



भांडागारण विकास और विनियामक प्राधिकरण
भारत सरकार

चौथी मंज़िल, एनसीयूआई भवन, 3, सीरी इंस्टीट्यूश्रल एरिया,
अगस्त क्रान्ति मार्ग, हौज़ खास, नई दिल्ली- 110016,
दूरभाष - :49536496, 49092978



Warehousing Development and Regulatory Authority
Government of India

4th Floor, NCUI Building, 3, Siri Institutional Area, August Kranti Marg,
Hauz Khas, New Delhi - 110016, Tel. No. 49536496, 49092978

File No. D-24011/1/2021-A and F

Dated: 08th June, 2021

Quotation for "Annual Maintenance Contract (Non Comprehensive)" with on call support of qualified Engineer/Technician for Computers (Desktops/Laptops), Printers, Scanner, Network equipment, CCTV &Peripherals

Online quotations are invited from experienced /proprietary firms for **Annual Maintenance Contract (Non Comprehensive)** as specified above for a period of two years which may be extended further depending upon the satisfactory performance and requirement of WDRA. The duly filled quotations as per the format specified in **Annexure-III & IV** and super scribed as **"Quotation for Non Comprehensive AMC for Computer & peripherals, Printers, Laptops, scanners, CCTV etc"** should be email to usaf.wdra@nic.in. Last date and time for submission of online quotation through email is **15th June, 2021, 23.59 PM**. The quotations will be opened and finalized by the constituted committee on 16/06/2021 at 1100 hrs.

1.	Tender No. & Date	D-24011/1/2021-A and F, Dated 04 th June, 2021
2.	Name of the Work	Non Comprehensive AMC for Computer & peripherals, Printers, Laptops, scanners, CCTV etc.
3.	Duration of the Contract	Initially for a period of two years which may be extended further depending upon the satisfactory performance and requirement of WDRA
4.	EMD (Earnest Money Deposit)	Rs.10,000/- (Draft in the name of "WDRA" payable at New Delhi.
5.	Type of Tender	Limited Tender Enquiry
6.	Last date and Time of submission of Bids	15.06.2021 at 23.59 P.M.
7.	Date of opening of technical bids/Financial bids	16.06.2021 at 11.00 A.M.
8.	Address for communication	Smt. Priti Kumar, Under Secretary (A&F), Warehousing Development and Regulatory Authority, 4 th Floor, NCUI Building, 3, Siri Institutional Area, August Kranti Marg, Hauz Khas, New Delhi-110016. Ph. No.011-49536496.

ELIGIBILITY CRITERIA:

The firms/proprietary firm should fulfill the following minimum criteria:-

1. It should have valid PAN and GST Registration (Proof to be attached).
2. It should have minimum three years' experience of providing AMC in Computers and peripheral etc. in Govt./PSU/Autonomous Body (Attach copy of work order or completion certificate)
3. It should not have been blacklisted/debarred by Government/PSU/Autonomous Body. (Undertaking in this regard is to be furnished by the bidder as mentioned in **Annexure-II**) and must accept all the terms and condition as specified by WDRA at the time of awarding the AMC.
4. The list of items to be covered under Annual Maintenance Contract are mentioned in **Annexure-I**.

(Priti Kumar)
Under Secretary (Admin. & Finance)

Annexure-I

**List of Desktop Computers/Laptops, Printers, Networking & CCTV peripherals for
Annual Maintenance Contract**

SI No.	Item/Specification	Quantity in No.(s)
1.	Desktop PC (Dell/HP)	29
2.	Apple Desktop (03) / Laptop (01)	04
3.	Laptops (Dell/HP/Sony)	11
4.	HP LaserJet P1007 & P1108	17
5.	HP Office jet J4580	05
6.	HP Inkjet 2520 Printer	01
7.	HP LaserJet M227 Printer	04
8.	HP LaserJet 9400DN	01
9.	Scanner (HP/Canon)	11
10.	EPABX Machine	01
11.	Cisco Switch (Manageable)	03
12.	D-Link Switch	04
13.	Juniper Router	01
14.	Wi-Fi Router (D-Link)	01
15.	Projector with Mixture (Sony)	01
16.	DVR with 12 Camera (Hikvision)	01
	TOTAL	95

Annexure-II

To,

The Under Secretary (A&F),
Warehousing Development and Regulatory Authority 4th Floor, NCUI Building,
3, Siri Institutional Area, August Kranti Marg,
Hauz Khas, New Delhi-110016.

