

No.D-16016/3/2013-S

Dated the 16th September, 2014.

To,

Subject:- BID FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR COMPUTERS, PRINTERS, RELATED PERIPHERALS AND LAN SYSTEM IN FILMS DIVISION, MUMBAI.

Sir/Madam,

The Director General, Films Division, Ministry of Information & Broadcasting, Government of India, Mumbai on behalf of the President of India invites sealed bid in **two bid** system, from experienced, well established and reputed firms/companies in the field, for assignment of Comprehensive Annual Maintenance Contract of Computers, Printers, related peripherals and Lan system available in Films Division, 24-Dr.G.Deshmukh Marg, Mumbai-400 026.

2. The interested firms/companies in the field can visit Films Division (Stores Section (Telephone No.23510461 Ext.456 & 457), Ministry of Information and Broadcasting, Government of India, 24-Dr. Gopalrao Deshmukh Marg (Peddar Road) Mumbai-26 for detailed list, with configuration and location of computers / printers / etc, and inspection on any working day viz. Monday to Friday from 11.00 A.M. to 4.00 P.M. A detailed list of computers and related peripherals will be made available on a written request made on the letter head of the company/firm.

3. The eligibility, terms and conditions for the proposed Annual Maintenance Contract are as under:-

a) The Annual Maintenance Contract shall be effective and valid for a period of **one year** from the date of acceptance by the successful bidder. It may be renewed further by written mutual consent by both parties if the performance of the firm is found to be satisfactory.

b) The firms must have experience for at least 3 years in Government or Semi Govt. or Public Sector or large Private Sector Organizations/Companies for maintenance of minimum 30 computers with printers in at least two organizations / companies. **Bids of the firms not having contract for Annual Maintenance with at least two firms/organizations for minimum 30 computers with printers will not be considered.**

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- c) The intending firms should have an established workshop within the Mumbai Municipal Corporation Limits and also should have the BMC License, Central Sales Tax Registration, VAT, Service Tax Registration, Permanent Enlistment Certificate of the National Small Industries Corporation Limited, PAN card, etc.
- d) The scope of coverage of the comprehensive AMC will be for the computer hardware and peripherals for all the units/category of the units. The firm shall provide comprehensive maintenance services which shall cover both preventive as well as corrective maintenance for all assets covered under AMC. Under corrective maintenance the firm shall rectify any defects, faults and failures in the Computer and shall repair, replace any worn out, defective parts of the Computer, at no extra cost. All the components of the equipment excluding consumables and non-functional parts such as plastic casings and covers, shall be covered under the AMC. In the event of addition of any more Computers with peripherals under the scope of the AMC, the maintenance will be carried out by the firm for which they will be eligible for an additional consideration on a pro-rata basis. In the event of any older Computer machines in the office being rendered obsolete, the same shall be removed from the contract and the rates reduced accordingly on a pro rata basis.
- e) The firm should arrange for one qualified Resident Computer Engineer **exclusively** for Films Division throughout the day on all working days of Films Division. The resident Engineer should be at least qualified Diploma and with a minimum of three years experience in the field. The stationed Engineer should possess in depth knowledge of troubleshooting and should be able to rectify the problems in consultation with the experts at their office. The working hours on weekdays will be from 9.30 A.M. to 6.00 P.M. from Monday to Friday. The Engineer should be provided the mobile phone. The firm should not rotate their Resident Engineer on frequent basis. They should inform in writing preferably in advance about the change of Engineer under unavoidable circumstances. He should provide the necessary technical assistance and advice to resolve the problems that may be encountered with regard to hardware, operating system, system software and any problem accessing the various application software on the computer systems etc.
- f) A separate health card shall be maintained for all the machines covered under AMC. The Engineer of firm/firm shall record therein each incident of Computers malfunction, date/time of commencement of downtime and successful completion of the repairs/maintenance work, nature of repair work performed on the Computers together with a description of the malfunction and the cause thereof. The card is to be signed by the representative of the respective user department with name and designation. Details of the preventive maintenance activity shall also be recorded.
- g) The firm should repair/replace spare parts of the Computers at the Films Division sites only. If the fault is of serious nature and requires the support of the repair center/workshop of the firm that necessitates shifting of the equipment, the firm should attend to shifting/transportation, installation, re-installation, loading of the software packages at no extra cost to the Films Division.

- h) The firm should ensure 99% uptime of each PC, printer, scanner and peripheral covered under the AMC. If during any quarter, the Engineer does not maintain the uptime of the equipment, proportionate maintenance charges will be deducted from the amount to be paid to the firm in the beginning of the next quarter.
- i) The payment will be made at quarterly basis after completion of each quarter on production of a Bill in triplicate with the satisfaction report from the concerned users for each location. TDS if any, will be deducted as per Income Tax Rules.
- j) The bidder except those who are registered with the Central Purchasing Organization, National Small Industries Corporation (NSIC) must enclose with their Technical bid, Bid Security of Rs.10,000/- in the form of Account Payee, Fixed Deposit Receipt, Banker's Cheque or Bank Gurantee from any of the commercial banks in an acceptable form drawn in favour of "Accounts Officer, Films Division, Mumbai". The validity of Bid Security should not be less than 90 days. The bid which is not accompanied with bid security will not be considered. The bid security of unsuccessful bidder will be returned on finalization of the bid. The bid security of successful bidder will be returned on receipt of performance security deposit.
- k) The successful bidder has to enter into contract by way of Agreement, with Films Division in which the above and other conditions conducive, commensurate & concurrent to similar type of contract are included. The original agreement has to be prepared on stamp paper valued of Rs.500/- and duplicate copy should be on Rs.100/- valid for State of Maharashtra at his own cost before taking up this assignment.

