



कर्मचारी भविष्य निधि संगठन
Employees' Provident Fund Organisation

श्रम एवं रोजगार मंत्रालय, भारत सरकार

Ministry of Labour and Employment, Govt. of India

क्षेत्रीय कार्यालय, मास्टर तारा सिंह नगर, लाडोवाली रोड जालंधर

Regional Office, Master Tara Singh Nagar, Ladowali Road Jalandhar

Ph. No. 0181-2226685, 4156685, Website: www.epfindia.gov.in, email: sro.jalandhar@epfindia.gov.in



निविदा संख्या

2587

दिनांक:- 02/01/2019

निविदा विज्ञापन

कर्मचारी भविष्य निधि संगठन, क्षेत्रीय कार्यालय, जालंधर के लिए डेस्कटॉप पी.सी., प्रिंटर/स्वीच, थिन्न क्लाइंट्स एवं अन्य पेरिफेरल्स की स्थानीय सहयोग सहित व्यापक वार्षिक रखरखाव ठेके की व्यवस्था करने हेतु सुप्रसिद्ध एजेंसियाँ जिनको सरकारी/अर्ध सरकारी/सार्वजनिक उपक्रमों से संबन्धित कम्प्यूटर रखरखाव कार्य में कम से कम तीन वर्ष का अनुभव हो से मुहरबंद कोटेशनों को आमंत्रित किया जाता है। ठेके के प्रारम्भिक अवधि करार की तारीख से एक वर्ष तक होगी।

निविदा के लिए आवेदन करने के लिए इच्छुक एजेंसियों को डेस्कटॉप पी.सी., प्रिंटर, थिन्न क्लाइंट्स एवं अन्य पेरिफेरल्स का वार्षिक रखरखाव अनुबंध में प्रतिष्ठित अनुभव हो और जिनका स्वयं का अपना बुनियादी ढांचा सभी सुविधाओं के साथ उपलब्ध हो वे कर्मचारी भविष्य निधि संगठन के वेबसाइट www.epfindia.gov.in पर लिंक टेंडर/ऑक्शन से निविदा दस्तावेजों को डाउनलोड करके आवेदन कर सकते हैं।

टेंडर दस्तावेज पूर्णतः भर कर सहायक भविष्य निधि आयुक्त, कर्मचारी भविष्य निधि संगठन, क्षेत्रीय कार्यालय, जालंधर, मास्टर तारा सिंह नगर, लाडोवाली रोड, जालंधर को 21/01/2019 को अपराह्न 1.00 बजे से पहले जमा करे। सम्मेलन हॉल में दोपहर 02:30 बजे उसी दिन उपस्थित निविदाकर्ताओं के सामने मुहरबंद निविदाएं खोली जाएंगी, जो की कार्यालय भवन के पहले तल पर स्थित हैं। क्षेत्रीय पीएफ आयुक्त ने निविदा स्वीकार/अस्वीकार करने के अधिकार सुरक्षित रखते हैं। टाई के मामले में, अंतिम बोली अनुभव के आधार पर तय किया जाएगा।

(हरिंदर सिंह)

सहायक भविष्य निधि आयुक्त



कर्मचारी भविष्य निधि संगठन
Employees' Provident Fund Organisation

श्रम एवं रोजगार मंत्रालय, भारत सरकार
Ministry of Labour and Employment, Govt. of India
क्षेत्रीय कार्यालय, मास्टर तारा सिंह नगर, लाडोवाली रोड जालंधर



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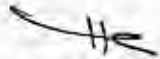
Tender Advertisement

Dated: 02.01.2019

The Employees' Provident Fund Organisation, Regional Office, Jalandhar invites sealed quotations for providing Comprehensive Annual Maintenance Contract for Desktop PCs, Thin Clients, Printers and other peripherals from reputed agencies, having at least three years experience of Computer Maintenance in Government/Semi-Government/Public Sector Undertakings. The initial period of contract will be for one year from the date of agreement.

Agencies desirous for applying for the Tender, having established experience in the Annual Maintenance Contract for Desktop PCs, Thin Clients, Printers and other peripherals with their own maintenance and support infrastructure may apply by downloading the Tender Documents from the EPFO Website: www.epfindia.gov.in under link Tender / Auction.

