

फ़िल्म समारोह निदेशालय  
सूचना और प्रसारण मंत्रालय  
भारत सरकार

गेट सं.1, सिरी फोर्ट सभागार परिसर, अगस्त क्रांति मार्ग, नई दिल्ली-110049

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**कम्प्यूटर सिस्टम, लैपटॉप, नेटवर्क, प्रिन्टर्स, स्कैनर्स, यू पी एस और कम्प्यूटर पेरिफेरल्स, सॉफ्टवेयर ओ एस, एन्टिवाइरस आदि के (NON COMPREHENCE) गैर व्यापक वार्षिक रखरखाव अनुबंध (ए एम सी) के लिए निविदा ।**

फ़िल्म समारोह निदेशालय, नई दिल्ली द्वारा इस कार्यालय में इन्स्टॉल किए गए कम्प्यूटर सिस्टम, लैपटॉप, नेटवर्क, प्रिन्टर्स, स्कैनर्स, यू पी एस और कम्प्यूटर पेरिफेरल्स, सॉफ्टवेयर ओ एस, एन्टिवाइरस आदि के एक साल के लिए **गैर व्यापक ( Non Comprehensive) वार्षिक रखरखाव अनुबंध (ए एम सी)** के लिए प्रतिष्ठित एजेंसियों/फर्म/कंपनियों से बोलियों को आमंत्रित किया जाता है। बोलियों को दो बोली प्रणाली अर्थात् तकनीकी बोली और वित्तीय बोली में जमा करनी होगी। इच्छुक एजेंसियाँ/फर्म/कंपनियाँ तकनीकी और वित्तीय बोलियों के साथ ऑनलाइन के ज़रिए केवल सी पी पी पोर्टल पर अपनी बोलियों को भेज सकते हैं। फिजिकल बिड स्वीकार नहीं की जाएगी केवल ऑनलाइन बिड ही स्वीकार्य होगी। निबंधन एवं शर्तें और सुसंगत सूचनाएँ फ़िल्म समारोह निदेशालय के वेबसाइट [www.dff.gov.in](http://www.dff.gov.in) पर देखा जा सकता है और ऑनलाइन पोर्टल (सी पी पी पोर्टल) से डाउनलोड किया जा सकता है। तथापि "वेतन और लेखा अधिकारी (मुख्य सचिवालय), सूचना और प्रसारण मंत्रालय" के पक्ष में 10,000/-रु की ई एम डी की डिमांड ड्राफ्ट अंतिम तिथि और समय से पहले इस कार्यालय में जमा करवानी है। डिमांड ड्राफ्ट की स्कैन की गई प्रति को सी पी पी पोर्टल में अपलोड किया जाना है। निविदा प्रस्तुत कर्ता जो ई एम डी जमा करने से छूट प्राप्त करना चाहता है, उनको संगत दस्तावेज़ों को ई एम डी के लिए किए गए दावे के छूट के समर्थन में ऑनलाइन अपलोड करना होगा। ई एम डी छूट के लिए बिना प्रमाणपत्र के जमा की गई बोली को तुरंत खारिज कर दिया जाएगा। प्रत्येक और सभी दस्तावेज़ जिनको अपलोड किया जाना है, मुहर के साथ हस्ताक्षरित होनी चाहिए। निश्चित समय पर बोलियों के खोले जाने पर एजेंसियों/फर्म/कंपनियों के प्रतिनिधि जो उस अवसर पर उपस्थित होना चाहते हैं, उनकी उपस्थिति में बोलियाँ खोली जाएँगी। केवल तकनीकी बोली के आधार पर अर्हता प्राप्त निविदा प्रस्तुत कर्ता की वित्तीय बोलियों को खोली जाएँगी। इच्छुक निविदा प्रस्तुत कर्ता अपनी निविदाओं को जमा करने से पहले कार्य समय के दौरान अंतिम तिथि से पहले कंप्यूटरों का सर्वेक्षण कर सकते हैं।

