

फ़िल्म समारोह निदेशालय

सूचना और प्रसारण मंत्रालय

सिरी फोर्ट सभागार परिसर, अगस्त क्रांति मार्ग, नई दिल्ली-110049

कम्प्यूटर सिस्टम, लैपटॉप, नेटवर्क, प्रिन्टर्स, स्कैनर्स, यू पी एस और कम्प्यूटर पेरिफेरल्स, सोफ्टवेयर ओ एस, आन्टिवाइरस आदि के वार्षिक रखरखाव अनुबंध (ए एम सी) के लिए निविदा सूचना ।

इस कार्यालय में इन्स्टॉल किए गए कम्प्यूटर सिस्टम, लैपटॉप, नेटवर्क, प्रिन्टर्स, स्कैनर्स, यू पी एस और कम्प्यूटर पेरिफेरल्स, सोफ्टवेयर ओ एस, आन्टिवाइरस आदि के सीमित वार्षिक रखरखाव अनुबंध (ए एम सी) के लिए मुहरबंद लिफाफे में दरों को आमंत्रित किया जाता है ।

2. इच्छुक कम्पनियाँ उनकी बोलियों को निम्नानुसार जमा करें ।

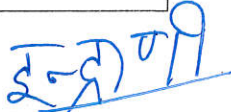
बोली दस्तावेज़ हमारी वेबसाईट अर्थात् dff.nic.in से डाउनलोड किया जा सकता है और कार्यालय समय के दौरान इस कार्यालय से प्राप्त किया जा सकता है । बोलियाँ दो बोली प्रणाली में जमा करनी चाहिए अर्थात् तकनीकी और वित्तीय । बोली लगानेवाले द्वारा तकनीकी बोली और वित्तीय बोली को अलग अलग मुहरबंद लिफाफे में डालकर और मुद्रित मुहरबंद बोली पर क्रमशः "कम्प्यूटर, प्रिन्टर्स और पेरिफेरल्स की ए एम सी के लिए वित्तीय बोली" लिखते हुए इन दो मुहरबंद लिफाफों को बड़े लिफाफे में डालना है और लिफाफे के ऊपर "कम्प्यूटर, प्रिन्टर्स और पेरिफेरल्स की ए एम सी के लिए बोलियाँ" ऐसे विधिवत् उल्लिखित भी करना चाहिए और उप निदेशक (प्रशासन), फ़िल्म समारोह निदेशालय, सूचना और प्रसारण मंत्रालय, सिरी फोर्ट सभागार परिसर, अगस्त क्रांति मार्ग, नई दिल्ली-110049 को अतिशीघ्र भेज देना है । पहले तकनीकी बोलियाँ खोली जाएगी और वित्तीय बोलियाँ केवल उन्हीं कम्पनियों की खोली जाएगी जो तकनीकी बोली में अर्हता प्राप्त करता है ।

बोलियों की प्राप्ति की अंतिम तिथि : 29.10.2018 अपराहन 13.00 बजे तक

बोलियों को खोलने की तिथि : 30.10.2018 अपराहन 14.30 बजे

3. अपूर्ण और अंतिम तिथि के बाद प्राप्त या फाइल किये गए निविदाओं/दरों को अस्वीकृत किया जाएगा । इस कार्यालय के पास कोई या सभी निविदा को स्वीकृत या अस्वीकृत करने का अधिकार निहित है ।
4. ए एम सी के अधीन पूरा किए जानेवाले कम्प्यूटर/लैपटॉप/प्रिन्टर्स,पेरिफेरल्स और यू पी एस के अनुमानित संख्या निम्नानुसार है :

मदों का नाम	संख्या(अनुमानित)
कम्प्यूटर/लैपटॉप	30
प्रिन्टर (लेसर जेट, इन्कजेट, डोट मेट्रिक्स)/स्कैनर्स	25
यू पी एस	25


उप निदेशक(प्रशासन)

DIRECTORATE OF FILM FESTIVALS

MINISTRY OF INFORMATION & BROADCASTING

Siri Fort Auditorium Complex, August Kranti Marg, New Delhi -110049

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

Quotations in sealed covers are hereby invited 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.

2. The interested firms should submit their bids as per below :-

The bid documents can be downloaded from our website i.e. dff.nic.in and can also be collected from this office during working hours. The bid should be submitted in two-bid system i.e. Technical bid and Financial bid . The technical bid and the financial bid should be sealed by the bidder in separate envelopes duly superscribed with “**Technical bid for AMC of computers, printers, and peripherals**” and “**Financial bid for AMC of computers, printers, and peripherals**” respectively and both these sealed covers are to be put in a bigger envelope which should also be sealed and duly super scribed with “**Bids for AMC of Computer, Printers and peripherals**” and send to the Dy. Direct(Admn) Directorate of Film Festivals, Ministry of Information and Broadcasting, Siri Fort Auditorium Complex, August Kranti Marg, New Delhi -110049 at the earliest. Our Technical Bid will be opened first and Financial Bid will be opened only of those firms, who qualify the Technical Bid.

Last date of receipt of the bids : 29-10-2018 upto 13:00 Hrs

Date of opening of bids : 30/10-2018 on 14:30 Hrs.