4. The bid should be on the **LETTER HEAD** of the bidder. **Separate sealed covers for technical bid and financial bid should be submitted.**

The **TECHNICAL BID** should contain the Company profile, infrastructure, technical back-up details of experience/orders executive for AMC with the other Central Govt. Departments/State Governments/Public Sector Undertakings/Autonomous Bodies/Banks etc. by the firm during the last three years with the copies of relevant documents in the proforma prescribed at Annexure-I, the copies of the BMC License, Central Sales Tax Registration, VAT, Service Tax Registration and PAN card, copies of the Audited balance Sheet, Profit and loss Account, and Annual report of last three years etc. terms and conditions if any offered by the bidder. There will be no mention of price any where in the technical bid. The technical bid will clearly be superscribed with "**TECHNICAL BID FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR COMPUTERS / PRINTERS / LASER PRINTERS / SCANNER / LAN SYSTEM IN FILMS DIVISION, MUMBAI.**"

The **FINANCIAL BID** will contain the price schedule duly filled in and signed in the document as given in Annexure-II, The bidder have to quote their rates for **Comprehensive Maintenance** for each unit/category of units for the year in **col. No.4 of the Annexure-II** after affixing office stamp/seal of the company and signature of the representative/proprietor of the company along with a forwarding letter on letter head of the company. The financial bid will also be superscribed with "**FINANCIAL BID FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR COMPUTERS / PRINTERS / LASER PRINTERS / SCANNER / LAN SYSTEM IN FILMS DIVISION, MUMBAI.**"

Both the separate sealed covers i.e. Technical Bid and Financial Bid may again put in one sealed outer cover. The outer cover should be superscribed with **“BID FOR ANNUAL MAINTENANCE CONTRACT OF COMPUTERS, PRINTERS, LAN SYSTEM AND RELATED PERIPHERALS”**. Tender Inquiry No., date and it is to be addressed to the Director General, Films Division, 24-Dr.G.Deshmukh Marg, Mumbai-400 026. The sealed bid should be dropped in the drop box kept near the Main Gate, Ist Phase Building, Films Division, 24-Dr. G. Deshmukh Marg, Mumbai-400 026 on or before **08-10-2014 up to 1.00 P.M.** The technical bid will be opened on same day at 3.00 P.M.. The financial bids of those, who have qualified in Technical Bids shall be opened in the presence of bidders or available authorized representatives of those bidders at a specified time, to be communicated within 30 days from opening of technical bids.

5. There should not be overwriting and all corrections in the rate should be attested by full signature by the bidders.

6. Incomplete bid received without requisite enclosures and bid received after the due date/time will **not** be considered. The department shall not be responsible for delay, loss or non-receipt of bid by post.

7. The Director General, Films Division reserves the right to accept or reject any or all the bids without assigning any reason whatsoever and his decision in this regards is final and binding.

8. Any disputes arising out of the tender notice, process and finalisation of this bid shall be subject to jurisdiction of the High Court of Bombay, Mumbai.

Yours faithfully,

(**Milind Bhatkar**)

Asstt. Administrative Officer

For Director General

Copy to the Nodal Officer(IT), Films Division, Mumbai for information and necessary action .It is requested that the bid may be uploaded on official website of the Films Division and copy of the same may be sent to this Section for record.

(**Milind Bhatkar**)

Asstt. Administrative Officer

For Director General

Annexure -I

Information giving the details about the experience for the year 2011-12, 2012-13, 2013-14.

NAME OF THE FIRM/COMPANY : _____

BMC License No. _____ (Copy of Document to be attached)

Sales Tax or VAT No. _____ PAN No. _____

Sr. No.	Name & address of the Organisation having maintenance contract	No. of Computers / Printers having maintenance contract	Period of Contract	Contracted Amount
				Comprehensive Rs.
1.		Computers- Printers: Scanner :		
2.		Computers – Printers: Scanner :		
3.		Computers : Printers: Scanner :		
4.		Computers: Printers: Scanner :		

Note:-

- B) The information may be given separately for last 3 years i.e. for 2011-12, 2012-13 & 2013-14.
- B) Assignment letters/agreements to be enclosed in support of the information as furnished above, without which tender is likely to be rejected.
- C) Use extra sheet wherever necessary.

Company Rubber Stamp/Seal
Of the firm/Company with date

Signature of the Owner/Partner

LIST OF COMPUTERS / PRINTERS AND SCANNER AVAILABLE IN FILMS DIVISION FOR COMPREHENSIVE AMC.

Sr. No.	Items	Quantity	Rate per unit for Comprehensive Annual Maintenance
1.	2	3	4.
1.	Computers	78 Nos.	
2.	Printers	94 Nos.	
3.	Scanner	4 Nos.	
4.	Lan System	2 Nos.	
5.	Total Amount of AMC Rs.		

Company Rubber Stamp/Seal
Of the firm/Company with date

Signature of the Owner/Partner

