

# म.प्र. जन अभियान परिषद्

(योजना आर्थिक एवं सांख्यिकी विभाग, म.प्र. शासन)

35 राजीव गांधी भवन-2, श्यामला हिल्स, भोपाल: 0755-2660203, 2660235, फ़ैक्स:0755-2660250

Website- www.mpjap.org

क्र. 557/ज.अ.प./2017

भोपाल, दिनांक 30/12/2017

## कम्प्यूटर एवं सहायक उपकरणों का संधारण/रखरखाव हेतु निविदा सूचना

म.प्र. जन अभियान परिषद् के भोपाल स्थित राज्य/संभाग/जिला कार्यालय में कम्प्यूटर एवं सहायक उपकरणों का एक वर्ष की अवधि के लिये संधारण/रखरखाव अनुबंध करने हेतु दरें आमंत्रित हैं।

निविदा संबंधी विस्तृत जानकारी परिषद् की वेब साईट [www.mpjap.org](http://www.mpjap.org) से प्राप्त की जा सकती हैं। निविदा फार्म राशि रू. 500/- जमा कर कार्यालयीन समय में विज्ञप्ति दिनांक से दिनांक 15.01.2018 को सांय 5 बजे तक प्राप्त/जमा किये जायेंगे। निविदा खोलने की सूचना पृथक से दूरभाष पर दी जायेगी।



कार्यपालक निदेशक  
म.प्र. जन अभियान परिषद्

# M.P. Jan Abhiyan Parishad

(Planning, Economics and Statistics, M.P. Government)

35, Rajiv Gandhi Bhawan-2, Shyamala Hills, Bhopal

Phone: 0755-2660235 FAX-0755-2660250, Website:-www.mpjap.org Email- socjap@mp.gov.in

## NOTICE INVITING TENDER

**Subject: Comprehensive Annual Maintenance Contract (CAMC) of Computer/ Laptop/Projector/ Printers/Scanner/Photocopier/UPS/LAN/Wi-Fi.**

Sealed quotations are invited for the Comprehensive Annual Maintenance Contract for computer/laptop/Projector/printer/scanner/photocopier, ups and networking hardware and accessories installed in the State Office, Zonal/District Office of MPJAP at 35, Rajeev Gandhi Bhavan Shyamla Hills Bhopal.

1. The general scope of work includes.

- a) The contract would be comprehensive i.e including replacement of parts of Original Equipments Manufacturer (OEM) except replacement of exhausted battery of UPS and cartridges for printers/photocopier.
- b) Upkeep and maintenance of the hardware installed.
- c) To provide and maintain the required drivers and additional peripherals and hardware for maintaining the equipments.
- d) Repair to be carried out at the location of the equipment.
- e) Standby arrangement to be made in case the equipment is to be taken to workshop for repairs.
- f) Support for users and troubleshooting of software packages and removal of virus and re-installation of software, if corrupted.
- g) Coordination with OEMs for troubleshooting of the computer and other peripherals under warranty.
- h) Any other maintenance work to be undertaken related to the computer/peripherals.
- i) Networking and internet connections Problems will be under AMC.
- j) Virus removable and software problems will be under AMC.

  
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2. Interested firms are hereby requested to furnish their proposals/rates through two bid systems i.e Technical Bid (Annexure-A) and Financial Bid (Annexure-B)
3. The list of computers/laptops/projector/printers/scanner/photocopier, UPSs, networking hardware etc. is attached as Annexure-B. However, new equipments purchased from time to time, after the expiry of warranty/guarantee period, will also have to be serviced/ maintained at the same terms and conditions, and the AMC has also to be done at the same terms and conditions for these new equipments. MPJAP reserves the rights to add/remove any item from AMC during the contract period.
4. The Technical and financial terms and conditions of AMC shall be as follows:
  - (i) The firm/company must be registered as a firm or as a company with the Registrar of Firms or Registrar of Companies.
  - (ii) The firm/company should be in existence for over 3 years in the trade with maintenance turnover of more than Rs. 30 lakh per annum during the last 3 years ending 31<sup>st</sup> March 2017. GST registration of firm/company is compulsory.
  - (iii) The firm/company should have a previous experience in maintenance of such equipments with Government Department/Public Sector Undertaking in Bhopal of maintaining not less than 150 computers/peripheral devices per year in each Department/PSU. Necessary papers must accompany the technical bid.
  - (iv) The firm/company must have expertise in on-site maintenance and repair of computers/laptops, laser jet printers, projector, scanner, photocopier, network components, peripherals and other hardware parts and accessories.
  - (v) The firm/company also must have expertise and experience in LAN/Wi-Fi troubleshooting.
  - (vi) The firm/company applying for this tender would produce certificate for the previous financial year from the concerned authorities about the payment of GST, Service tax, income tax, works contract tax and any other tax applicable.
  - (vii) The replacement of any part of the computer/peripherals, whenever required, must be carried out by the vendor with genuine part of same specification and warranty.
  - (viii) The firm shall maintain the equipment as per manufacturer's guidelines and shall use standard OEM components for replacement. Untill and unless written order of the Executive Director, MPJAP, are conveyed, the original specification/characteristics/features shall not be changed.
  - (ix) The firm/company should produce the self attested photocopies of documents related to allocation of Registration Number, PAN Number, GST number, etc.