3. The Tenders/Quotations which are received incomplete and /or filed after the due Date shall be summarily rejected. This office reserves the right to accept or reject any or all tenders.

4. The approximate number of computers/laptops/Printers, peripherals and UPS to be covered under AMC are as mentioned below:

Name of the items	Numbers (Approximate)
Computers/Laptops	30
Printers (laser jet, Inkjet, Dot matrix)/Scanners	25
UPS	25



Dy. Director (Admn)

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(A) TECHNICAL TERMS & CONDITIONS: AMC of computers, printers, and peripherals”

- 1) 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.
- 2) The firm must be willing to provide onsite support for PCs, Laptops, Printers, Scanner, UPS etc of different makes and models.
- 3) The firm should have experience in providing maintenance services at multiple locations.
- 4) The firm should be registered with the GST and possess valid GST Registration Number.
- 5) The firm should provide an Engineer who must have skill and experience of said job for full day in the office of this Directorate during normal office hours and on holidays if required.
- 6) 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.
- 7) 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 applying firm.

Only the firms meeting the above technical terms and conditions should submit their quotation in on line and sealed cover. Technical bid shall include documentary proof in respect of each of the above points of Technical Terms & Conditions. Financial bids of firms, who fail to fulfil any of the above conditions, will not be considered. However, in case sufficient numbers of quotations are not received, then the Competent Authority/Committee, DFF, reserves the right to relax the conditions mentioned in ‘Technical Terms & Conditions’. The Competent Authority, DFF also reserves the right to order 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 place at Annexure – C in sealed cover. 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 amount of AMC should include GST and other taxes to be borne by the vendor.

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. Quotations received without earnest money shall be summarily rejected without assigning any reason thereof and applicant shall not have any right to represent against it, even if, his quotation happen to bear the lowest amount. The earnest money deposit shall be returned to the unsuccessful bidder after the finalization of the contract. The security deposit will be released after satisfactory completion of the contract.

(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:

(i) The vendor will provide one Resident Engineer 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 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.

Only the firms meeting the above terms and conditions should submit their quotation in sealed cover. 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 (branded one like HP, HCL, IBM etc.) 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 **One 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. It will be open to the Competent Authority of this Directorate to extend the term of the agreement on the same terms and conditions for a further one year, if the Contractor provides satisfactory services.
- (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. In this case the Contractor may produce his case before the Head of Department of this office.
- (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 will 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 would be made in any case. However, quarterly payment after satisfactory completion of each quarter would be made.

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 of any late payment.

6. The interested vendors may carry out the survey of computers before submitting their tenders.

7. Quotation received without sealed cover or without quoting rates in the specified proforma will not be accepted. 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.

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

9. The tender notice & document are also available at the official website www.dff.nic.in.

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. _____ 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 quotation 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)

Technical Bid

(To be filled by the authorized signatory of the firm & this is to be put in sealed Envelope super scribed with Technical Bid for AMC of Computer & peripherals)

1.	Name of the Organization / Firm alongwith Registered Address, Telephone, email id & Fax No.	
2.	Name(s) of the Proprietors/Partners/director	
3.	Address of local branch (New Delhi) with their telephone Nos. emails and Faxes	
4.	Permanent Account Number of the firm. (Copy of Pan Card to be attached)	
5.	Goods & Service Tax number (copy should be attached) and date of issue	
6.	Balance sheet with ITR for last two years (copy should be attached)	
7.	No. of Total Engineer working under this firm.	
8.	Whether the firm has experience in providing their services at multiple-locations?	
9.	Whether the firm is in business of maintenance of Computers and Peripherals for atleast last two years?	
10.	Name(s) of the Two Public Sector/Govt Organization to whom similar services have been provided by the firm (Please attach the service Certificate from Govt. Office/Public Sector) in last two years.	
11.	Whether the firm is willing to provide onsite support for PCs, Laptops, Printers, Scanner and UPS of different makes and models?	
12.	Whether undertaking as per Annexure-A duly filled and signed by authorized person of the firm?	

Signature of authorized signatory

Date:

Name:

Designation:

(Stamp of the firm address)

Financial Bid

(To be filled & signed by the authorized signatory of the firm & this is to be put in separate sealed cover super scribed with Financial Bid for AMC of Computer & peripherals)

1) For Financial Bid, Standard Peripherals like Keyboard/Optical Mouse/CD ROM/UPS etc. are included in each and every computer.

- 15"/17" LED/LCD are included.
- Wherever HP/HCL/Dell etc desktops under warranty, minor related problems should be attended in case of emergency. However department will log the call with HP/HCL/Dell etc.
- For rejected Technical Bids, respective financial Bid will not be opened.

2) Approx. No of PCs, Laptops, Printers and UPS taken for AMC are as under:

Name of the items	Numbers (Approximate)
Computers/Laptops	30
Printers (laser jet, Inkjet, Dot matrix)/Scanners	25
UPS	25

Certain PC's & printers, which are under warranty not included.

3) Addresses where computers/printers/scanners/UPS 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.

1	Total Cost of AMC computers/printers/scanners/UPS (Rs.)	
2	GST/ Taxes (Rs.)	
3	Grand Total (Rs.)	

Signature of authorized signatory

Date:

Name:

Designation:

(Stamp of the firm address)