- ई एम डी के बैंक डी डी को इस कार्यालय में व्यक्तिगत रूप से जमा करने की अंतिम तिथि : 28/01/2021 पूर्वाह्न 11 बजे तक
- बोलियों को ऑनलाइन जमा करने की अंतिम तिथि : 28 /01 /2021 पूर्वाह्न 11 बजे तक
- तकनीकी बोलियों को खोलने की तिथि : 29 /01/2021 पूर्वाह्न 11 बजे

2. इच्छुक बोली दाताएँ द्वारा निविदाओं के संबंध में कोई भी स्पष्टीकरण के लिए केवल कार्यालय समय के दौरान कार्यालय से संपर्क कर सकते हैं। ए एम सी के अंतर्गत कवर किए जानेवाले कम्प्यूटर/ लैपटॉप/ प्रिन्टर/स्कैनर/ पेरिफेरल्स और यू पी एस आदि की अनुमानित संख्या नीचे दी गई है :

क्र स	मदों का नाम	संख्या[ अनुमानित]
1	कम्प्यूटर/लैपटॉप (डेस्कटॉप – 34 व लेप्टॉप -01 )	35
2	प्रिन्टर – कलर व ब्लैक [लेसर जेट ,इन्कजेट, एम एफ पी ],	22
3	यू पी एस	30
4	स्कैनर्स	02

उप निदेशक(प्रशासन)  
फ़िल्म समारोह निदेशालय  
011-26499386

Government of India  
**Directorate of Film Festivals**  
 Ministry of Information & Broadcasting

No. 37/02/2020-FFD  
 Gate No. 01, Siri fort Auditorium Complex  
 August Kranti Marg, New Delhi-110049

**TENDER FOR NON COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (AMC) OF  
 COMPUTER SYSTEMS, LAPTOPS, NETWORK, PRINTERS, SCANNERS, UPS &  
 COMPUTER PERIPHERALS, SOFTWARE OS, ANTIVIRUS Etc.**

The Directorate of Film Festivals, New Delhi invites Bids from reputed agencies/firms/companies to award the **Non Comprehensive** Annual Maintenance Contract (AMC) in respect of Computer systems, Laptops, network, printers, scanners, UPS and Computer peripherals, software OS, antivirus etc installed in this office at New Delhi for the period of one year under two bid system viz. Technical Bid and Financial Bid. Interested Agencies / Firms/companies may send their bids through online mode only on CPP Portal with Technical & Financial Bids. The terms and conditions and relevant information may be seen and downloaded from DFF website [www.dff.gov.in](http://www.dff.gov.in) & online Portal (CPP Portal). Only online bids will be accepted. No physical bids will be accepted. However Demand draft of EMD of Rs. 10,000/- in favour of Pay & Accounts Officer (MS), Ministry of I & B should be deposited in this office before the last date & time as mentioned below. The scan copy of demand draft is to be uploaded on CPP Portal. Bidders who wants exemption from submitting EMD must upload online relevant documents in support of exemption claimed for EMD. The bid submitted without Demand draft or EMD/Exemption certificate will be summarily rejected. Each & every document to be uploaded should be signed with rubber stamped. The bids shall be opened in the presence of the representatives of the agencies / firms/companies who wish to be present at the time opening of bids at fixed time. The financial bids of those participants will be opened only, who qualify on the basis of technical bid. The interested bidders may carry out the survey of computers before submitting their tenders during working hours before last date.

- Last date to deposit DD of EMD in person in this office – 28/01/2021 upto 11 AM
- The last date for online submission of bids --- **28 /01/2021 upto 11 AM**
- Date of opening of Technical bids --- 29/01/2021 at 11 AM

2. Interested bidders may visit office for any clarification etc. regarding the tender during working hours only. The approximate number of computers/laptops/Printers, peripherals and UPS to be covered under AMC (NC) are as mentioned below:

Name of the items	Numbers (Approximate)
Computers 34 & 01 Laptop	<b>35</b>
Printers (MFP,laser jet, Inkjet, (color & black)	<b>22</b>
UPS	<b>30</b>
scanners	<b>02</b>

