the contractor. All such adjustments shall include all reliefs, exemptions, rebate, concession etc. if any obtained by the contractor.
- (b) if it is desired by the Bidder to ask for GST to be paid as extra the same must be specifically stated. In the absence of any such stipulation in the bid, it will be presumed that the prices quoted by the Bidder are inclusive of GST and no liability will be developed upon the customer.
- (c) On the Bids quoting service tax extra, the rate and nature of Service tax applicable at the time of supply should be shown separately. GST will be paid to the contract at the rate which it is liable to be assessed or has actually been assessed provided the transaction of services is legally liable to GST and the same is payable as per the terms of the contract.
15. **Pre-Integrity Pact Clause:** An, "Integrity Pact" would be signed between the customer & firms. This is a binding agreement between the customer and firms for specific contracts in which the customer promises that it will not accept bribes during the procurement and services process and bidder promise that they will not offer bribes. Under this pact, the Bidders for specific services or contract agree will the customer to carry out the procurement and services in a specified manner. Elements of the pact are as follows:
- (a) A pact (contract) between the Government of India (O/ Controller General of Accounts, D/o Expenditure, M/o Finance) (the authority or the "principal) and those companies submitting a tender for this specific activity (the Bidder).

- (b) An undertaking by the principal that its officials will not demand or accept any bribes, gifts etc . with appropriate disciplinary or criminal sanctions in case of violation.
- (c) A statement by each Bidder that it has not paid, and will not pay, any bribes.
- (d) An undertaking by each Bidder to disclose all payments made in connection with the contract in question to anybody (including agents and other middlemen as well as family) members etc. of the official) the disclosure would be made either at the time of submission of Bids or upon demand of the principal, especially when a suspicion of violation by that Bidder emerges.
- (e) The explicit acceptance by each Bidder that the no bribery commitment and the disclosure obligation as well as the attendant sanctions remain in force for the winning Bidder until the contract has been executed.
- (f) Undertaking on behalf of a Bidder of a Bidding company will be made in the name for and on behalf of the company's Chief Executive Officer".
- (g) The following set of sanctions shall be enforced for any violation by a Bidder of its commitment or undertaking.
  - (i) Denial or loss of contract.
  - (ii) Forfeiture of the bid security and performance bond.
  - (iii) Liability for damages to the principal and the competing Bidder, a
  - (iv) Debarment of the violator by the principal for an appropriate period of time.
  - (v) Bidders are also advised to have a company code of conduct (clearly rejecting the use of bribes and other unethical behavior and compliance program for the implementation of the code of conduct throughout the company.

#### Part IV- Performance Conditions of RPF

The bidder is required to give confirmation of their acceptance of special conditions of the RPF mentioned below which will automatically be considered as part of the contract inducted with the successful Bidder (i.e Contractor/supplier in the contract) as selected by the customer. Failure to do so may result in rejection of Bid submitted by the Bidder/firm.

**1. Performance Guarantee:** The Bidder will be required to furnish a performance Guarantee by way of bank Guarantee through a public sector bank or a private sector bank authorized to conduct Government business (ICICI Bank Ltd, Axis bank Ltd, or HDFC Bank Ltd) for a sum equal to 10 % of the contract value within 30 days of receipt of the confirmation order. Performance bank Guarantee should be valid up to 60 days beyond the date of completion of Contract period. The specimen of PBG is given in ANNEXURE-V.

**2. Option Clause:** If contract will have an option clause, wherein the customer can exercise an option to procure an additional 50 % of the original contracted computers and peripherals number in accordance with the same rate, terms and conditions of the present contract. This will be applicable within the currency of contract. The Bidder is to confirm the acceptance of the same for inclusion in the contract. It will be discretion of the customer to exercise this option or not.

**3. Payment Clause:** It will be mandatory for the bidders to indicate their bank account numbers and other relevant e-payment details so that payment could be made through ECS/NEFT mechanism instead of payment through cheques wherever feasible. The payment will be made as per the following terms, on production of the requisite documents:

a) No advance payment would be made by this office.

b) Payment for any inclusion/deletion of computers/printers/server during the AMC period will be calculated on Pro-RATA basis.

c) Penalty and Liquidated damaged shall be deducted from the quarterly/running payments.

**4. Payment Terms:** The payment would be made by O/o CGA on quarterly basis on submission of following documents:

(i) Ink Signed copy of the firm bills

(ii) Ink signed copy of log-book maintained by firm

(iii) Performance report submitted by respective by the firm

(iv) Claim for statutory/and other levies to be supported with the requisite documents/proof of payment such as Service tax such as applicable.