The tender Document complete in all respects should reach Regional PF Commissioner, EPFO, Regional Office, Master Tara Singh Nagar, Ladowali Road, Jalandhar – 144001 on or before 1.00 PM on 21.01.2019. Sealed tenders will be opened on the same day in front of all the bidders present at 02:30 PM in the Conference Hall, 1st Floor of the office building. Regional P.F. Commissioner reserved the rights to accept/decline the tender. In case of a tie, the final bid shall be decided on the basis of experience.


(Harinder Singh)
Assistant. P.F. Commissioner,
Jalandhar



EMPLOYEES' PROVIDENT FUND ORGANISATION,
REGIONAL OFFICE, JALANDHAR,
Master Tara Singh Nagar, Ladowali Road, Jalandhar 144001

TENDER DOCUMENT

TENDER FOR ANNUAL MAINTENANCE CONTRACT FOR DESKTOP PCs,
PRINTERS, THIN CLIENTS AND OTHER PERIPHERALS
FOR
EPFO, REGIONAL OFFICE, JALANDHAR



कर्मचारी भविष्य निधि संगठन
Employees' Provident Fund Organisation

श्रम एवं रोजगार मंत्रालय, भारत सरकार

Ministry of Labour and Employment, Govt. of India
क्षेत्रीय कार्यालय, मास्टर तारा सिंह नगर, लाडोवाली रोड जालंधर



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TENDER FOR ANNUAL MAINTENANCE CONTRACT FOR DESKTOP
PCs, THIN CLIENTS AND PRINTERS AND OTHER PERIPHERALS
FOR
EPFO, REGIONAL OFFICE, JALANDHAR

PAPERS TO BE GIVEN AS TENDER DOCUMENT WITH EACH TENDER

Sr No.	Name of document	No. of pages	
1.	Tender Notice	02	Nos.
2.	Tender Document	02	Nos.
3.	Terms & Conditions	03	Nos.
4.	Details of Desktop PCs, Printers, Thin Clients and Other Peripherals	01	Nos.
5.	Format of Financial Bid	01	Nos.
6.	Undertaking for accepting Penalty Clause	01	No.
7.	Check List	01	No.
	Total No. Pages	11 Nos.	



कर्मचारी भविष्य निधि संगठन
Employees' Provident Fund Organisation

श्रम एवं रोजगार मंत्रालय, भारत सरकार

Ministry of Labour and Employment, Govt. of India

क्षेत्रीय कार्यालय, मास्टर तारा सिंह नगर, लाडोवाली रोड जालंधर

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TENDER NOTICE

1. Sealed Tenders are invited for Annual Maintenance Contract for Desktop PCs, Printers Thin Clients and other Peripherals at the Employees' Provident Fund Organisation Regional Office, Jalandhar.
2. Interested Agencies having established experiences in Annual Maintenance Contract for Desktop PCs, Printers, Thin Clients and other Peripherals with their own maintenance and support infrastructure in Jalandhar may apply by downloading the Tender Documents from the EPFO Website: www.epfindia.gov.in.
3. The details of Desktop PCs, Printers, Thin Clients and other Peripherals are mentioned at Annexure 'B'
4. The bid security @ 5% of estimated value of AMC value in the form of Demand Draft must be submitted along with the quotation, which will be returned to unsuccessful bidders and to successful bidder after receiving performance security
5. The performance security for successful bidder will be @ 10% of AMC value in the form of DD/Pay order/Bank Guarantee/Online payment in favour of "Regional P.F. Commissioner, Jalandhar" and remain valid for sixty days beyond the completion of AMC period.
6. Bidders shall submit their quotation, item-wise, as per the format provided in Annexure-C. EPFO may place the supply orders on the successful bidder for all items or selectively for one or more items.
7. All the agencies should also give a brief resume about their company and its turnover and profit for the last three years. A list of clients to whom they have supplied Annual Maintenance Contract, should also be mentioned
8. Sealed quotations comprising of separate Technical Bid and Commercial Bid will be Accepted up to 13.00 hrs on 21-01-2019 and the Technical Bids will be opened at 02.30 hrs on the same day. Commercial Bid will be opened at 03.30 hrs on the same day.

9. Interested agencies fulfilling the terms and conditions shall submit their quotations in Sealed Envelope super scribed as "Tender for Annual Maintenance Contract for Desktop PCs, Printers, Thin Clients and Other Peripherals for the EPFO, R.O. Jalandhar" to:-

Harinder Singh,
Assistant P.F. Commissioner,
E.P.F.Organisation, Regional Office,
Master Tara Singh Nagar, Ladowali Road,
Jalandhar 144001.