**Dy. Director (Admn)**  
 Directorate of Film Festivals  
 011-26499386

## **TERMS & CONDITONS OF THE CONTRACT OF AMC**

**(A) Qualifications for Tendering for bidders for NON COMPREHENSIVE AMC of Computer systems, Laptops, Network, Printers, Scanners, UPS & PERIPHERALS, Software OS, Antivirus Etc.**

1. The bids are to be submitted online through CPP Portal only under "Two Bids System" ie Technical and Financial. **Only the firms meeting the technical terms and conditions should submit their bids.**
  2. Tenders submitted on plain paper or without signature of concerned bidder or without proper EMD/Exemption certificate will be invalid and shall be Summarily rejected.
  3. Any unsolicited correspondence after the last date and time for receipt of tenders is liable to render the tender/offer as invalid. Incomplete bid/s will be rejected.
  4. All documents should be in English/Hindi and readable. There should be no cuttings. If striking out is resorted to, it should be signed. Offers submitted by fax or email etc. shall not be considered. No alteration or amendments shall be allowed after submission of the Tender.
  5. The tender shall be valid for acceptance for the period as indicated in the bid and shall not be withdrawn on or after the opening of tenders till the expiration of the validity period or any extension thereof
  6. Technical bid shall include documentary proof in respect of Technical Terms & Conditions Technical Bids will be evaluated for qualifications for opening the financial bids. Only those 'Financial bids' will be opened whose technical Bids are qualified and fulfilling all the technical specifications of the tender documents.
  7. The firm should be registered with the GST and possess valid GST Registration Number.
  8. The firm should be in the business of maintenance of Computer systems, Laptops, network, printers, scanners, UPS and Computer peripherals, software OS, Applications, antivirus etc for at least last 2 years & must provide satisfactory service certificate from at least two Government organizations (Ministries, Government Department, PSUs etc.) (Requisite documents to support this claim will have to be produced for verification) during last two years.
  9. The firm must be willing to provide onsite support for PCs, Laptops, Printers, Scanner, UPS etc of different makes and models.
  10. The firm should have experience in providing maintenance services at multiple locations.
  11. The firm should provide an Engineer/Technician who must have skill and experience of said job for full day in the office of this Directorate during normal office hours and also on holidays if required.
  12. The address of the workshop with Telephone/Mobile No., Fax Nos. and email IDs of office as well as of the Engineer/Technician who will be deployed in this office should be given.
- A general undertaking that all terms and conditions of this Bid Document are acceptable in the format is placed at **Annexure-A** to this document. This needs to be signed by an authorized person of the firm/company/agency. The interested bidders may carry out the survey of computers before submitting their tenders during working hours before last date.
13. The Competent Authority, DFF also reserves the right to cancel/re-tendering afresh.

**(B) FINANCIAL TERMS & CONDITIONS:**

1. The rates may be quoted on **non-comprehensive** basis for the computers, laptops, printers, scanners, softwares, UPS etc. in the proforma placed at Annexure – C . The rates quoted should also cover the maintenance of operating system, software installation, installation of patches, pre-emptive actions against virus spread, detection/removal of virus, and configuration of applications (client/server).

**2. The Contractor will follow the Labour Law Rules regarding payment to Engineer/Technician deployed in this office and will pay atleast minimum wages fixed by Delhi Govt. from time to time. Bids showing Rates below minimum wages will be summarily rejected.**

3. The quotations should be accompanied by an earnest money deposit of Rs. 10,000/-(Rupees Ten Thousand Only) in the form of Bank Draft/pay order or Bank Guarantee in the name of the **Pay & Account Officer(MS), Ministry of I & B** (payable at New Delhi) and cheque will not be accepted. The original demand draft/bank guarantee is to be deposited in this office before the last date & time. Scan copy of demand draft/bank guarantee is to be uploaded on online Portal. Bids received without earnest money shall be summarily rejected without assigning any reason. The earnest money deposit shall be returned to the unsuccessful bidder after the finalization of the contract. The earnest money deposit will be released after satisfactory completion of the contract to the successful bidder. Bidders, who wants exemption from submitting EMD must upload online relevant documents in support of exemption claimed for EMD