(v) Details for electronic payment viz. Account Holder's name, name of the bank and address of the branch, Account type, Account number, IFSC code, MICR code (if these details are not incorporated in supply order/contract)

(vi) Any other document/certificate that may be provided for in the Job Order/contract.

(vii) User Acceptance

(viii) Xerox copy of PBG

**5. Fall Clause:** The following fall clause will form part of the contract placed on successful Bidder:

a) The price charged for the services supplied under the contract by the contractor/firm shall in no event exceed the lowest price at which the contractor provides the services of identical description to any persons/organization including the customer or any department of the Central Government or nay department of State Government or nay statutory undertaking of the Central or State Government as the case may be during the period till performance of all service placed during the currency of the contract is completed.

b) if at any time, during the said period the contractor/firm reduces the service price or offer to provide services to any person/organization including the customer or any department of Central Government or any Department of the State Government or any Statutory Undertaking of the Central Government or State Government as the case may be at a price lower than the price chargeable under the contract. Such reduction of services offer of the price shall stand correspondingly reduces.

c) The contractor/firm shall furnish the following certificate to the paying authority along with each bill for payment for services made against the contract- "we certify that there has been no reduction in sercie price of the AMC supplied to the Government under the contract herein and such series have not been ordered/sold by me/us to any person/organization including the customer or nay department of Central Government or any department of State Government or any Statutory Undertaking of the Central or State government as the case may be up to the date or till the date of completion of services against all job orders/ contract placed during the currency of the contract at price lower than the price charged to the Government under the contract.

**6. Risk & Expenses Clause:**

1. Should the services thereof not be delivered within the time or time specified in the contract document, or if defective services is made in respect of the services thereof, the customer shall after granting the contractor seven days to cure the breach, be at liberty, without prejudice to the right to recover liquidated damages as a remedy for breach of contract, to declare the contract as cancelled either wholly or to the extent of such default.

2. Should the services thereof not perform in accordance with the specification/parameters provided by the customer during the check proof tests to be done by the customer, the customer shall be at liberty without prejudice to any other remedies for breach of contract, to cancel the contract wholly or to the extent of such default.

3. In case of a contractual breach that was not remedied within 07 days, the customer shall having given the right of first refusal to the contractor be at liberty to provide services from any other source as he thinks fit of the same or similar description to services.

4. Any excess of the services price, cost of services or value of any services procured from any other contract as the case may be, over the contract price appropriate to such default of balance shall be recoverable from the firm/Contractor by customer.

**7. Force majeure Clause:**

A. Neither party shall bear responsibility for the complete or partial non performance of any of its obligations (except for failure to pay any sum which has become due on account of receipt of goods under provisions of the present contract), if the non-performance result from such force majeure circumstance as flood, Fire, Earth-Quake and other acts of God as well as War, Military operation, Blockade, Acts or a



Action of State Authorities or any other circumstances beyond the parties control that have arisen after the conclusion of the present contract.

b. In such circumstances the time stipulated for the performance of an obligation under the present contract is extended correspondingly for the period of time action for these circumstances and their consequences.

c. The party for which it becomes impossible to meet obligation under this contract due to Force Majeure conditions, is to notify in written form the other party of the beginning and cessation of the above circumstances immediately, but in any case not later than 10 (Ten) days from the moment of their beginning.

d. Certificate of a Chamber of Commerce (Commerce and Industry) or other competent authority or organization of the respective country shall be a sufficient proof of commencement and cessation of the above circumstances.

e. If the impossibility of complete or partial performance of an obligation latest for more than one month either party hereto reserves the right to terminate the contract totally or partially upon giving prior written notice of 15 days to the other party of the intention to terminate without any liability other than reimbursement on the terms provided in the agreement for the goods received.

## Part-V-Evaluation Criteria & Price Bid Issues

**1. Evaluation Criteria:** The broad guidelines for evaluation of Bids will be as follows:

a. Only those Bids will be evaluated which are found to be fulfilling all the eligibility and qualifying requirements of the RFP, both technically and commercially.

b. The technical Bids forwarded by the Bidders will be evaluated by the customer with reference to the technical characteristic as mentioned in the RFP. The compliance of Technical Bids would be determined on the basis of the parameters specified in the RFP. The price Bids of only those Bidders will be opened whose Technical Bids qualify the technical evaluation.

c. The Lowest Bid will be decided upon the lowest price quoted by the particular Bidder as per the Price format given at Para 2 below. All taxes and duties quoted by the Bidders will be considered. The ultimate cost to the customer would be the deciding factor for ranking of bids.