  
कार्यपालक निदेशक  
(म.प्र. जन अभियान परिषद)  
मध्यप्रदेश



5. The other terms and conditions for awarding the AMC shall be as under:

- (i) The vendor will provide one qualified, with experience of at least three years in windows software and maintaining computer equipments in Govt/PSU Sector, service engineer on regular visit for attending and redress of complaints on all working days. The engineer shall also be available on holidays as per requirement of MPJAP if needed. Engineer shall be equipped with mobile phone to ensure their availability.
- (ii) The initial period of contract will be for one year from the date of award of contract. The rates quoted will remain in force for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period. The AMC can be extended, if so desired by the MPJAP, based on the performance of the service provider.
- (iii) The firm/company will prepare logbooks for each of the machines to be taken under the AMC and Preventive maintenance with virus scanning and virus removal and special cleaning of the Monitor, printer, keyboard, mouse etc. from outside with liquid cleaner and inside will be carried out on quarterly basis. A Preventive Maintenance Report from the user would be submitted to computer section failing which an amount of Rs. 200 as a penalty would be imposed.
- (iv) The service engineer would take up any reported fault with Four hour. As far as possible, the repairs would be carried out on-site. However, in case the equipment is taken to the workshop, the firm would provide a standby for the same.
- (v) If the firm fails to carry out repairs with 24 hours, to the satisfaction of the user, a penalty of Rs. 200/- (Rupees two hundred only) per day or part thereof will be charged for delay beyond the one day till such time the PC/accessories are repaired. A call sheet duly signed by user and should be submitted to the computer section after successfully attending the call.
- (vi) The successful bidder shall provide necessary support for maintaining virus free computer environment in the MPJAP and help in upgrading the Software's/Virus Detection mechanism.
- (vii) Immediately on award of the contract, the contractor would give a report taking over all equipment (giving their configuration in working condition also). It shall be the responsibility of the firm/company to make all the equipment work satisfactorily throughout the contract



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period and also to hand over the systems to the Department in working conditions on the expiry of the contract. In case any damage on the systems of the department is found, compensation which would be determined by the Competent Authority will have to be paid by the firm.

- (viii) An Earnest Money Deposit (EMD) of Rs. 10000/- (Rupees Ten thousand only) through a Banker Cheque/Demand Draft on any scheduled bank in Bhopal drawn in favour of Executive Director, M.P. Jan Abhiyan Parishad, Bhopal. Must accompany the quotation letter. Quotation received without EMD will not be considered. Earnest money received from other unsuccessful tenders will be returned without interest on demand. The successful tenderer shall submit a performance guarantee as determined by the Department while awarding the contract for the fulfillment of performance of the terms and condition of the contract. The security deposit will be refundable after successful completion of the contract to the adjustment of dues against the contractors.
- (ix) It may also be noted that in case of contractor backing out in mid terms without any explicit consent of MPJAP, the firm/company will be liable to recovery at higher rate vis-à-vis, those contracted with it, which may have to be incurred by MPJAP on maintenance of machines for the balance period of contract through alternative means.
- (x) The above act of backing out would be automatically debar the firm from any further dealing with MPJAP and EMD amount would also be forfeited.
- (xi) No advance payment in any case would be made. However, quarterly payment on pro-rata basis on satisfactorily rendering of service would be made.
6. The interested firm may submit sealed envelopes for "Technical Bid" and "Financial Bid" in a sealed cover super scribed "Quotation for AMC of computer/laptop/projector/printer/scanner/photo copier/ups and networking hardwares and related accessories" addressed to Executive Director, M.P. Jan Abhiyan Parishad, 35, Rajeev Gandhi Bhavan, Shyamla Hills Bhopal. M.P. latest by 05:00 PM on 15/01/2018.
7. Late submission of tenders will not be accepted. Tenders by "Telex/Telegram/Fax/E-mail" will not be accepted. Tenders may be submitted by Registered Post, by hand in person or by courier. However, any delay on this account shall not be accepted as reason for exception.