**(C) GENERAL TERMS AND CONDITIONS:****1. Scope of work:**

i) The scope of work covers maintenance of Hardware (such as Computers, Printers, Scanners, Fax Machines, UPS, Networking Components etc. of different makes & models), and various Software/applications installed in the office of this Directorate and assistance in video conferencing and any other work related to computers.

ii) To provide regular on-site Preventive maintenance.

iii) To suggest for replacement of parts if deemed necessary and to replace old & defective parts with new genuine parts, on being procured by the Department or supplied by the AMC contractor against an order being placed by the Department on approval of their rate. No remuneration will be paid for replacement of any part of computers (except the cost of part/s). No cartage/transportation will be paid in this regard.

**2. Deployment of Engineer (SKILLED):**

(i) The vendor will provide one Resident Engineer (SKILLED WORKER) from **9.30 AM to 6.00 PM** on all working days (Monday to Fridays) in the office of the Directorate of Film Festival, Sirifort Auditorium August Kranti Marg, New Delhi 110049.

(ii) The services of the engineer of the contractor may be required on non- working days or beyond office hours on working days on some occasions to meet the demands of any emergency situation. The contractor shall ensure that on such occasions also, the personnel are deputed with no extra cost.

(iii) The engineer/technician should be qualified Degree/Diploma Engineer with an experience of not less than 2 (Two) years in Computer Hardware as well as Software maintenance. The Firm is required to provide

evidence in dealing/maintenance in respect of qualification and experience, which would be checked by this Office to verify the suitability/competency of the service engineer.

(iv) The resident service Engineers provided by the firm shall not be changed frequently. However, if found incompetent by the officers of Directorate, the Resident Service Engineer shall be changed by the Contractor immediately.

(v) The engineer must be equipped with mobile phone provided by his company for quick communication. If any engineer is required to take leave, a suitable replacement would have to be provided by the Contractor.

vi) Only the firms meeting the above terms and conditions should submit their bid. The Firm fails to fulfil any of the above conditions will be disqualified.

### **3. Service Assurance:**

(i) The Firm would put asset number on each of the system being maintained by them. These should correspond to the number/s of equipments to be maintained in a separate register along with details of rooms/place where they are placed / located. If there is shifting of the equipment/s under this AMC, the firm will have to make changes in record accordingly. Inspector (Systems/Computer Cell) would assist the firm in this task and ensure this to be done under his supervision. Preventive maintenance will be carried out on quarterly basis and special cleaning of the Monitor, printer, key board, mouse etc, from outside with liquid cleaner should be done once in a month.

(ii) The schedule of preventive maintenance shall be as follows:

- Cleaning of all equipment using vacuum air, brush and soft muslin clothes.
- Checking of power supply source for proper grounding and safety of equipments.
- Ensuring that the covers, screws, switches etc. are firmly fastened in respect of each equipment.
- Scanning of all types of virus and elimination and vaccination of the same.
- Shifting of equipment within the building as and when required.

The service engineer would carry repairs on-site itself. However, in case the equipment is taken to the workshop, the firm would provide a stand by for the same. Also stand-by inventory of Monitor, CPU, Laser Printer, HDD, RAM, Mouse and UPS should be kept in the Department. In case of non-availability of device-drivers of the machine they will be required to arrange the same themselves from their sources.

(iii) The equipment to be taken out to the workshop for repair with proper permission of the competent officer would be at the company's own risk and expenses.

(iv) Where the items/parts/components need replacement, the same shall be replaced with the same make, specification and brand of item/component/part. In case the requisite parts are not available, the same should be replaced with the parts of higher level compatible with the system.

(v) In case of failure of computer/Laptops due to any reason, the computer shall be made up and running immediately so that the downtime shall not exceed three hours. The Engineer must attempt to save the data of hard disk.

(vi) The firm shall be responsible for taking back up data and program available in PC 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 from the user. In case data is lost, the firm shall be responsible for recovering the same at their cost.