d. The bidders are required to spell out the applicable taxes in unambiguous term; otherwise their offers will be loaded with the maximum rates of duties and taxes for the purpose of comparison of prices. If reimbursement of tax is intended as extra, over the quoted prices, the Bidder must specifically say so. In the absence of any such stipulation it will be presumed that the prices quoted are firm and no claim on account of such duties will be entailed after the opening of tenders. He should clearly indicate the rate of such duty and quantum of tax included in the price. Failure to do so may result in ignoring of such offer summarily. If a Bidder is exempted from payment of tax up to any value of service, they should clearly state that no service tax will be charged by them up to the limit of exemption which they may have. If any concession is available in regard to quantum of taxes, it should be brought out clearly. Stipulation like taxes presently not applicable but the same will be charged if it becomes leviable later on, will not be accepted unless in such cases it is clearly stated by a Bidder, tax will not be charged by him even if the same becomes applicable later on. In respect of the Bidders who fail to comply with this requirements, their quoted prices shall be loaded with the quantum of taxes which is normally applicable on the item in question for the purpose of comparing their prices with other Bidders.

e. If there is a discrepancy between the unit price and the total price that is obtained by the multiplying the unit price and quantity, the unit price will prevail and the total price will be corrected. If there is a discrepancy between words and figures, the amount inwards will prevail for calculation of price.

f. The price bid should contain the rate against each item separately. The rate for each item should be quoted on comprehensive basis including repair and replacement of spare parts without any extra payment.

**2. Price Bid Format:** The price bid format is given at **Annexure-II to this RFP** and Bidders are required to fill up correctly with full details on their letter head.

3. The Bidders/ firms can visit the offices mentioned in **Part-II of RFP** before submitting their bids.



(Jagmohan)

Accounts Officer (Admn.)

O/o. Controller General of Accounts

Mahalekha Niyantak Bhawan,

Room No. 204, Block-E, GPO Complex,

INA, New Delhi-110023

Annexure-I

1.	Name of the company/firm service provider	
2.	Head/Regd. Office Address: a. Postal b. Fax No. c. Telephone No. (s) d. E-mail address e. Website Address	
3.	Former name of Company (if any)	
4.	Delhi office address: a. Postal b. Fax No. c. telephone No. (s) d. Mobile No. e. Working hours f. E-mail Address	
5.	Type of organization (i.e. whether Sole Proprietor or partnership firm or a company or Govt. Deptt. Or Public sector Organization	
6.	a. Year of establishment b. year in which computer Hardware Maintenance Services were started	
7.	Amount of Bid Security  Draft No.  Bank Detail Amount	
8.	Period of validity of tender	
9.	Details of AMC Contracts handled during last 3 years (attach performance certificates from contractors)	
10.	Name, address and mobile No. phone No. (office & residence) of the authorized signatory contract person for this tender	
11.	Whether Letter of Authority for attending bid opening enclosed with tender.	
12.	PAN number (attach a copy of PAN card)	
13.	Sales tax/VAT regd. No. (attach a copy of certificate)	

14.	Work contract tax identification No.	
15.	Self-declaration of non black listing/, no complaint/vigilance injury in any govt.Deptt./PSU	
16.	Details of qualified and experience engineers, and whether they have knowledge of COMPACT, e-payment, e-lekha, PFMS, Comp-DDO packages of Government	

Date

**Signature of Tenderer  
Name**

Place

**Annexure-II**

O/o Controller General of Accounts, Mahalekha Niyantak Bhawan, INA, New Delhi-110023

S.L	Item	Model	Qty	Total	Amount	Total
01	Server	Dell IBM		05		
02	Desktop PC	Lenovo All in One i3	32	194		
		Lenovo All in One i5	96			
		Lenovo desktop	12			
		HP Core 2 Duo	10			
		HP intel Pentium All in One	15			
		HP All in One i7	1			
		HP Elite i5	28			
03	Printers Laserjet/Multifunction/ Deskjet	HP Color Laserjet 500 series printer	03	130		
		HP Color Laserjet 476 dw printer	01			
		HP Color LJ 400	01			
		HP Color LJ 451 dn	01			
		HP Color LJ 1025	02			
		HP Color 176 printer	04			
		HP LJ M 1005	07			
		HP LJ 1020	31			
		HP LJ 1020 +	18			
		HP LJ 1022	04			
		HP LJ 1015	05			
		HP LJ 1106	05			
		HP LJ 1107	07			
		HP LJ 1108	05			
		HP LJ M 226dn	03			
		HP LJ 128fn	02			
		HP 1213	03			
		HP 1136	02			
		HP LJ 1505	16			
		HP LJ 1522	04			
		HP LJ PRO 400	05			
		HP LJ 1102	01			

**Annexure-III****Bid Security Bank Guarantee format**

Whereas.....(hereinafter called the "Bidder") has submitted their offer dated.....for the services and supply of (hereinafter called "Bid") against the customer's request for proposal No.....