कार्यपालक निदेशक  
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8. Quotation received after due date, those received without separate sealed cover and rates not quoted in specified proforma will not be accepted. MPJAP reserves the right to reduce or increase the number of items offered for maintenance contract during the currency of the AMC.
9. The rates quoted should be NET (exclusive taxes) and no discount or free services/offers quoted will be considered. The rate should be quoted per piece of each item of hardware and LAN/Wi-Fi separately. This is to facilitate addition or removal of equipments from the list covered under the contract. For comparing quotation of different parties the total of annual value will be considered for a fixed number of equipment and network taken together.
10. The tender is not transferable.
11. MPJAP reserves the right to accept or reject any or all tenders without assigning any reasons.
12. It will not be open for the contractor to refuse maintenance of any equipment which on the date of entering in contract is in working condition.
13. The contractor shall be responsible for any loss or damage caused to any of the machines owing to negligence on his part. The contract will be on comprehensive basis inclusive repairs and replacement of spare parts without extra payment.
14. Evaluation Criteria: The tender will be finalized on the basis of the total bid amount of the Computer/Laptops/projector/Printers/Scanner/ Photocopier/UPS & Network and not the items-wise lowest rates quoted by the bidders.
15. In case of any dispute, the settlement will be made in the Courts of Bhopal.

**(Dr. Dharendra Pandey)**  
**Executive Director**



**TECHNICAL BID**

**ANNEXURE-A**

1	Name of firm	
2	Address of Firm	
3	Registration No.	
4	Name of the authorized signatory	
5	Specimen Signature of the Authorized signatory.	
6	Telephone Number of the authorized signatory and other Telephone Number of the firm.	
7	Whether the firm had enclosed EMD. If "Yes: then DD/Pay order no.	
8	Details of the Government Ministries/Department/Organization/PSUs etc. in which the firm is engaged in computer AMC activities from the F.Y 2014-15, 2015-16, 2016-17. Copies of work orders in which they have been given AMC of at least 150 computers/peripheral devices in one single order in any Govt/Min./Deptt./Org. may be enclosed.	Year
		2014-15
		2015-16
		2016-17
09	Detail of manpower to be deployed by the firm.	
10	Whether proof/copies of work order on items at S.No. 8 enclose (Yes/No)	
11	A copy of the terms and conditions duly signed by the tenderer in token of having understood and agreed to the same should be attached along with the tender.	
12	List of copies of documents enclosed.(PAN, GST No.(Compulsory), Latest GST clearance certification etc.)	
13	Annual turnover is not less then 30 lakhs, enclose certificate from the Chartered Accountant.	
14	Certificate/Undertaking regarding the firm has net been blacklisted by any other Govt. Departments.	

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 मध्यप्रदेश

**FINANCIAL BID**

**ANNEXURE-B**

1	Name of firm	
2	Address firm	
3	Name of authorized Signatory	
4	Specimen Signature of the Authorized signatory	
5	Telephone Number of the authorized signatory and other Telephone Numbers of the firm	

**COMPUTERS/LAPTOPS/PROJECTOR/PRINTER/SCANNER/PHOTOCOPIER/UPS/NETWORK**

S.NO	ITEMS	Number of Units	Charges per unit	Total price
<b>COMPUTERS/LAPTOPS</b>				
1	HP/HCL/Lenovo/Dell/Acer (Intel Core 2 Duo, Think center Intel inside Core i3, i5 Compaq Intel Pentium D)	36		
<b>PRINTERS</b>				
2	HP LASER JET P1007/P1005/3390/ P1505N/1020/ M1005 MFP Canon 2900B/3010 2900/6018/6018B/3300/ Panasonic KXMB772	22		
<b>PHOTO COPIER</b>				
3	Canon IR2320L, Canon IR2320L	02		
<b>PROJECTOR</b>				
4	Toshiba TLP-X3000, Infocus IN 112I	02		
<b>SCANNER</b>				
5	HP Scan jet G2410(Scanner)	02		
<b>UPS</b>				
6	UPS	15		
<b>LAN</b>				
7	LAN/Wi-Fi all related hardware(Switch 06, Excess point 06, Adapter 25 )	02		
<b>Grand Total</b>				

\* For quoting see the hardware on any working day between 11.30 A.M. to 5.00 P.M. please inspect and visit the site. Financial bid shall contain price only no other documents shall be enclosed.

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Department Name

ANNEXURE -C

## Complaint Logbook

S/No	Date/Time	Machine Name	Number	Location	Brief Problem of machine	Complaint Number obtained from AMC Service Provider	Signature	Status of Machine	Signature of Complainant	Date/Time	Signature of Service Engineer

Signature of Head of Computer Branch



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