- (vii) The contract will be valid for a period of **Two Year** and the period of AMC will be informed after finalization of the contract. The rates quoted will remain in force for the full period of the contract. No demands for revision of rate on any account shall be entertained during the contract period. The period of Contract may be extended further for the period of one year if the services of Contractor is found satisfactory on the same rates, terms & conditions with the approval of the Competent Authority.
- (viii) The AMC exclude clause: AMC will not include computer stationery like paper /ribbons / toners / inkjet cartridges/Cables/Teflon/Networking switches.
- (ix) The vendor shall check all the computers/Printers/UPS/Scanners within 3 days of signing of the contract and submit report to the (Computer Cell Admn). In case no report is submitted within stipulated time, it will be assumed that all the machines are in running conditions.
- (x) The systems that are not serviceable by the agency due to obsolescence of technology or non-availability of parts/assemblies/components will be withdrawn from the maintenance contract.
- (xi) At the end of the AMC contract period, both the user and AMC holder shall certify separately that the computer systems/electronic device are in satisfactory working condition and that no fault or complaints are pending.
- (xii) It may also be noted that in case of contractor backing out in midstream without any explicit consent of the Department, he/she will be liable to recovery at higher rates, vis-à-vis those contracted with, which may have to be incurred by this Department on maintenance of machines for the balance period of contract by alternative means.
- (xiii) The above act of backing out would automatically debar the firm from any further dealing with this Department.
- (xiv) This Directorate shall have the right to inspect company's site to assess infrastructure before awarding the AMC and it may reject contract in the event of Department's dissatisfaction about company's infrastructure or otherwise.
- (xv) The contract can be terminated by this Department at any time, if the work of the contractor is found unsatisfactory during the relevant period of this contract. In this connection decision of the competent authority of this office shall be final and binding on the firm.
- (xvi) Any matter during the period of this agreement which has not been specifically covered by this agreement shall be decided by this office under information to Contractor.
- (xvii) In case of any dispute of any kind and in any respect whatsoever, the Head of Department of this Office may be approached.
- (xviii) This office has the right to amend, rectify, alter and relax any conditions referred above for this tender without assigning any reasons.
- (xix) This tender is not transferable and under no circumstances the successful bidder shall be allowed to sub-contract with any other person/party.
- (xx) At the time of expiry of contract all the equipments under maintenance shall be handed over in working condition so that handing over of AMC to next contractor takes place in a smoother manner. The vendor shall provide services for at least 15 working days from the date of expiry of the contract for smooth transfer of the AMC to the new contractor without any extra cost. In this connection, any equipment which is

noted as in nonworking condition till the last hour of the AMC contract period should be rectified by the outgoing AMC Contractor without any extra cost to the department.

**4. Penalty Clause:**

(i) If the firm/Engineer does not attend the complaint within 24 hours from the time of complaint registered, the penalty of Rs. 100/- per day may be levied.

(ii) If the company fails to repair/replace the system for one week, the system may be get repaired from the other company/Firm & made functional and the expenditure incurred there on shall be recovered from the AMC holder company, apart from the penalty levied as stated in the preceding para. This may even entail termination of the contract.

(iii) Penalty shall be deducted from the running payments.

**5. Payment:**

i) No advance payment will be made in any case. However, quarterly payment after satisfactory completion of each quarter will be made through online mode. No cash payment will be made in any case.

ii) The company will not have any legal right to proceed against the Department in the event of late payment due to unforeseen reason. No interest will be paid in case for any late payment.

iii) The undersigned reserves the right to reduce or increase the number of items offered for maintenance during the contract of AMC. In case contract is given for higher number of equipments than number as per the Annexure-C, then proportionate amount of contract will be increased, if number is reduced, then proportionate amount of the contract will be reduced.

iv) The rates quoted should be net and no discount, free services/offers quoted in the quotation will be considered.