Sir,

1. I/We have read the quotation document including all other related information and eligible as per required eligibility criteria.
2. I/We shall accept all terms and conditions as required by the WDRA at the time of awarding the Annual Maintenance Contract if finally shortlisted and will execute agreement for the Annual Maintenance Contract (AMC) for computers and peripherals as per items attached as Annex-I.
3. I/We hereby also declare and undertake that my/our firm has not been blacklisted/ debarred by any Government Department/PSU/Autonomous Body.

Dated:-

Signature of Authorized Person.

Annexure-III

PROFORMA FOR QUOTATION

1. Name of the Firm:

2. Office Address:

Tel No.:

E-mail:

3. Name of the Authorised Representative:

Contact No.:

4. Eligibility criteria documents:

01	Registration certificate of the firm issued by the appropriate authority	Enclose copy of registration certificate
02	GST registration	Enclose copy of GST registration
03	PAN Card	Enclose copy of PAN card
04	Declaration that the bidder is not blacklisted/debarred by any Govt. Deptt/PSU/Autonomous Body	Enclose declaration in Annex-II

5. Details of experience in Govt. Department/PSU/Autonomous Body during the last three years:

Year	Name of the Govt. Department/PSU/Autonomous Body	Period of Contract	Document
2017-18			Attach copies of work order/completion certificate
2018-19			Attach copies of work order/completion certificate
2019-20			Attach copies of work order/completion certificate

6. **Financial quote (Lump sum)** : Rs..... (in words)
(Inclusive of all. GST will be payable extra)

(Signature of the authorized person of the agency with seal)

Place: Dated:

Bidders' General Information

Sl. No.	Item	Details
1.	Name of the Firm	
2.	Constitution of Firm (Company/ Partnership/Firm/Proprietorship Firm)	
3.	Name of Authorised Representative of the firm	
4.	Year of Establishment of the firm	
5.	Registered Address	
6.	Address of Branch Officers, if any	
7.	Bank Account No. of firm, Name of the Bank with IFSC code & Name as per Bank Account for electronic clearance of the payment through Public Fund Management System (PFMS)	
8.	Telephone Number & Mobile No. of the Authorised representative of the firm	
9.	E-mail address of the authorized representative of the firm	
10.	Telefax Number	
11.	PAN/TAN No.	
12.	Goods & Service Tax Registration No.	

(Signed and Stamp of the firm)

Terms & conditions of the contract

1. For the purpose of this AMC work, following interpretations would be made.

(a) **Hardware-** This would include the actual components / assemblies/ subb-assemblies of the PC i.e. the hard disk, LED monitor, mouse, keyboard, CD/DVD Drive, Teflon parts of printers. This would also include the components / assemblies/sub-assemblies and other accessories like cables/ cords/ connectors or any other physical appliances required to run the computers.

(b) **Peripherals-** This would include the various printers, CD Writers Modems, Network equipment's like Routers, Switches, Modems, camera, speakers and any other unspecified components which are existing in the computer system.

(c) **Service-** This would include the maintenance of Computers (Desktops/Laptops) hardware, Network Equipment's, CCTV Camera and DVR, Installation and supports of Operating System, Anti-Virus, MS Office (MS Word , Excel Power Point and Outlook) ,VPN Installation and other third party software's required for day to day functioning. This would also include the back-up solutions, cleaning of computer system peripherals, regular check on antivirus and maintenance like running diagnostic tests to ensure if all the components are working efficiently.