KNOW ALL MEN by these presents that WE.....OF.....having our registered office at .....Are bound

unto.....(hereinafter called the "Customer") in the sum of said Customer, the bank bind itself, its successors and assigns by these presents.

Sealed with the Common Seal of the said Bank this.....day of .....20.....

- (i) If the Bidder withdraws or amends, impairs or derogates from the Bid in any respect within the period of validity of this tender.
- (ii) (ii) if the Bidder fails to furnish the Performance Security for the due performance of the contract.
- (iii) A(If the bidder fails to furnish the Performance Security for the due performance of the contract.
- (iv) B) Fails or refuses to accept/execute the contract.

WE undertake to pay the Customer up to the above amount upon receipt of his first written demand, without the customer having substantiate its due to it owing to the occurrence of one or both the tow conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including 45 days after the period tender validity and any demand in respect thereof should reach the Bank note later than the above date.

.....  
(Signature of the authorized officer of the Bank)

Name and designation of the officer

Seal, name and address of the Bank and address of the Branch

Annexure-IVFormat of Arbitration Clause – Indigenous Private bidders

- (i) All disputes of difference arising out of or in connection with the present contract including the one connected with the validity of the present contract or any part thereof should be settled by bilateral discussions.
- (ii) Any dispute, disagreement or question arising out of or relating to this contract correlating to construction or performance (except as to any matter the decision or determination whereof is provided for by these conditions), which cannot be settled amicably, shall within sixty (60) days or such longer period as may be mutually agreed upon, from the date on which either party informs the other in writing by a notice that such dispute, disagreement or question exists, will be referred to sole Arbitrator.
- (iii) Within (60) days of the receipt of the said notice, an arbitrator shall be nominated in writing by the authority agreed upon by the parties.
- (iv) The sole Arbitrator shall have its seal in New Delhi or such other place in India as may be mutually agreed to between the parties.
- (v) The arbitration proceeding shall be conducted under the India Arbitration and Conciliation Act, 1996 and the award of such Arbitration Tribunal shall be enforceable in Indian courts only.
- (vi) Each party shall bear its own cost of preparing and presenting its case. The cost of arbitration including the fees and expenses shall be shared equally by the parties, unless otherwise awarded by the sole arbitrator.
- (vii) The parties shall continue to perform their respective obligations under this contract during the pendency of the arbitration proceedings except in so far as such obligations are the subject matter of the said arbitration proceedings.

Note: In the event of the parties deciding to refer the disputes for adjudication to an Arbitral Tribunal then one arbitrator each will be appointed by each case will be referred to the Indian Council of Arbitration (ICADR) for nomination of the third arbitrator. The fees of the arbitrator appointed by the parties shall be borne by each party and the fees of the third arbitrator, if appointed, shall be equally shared by the Customer and Contractor.

Annexure-VPerformance Bank Guarantee Format

From:

Bank.....

To

Jt. CGA(Admn.)  
O/o Controller General of Accounts  
D/o Expenditure, M/o Finance  
INA, New Delhi

Dear Sir,

Whereas you have entered into a contract No. ....  
Dt.....(Hereinafter referred to as the said Contract with supply of services as power Part-II of eh said contract to the said contractor and whereas the contractor/supplier has undertaken to produce a bank guarantee for 10% of total contract value amounting to .....to secure its obligations to the President of India. We the .....bank hereby expressly, irrevocably and unreservedly undertake and guarantee as principal obligors on behalf of the contractor/supplier that, in the even that the President of India declares to us that the good shave not been supplied according to the Contractual obligation under the afore mentioned contact, we will pay you, on demand and without demur, all the any sum up to a maximum of ..... Rupees .....only. Your written demand shall be conclusive evidence to us that such repayment is due under the terms of the said contract. We undertake to effect payment upon receipt of such written demand.

2. We shall not be discharged or released form this undertaking and guarantee by any arrangements, variations made between you and the Contractor/supplier indolence to the contractor/Supplier by you, or by any alterations in the obligations of the Contractor/Supplier or by any forbearance whether as to payment, tie performance or otherwise.

3. In no case shall the amount of this guarantee be increased.

4. This guarantee shall remain valid for 14 months from the effective date of contract according to the contractual obligation under said contract.

5. Unless a demand or claim under this guarantee is made on us in writing or on before the aforesaid expiry date as provided in the above referred contract or unless this guarantee id extended by us, all your rights under this guarantee shall be forfeited and we shall be discharged from the liabilities hereunder.

6. This guarantee shall be continuing guarantee and shall not be discharged by a change in the constitution of the bank or in the constitution of M/s.....