**6.** The tender notice & document are also available at the official website [www.dff.gov.in](http://www.dff.gov.in).

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**DECLARATION REGARDING ACCEPTANCE OF TERMS AND CONDITIONS CONTAINED IN  
THE TENDER DOCUMENT**

To,

Directorate of Film Festival,  
Ministry of I & B,  
Sirifort auditorium, August Kranti Marg,  
New Delhi -110049

Sir,

I have carefully gone through the Terms and Conditions contained in the Tender Notice No. 37/02/2020-FFD dated \_\_\_\_\_ regarding on site Non Comprehensive Annual Maintenance Contract of Computers and Peripherals of the Directorate of Film Festivals.

2. I declare that all the Terms and Conditions of this Tender Notice are acceptable to my Company/Firm . My Company/Firm does not have any terms and conditions of its own in respect of bid being submitted for Non Comprehensive Annual Maintenance Contract. I further certify that I am an authorized signatory of my company and therefore, competent to make this declaration.

Yours Truly,

Signature of authorized signatory

Date:

Name:

Designation:

(Stamp of the firm address)



**Annexure-B****Technical Bid**

1.	Name of the Organization / Firm alongwith Registered Address, Telephone, Mob.no., email id & Fax No.etc.	
2.	Name(s) of the Proprietor(s)/Partner(s)/director(s)	
3.	Address of local branch (New Delhi) with their telephone, Mobile Nos. emails and Faxes etc.	
4.	Permanent Account Number of the firm. (Copy of Pan Card to be uploaded)	
5.	Goods & Service Tax number (copy should be uploaded)	
6.	Balance sheet with ITR for last two years (F.Y.2018-19 & F.Y.2019-20) (copy should be uploaded)	
7.	No. of Total Engineer/Technician working under this firm.	
8.	Whether the firm is in business of maintenance of Computers and Peripherals for atleast last two years?	
9.	Atleast two Work orders/Award letters/Work completion certificates for similar work in last two years from Govt. Office/Public Sector Undertaking are to be uploaded (with stamp & signatures.)	
10.	Whether the firm is willing to provide onsite support for PCs, Laptops, Printers, Scanner and UPS etc. of different makes and models?	
11.	Whether undertaking as per Annexure-A duly filled and signed by authorized person of the firm? (to be uploaded.)	
12.	EMD - demand draft or exemption certificate ( to be uploaded)	

Signature of authorized signatory

Date:

Name:

Designation:

(Stamp of the firm address)

Company Name & Address :-

Annexure-C

**Financial Bid**

- 1) For Financial Bid, Standard Peripherals like Monitor/Keyboard/Mouse/CD ROM etc. are included in each and every computer.
  - Wherever HP/HCL/Dell/Lenovo etc desktops under warranty, minor related problems should be attended in case of emergency. However department will log the call with HP/HCL/Dell/Lenovo etc. which are under warranty.
- 2) Approx. No of PCs, Laptops, Printers and UPS etc. taken for AMC are as under:

<b>Name of the items</b>	<b>Numbers (Approximate)</b>
Computers (desktop 34 & Laptop -01)	35
Printers (MFP/laser jet, Inkjet (color & black )	22
UPS	30
Scanners	02

- 3) Addresses where computers/printers/scanners/UPS etc. are installed:
  - Headquarter Office of Directorate of Film Festivals, Ministry of I&B, Sirifort Auditorium, August Kranti marg, New Delhi-110049.
- 4) Please note that if this Directorate shifts into another building of the complex or new location at New Delhi from above mentioned building, the Contractor should be agree to continue the service in the new location with no extra cost and term and conditions.

<b>s.n.</b>	<b>Item</b>	<b>Amount in Rs.+ (for one year)</b>
<b>1</b>	Total Cost of Annual Maintenance Contract for computers/printers/scanners/UPS/ peripherals <b>for One year</b> (including cost of deployment of staff)	
<b>2</b>	GST/ Taxes	
<b>3</b>	<b>Grand Total (Rs.) (in words) (Rupees.</b>	

**Note : The amount of AMC is to be quoted on annual basis.**

Signature of authorized signatory  
Date:  
Name:  
Designation:  
(Stamp of the firm address)