(d) Cost of Spares & consumables items will be borne by the office. Consumables items include cartridge, toner etc. All other related expenditure like transportation, delivery of all the items need to be borne by the vendor.

2. The term Service Maintenance shall include both preventive as well as corrective maintenance of all IT Equipment's for all the working days and holidays as and when required as specified in this contract conditions. The maintenance (both preventive as well as corrective) shall cover service for rectification of fault, if any, and repairs of specified components.
3. It shall be obligatory on the part of the contractor to carry out repair/maintenance of computers & Peripherals under his direct supervision during the period of contract and in no case this shall be sub-contracted.
4. **For regular and proper maintenance of the equipment's, the contractor will depute at least one qualified mechanic/technician to this Office as required during working days throughout the period of contract. If required, the services of technician shall also be made available on Saturday/ Sunday/ Holidays without making any extra payment.**

5. The firm shall also be responsible for deployment of necessary staff for regular cleaning of all hardware using suitable cleaning material and equipment. All equipment's under the contract shall be cleaned once in two months on regular basis.
6. **The schedule of preventive maintenance shall be as follows:-**
 - (a) Cleaning of all equipments using the dry vaccum air, brush, and softmuslin clothes
 - (b) Checking of power supply source for proper grounding and safety ofequipment
 - (c) Ensuring that all the covers, screw, switches etc are to firmly fastened in respect of each components.
 - (d) Scanning of all machine for check and update of anti-virus and Analysis/elimination of any harmful or malicious activity if any.
 - (e) In case of non-availability of technician/ Mechanic as required or in case of not attending the fault with in four hours of reporting, a penalty of Rs. 400 per day will be levied on vendor and same will be deducted from existing AMC charges.
7. If in any case, the firm is unable do the work, the same shall be get done from some other firm or from the open market at the cost of the Contractor and the extra expenditure incurred thereon shall be recovered from him. This shall entail the termination of the contract, forfeiture of the performance security and debar from any future contracts from the office for at least three years.
8. **In case the vender desires to machine examined at their workshop for servicing, it shall be the responsibility of the vender to collect the machine and delivered to this office at their own cost/ risk.**
9. The damage caused, if any, either to equipment's or to any other property of the Government through negligence or otherwise, shall be at the risk, cost and responsibility of the contractor.
10. No advance payment will be made. The payment shall be made on Quarterly basis on completion of each quarter arid satisfactory service rendered by the vendor during the contract.
11. The contract shall normally be awarded to the lowest evaluated bidder whose bid has been found to be responsive and who is eligible and qualified to perform the contract satisfactorily as per the terms and conditions.

- 12.** The Office reserves the right to reject or to accept any quotation, whole or in part without assigning any reason thereof. The Office reserves the right to terminate the Annual Maintenance Contract at any time during the contract period if the services of the contractor are not found satisfactory by giving notice of two weeks. In all matters of dispute relating to the proposed AMC contract, the decision of the Office shall be final and binding on the contractor.
- 13.** The contract shall remain in force for a period of 02 (two) years from the date of award of AMC.
- 14.** The successful bidder has to sign an Annual Service Agreement accepting the terms & conditions of the AMC and has to deposit Performance Security Deposit equivalent to 3% of the total contract value in the form of Demand Draft in favour of "WDRA" payable at New Delhi issued by any commercial bank.
- 15.** The Security Deposit should be valid for a period beyond 60 days of the completion date of the contract and same will be returned without any interest after satisfactory completion of the contract and after sixty days of the completion of the contract period. Security Deposit, however will be forfeited by WDRA in case of refusal or failure to provide satisfactory services or backing out intermediately by the firm any time before completion of contract.
- 16.** Rate shall be all inclusive except GST which will be payable extra at applicable rate if claimed separately in the invoice. Applicable TDS shall be deducted from the invoice.