10. The Employees' Provident Fund Organisation reserves the right to reject all or any of the Tenders without assigning any reason thereof. The Tender which is conditional/incomplete/belated will not be entertained and the decision of EPFO in this regard shall be final.

Tender Documents for Annual Maintenance Contract for Desktop PCs, Printers, Thin Clients and Other Peripherals for EPFO, Regional Office, Jalandhar.

1.	No.	:	Date
2.	Name and Address of the Vendor	:	
3.	Tender Document for	:	Tender for Annual Maintenance Contract for Desktop PCs, Printers, Thin Clients and Other Peripherals
4.	Last date for submission of Tender	:	13.00 hrs on 21-01-2019
5.	Opening of Technical Bid	:	02.30 hrs on 21-01-2019
6.	Opening of Commercial Bid	:	03.30 hrs on 21-01-2019

The Employees' Provident Fund Organisation, Regional Office, Jalandhar intends to go for Annual Maintenance Contract for Desktop PCs, Printers, Thin Clients and Other Peripherals for its office at Regional Office, Jalandhar for which sealed tenders are hereby invited from the agencies as per Terms & Conditions mentioned at Annexure-'A', for the items mentioned at Annexure-'B', format of financial details mentioned at Annexure-'C' and Check List at Annexure-'E' respectively.

The tenderer shall furnish the offer in two separate envelopes, clearly mentioning Envelope No. 1 "Technical Bid Annual Maintenance Contract for Desktop PCs, Printers, Thin Clients and other Peripherals for the EPFO, R.O. Jalandhar" and Envelope No. 2 "Financial Bid Annual Maintenance Contract for Desktop PCs, Printers, Thin Clients and other Peripherals for the EPFO, R.O. Jalandhar". The bid security for participating in the tender will be 5% of AMC value in the form of DD/Pay Order which will be returned to all unsuccessful bidders. Both the envelopes must indicate the description of the tender and then both should be placed together in one sealed cover, indicating "Tender for Annual Maintenance Contract for Desktop PCs, Printers, Thin Clients and other Peripherals for the EPFO, Jalandhar" and the date of opening of "Technical Bid". The tender must be sealed and bear the stamp of the agency/firm/company on the face of the envelope and outer sealed cover. The Technical Bid will be opened on due date as mentioned in the tender document. The Financial Bid will be opened in respect of only those Tenderers whose documents are found in order and whose items qualify technically. The requirements of Technical Bid are as under:-

Technical Bid:

The technical bid envelop should contain the following documents which must be attached with the technical bid:-

1. The latest income tax, GST Clearance Certificate along with PAN/registration number must be attached.
2. The profile of the company along with last 3 years' turnover, not less than Rs 10 Lakh per annum, duly certified must be attached together with the list of Government/Semi-Government/Public Sector Undertakings to which the agency/firm/company has supplied Annual Maintenance Contract for Desktop PCs, Printers, Thin Clients, and Other Peripherals.

Financial Bid

1. The financial bid envelope should contain the net rates to be charged on the basis of per unit/item.
2. The rates should be quoted in figures as well as in words, on the form attached at Annexure 'C' and duly signed and stamped by the authorized person.
3. The rates must be quoted inclusive of all taxes.

The person signing the tender shall be deemed to have the authority to sign the tender on behalf of the said company.

The offer for supply of service is subject to the terms and conditions specified in Annexure 'A'.

Signature of the
tenderer with seal and
date:

Terms & Conditions:

S No	
1	The tenderers shall furnish the tenders in sealed envelope clearly mentioning "Tender for Annual Maintenance Contract for Desktop PCs, Printers, Thin Clients and other Peripherals for the EPFO, R.O. Jalandhar". All envelopes containing the tender shall bear the stamp of the firm/company on the face of the envelope
2	The tender should reach by <u>21-01-2019</u> upto 1.00 PM. The rates should be quoted in figures as well as in words.
3	The AMC rates should be for Resident Support only.
4	The rates should be quoted on the basis of per unit and inclusive of all taxes.
5	The rate including tax quoted will be remain in force during the period of contract and no demand for revision of rates on any account whatsoever will be entertain.
6	No advance payment will be made in any case. The payments will be released only on quarterly basis after the satisfactory completion of quarter.
7	The contract will be for " full and comprehensive maintenance service" in nature and will cover replacement/repair of all defective parts/equipments such as motherboards, hard disks, picture tubes, DVD/CD drives/writers, keyboards, Mouse, Printers mechanical parts including printers heads excluding nothing except consumables, stationery, ribbons and cartridge-tapes. If any part is required to be replaced the same will be replaced under the contract and no extra charges will be paid by the Organization for any spare parts. It will be responsibility of the company to provide genuine parts and to keep all the systems and devices in working order.
8	AMC Support should be given to our Main Office at Jalandhar and also at our Annexure Office at Hoshiarpur and Phagwara
9	Unscheduled, on call corrective and remedial maintenance service from 09.00 AM to 05.30 PM on all working days (Monday to Friday) and even on holidays or beyond office hours, if need arises.
10	All desirous agencies interested for applying for the Tender and may visit this office for survey and inspection of the items as mentioned at Annexure 'A'
11	On physical verification of the above items, if any of the items are found to be defective, then Separate Quotation should be attached for rectification/repairing of that particular item, which may include replacement of any spare part etc
12	Latest Income tax, GST clearance certificate along with PAN / registration No. shall be attached
13	If the tenders opening day happens to be holiday, the same will be accepted and opened on the next working day.

14	The participant for the technical / commercial bid shall produce the authorization letter issued by the vendor.
15	The tenderer is required to submit "Certificate for satisfactory supply and service for Annual Maintenance Contract" from at least three Government/Semi-Government/Public Sector Undertakings.
16	The person signing the tender form (or any other document forming part of the contract) on behalf of another, shall be deemed to warranty that he has the authority to sign such documents and if, on inquiry it appears that the person so signing had no authority to do so, the purchaser, may without prejudice to other civil and criminal remedies against the contract, hold the signatory liable for all costs and damages and forfeiture of the earnest money, and may act accordingly.
17	Any attempt on the part of the tenderer, to negotiate directly or indirectly, with the authority to whom the tender is being submitted or with the tender accepting authority, before the finalization of tenders, will make the tenderer liable for exclusion from the consideration of the tender.
18	The product profile of the company / vendor along with last 3 years turnover, not less than Rs.10 Lakh per annum duly certified must be attached together with list of clients to whom the vendor / company is supplying the services for the last three years.
19	Preference will be given to Bidders with ISO/IEC 20000-1:2011 certificate for IT service management.
20	The tenderer must have complaint lodging and tracking facility through email or toll free/mobile number. On each complaint the tenderer will generate a complaint number and send the complaint number to registered mobile of EPFO for information. On every visit the tenderer will prepare visit report and get it signed from EPFO authorized person.
21	EPFO shall not be responsible for damages of any kind for any mishap/injury/accident caused to any service engineer of the AMC provider while performing duty in EPFO's premises. All liabilities, legal or monetary, shall be borne by the CAMC provider.
22	The firm/company shall have to clean all the PCs/Thin Clients/Printers installed at each of our office quarterly through blower.
23	Maintenance and service of system software and other software packages/material and customization of the system as and when required.
24	In case of the bidder backs out of the contract midstream, without explicit consent of the EPFO, the security deposit is liable to be forfeited.
25	The contract will be for one year but may be extended to further one year on the sole discretion of the Organization
26	All demands should be attended and solved with in three working days from lodging the complaint. In any delay in resolving the problem beyond two working days, the agency shall be liable to pay the penalty of Rs 400/- per day for systems which are critical and Rs 200/- for other peripherals which are not critical.

27	Any failure on the part of the firm to maintain the systems/printers etc satisfactory will entail deduction of such amount of penalty from the maintenance charges as may be decided by the competent authority
28	It shall also be the responsibility of the contracting firm to hand over the systems/printers etc in good working condition at the end of contract period to this organization, failing which the firm shall be liable to pay liquidated damages to the organization as determined by the competent authority
29	The organization reserves the right at the time of award of contract to increase or decrease the quantity of goods for which services are required to proportionate change in price on same terms and conditions.
30	The organization reserves the right to add/delete any hardware for maintenance through written intimation.
31	The organization reserves the right to select any tender or reject any or all tenders without assigning any reason whatsoever. It will also not be obligatory on the organization to accept the lowest quotation and no explanation shall be given with regard to reason for rejection of quotation of any Tenderer. The organization further reserves the right to terminate the contract at any time without assigning any reason by giving one months notice to the contractor.
32	The tending firm may inspect the state of the systems/printers etc before quoting rates. They may get in touch with EDP section at this office in this regard on any working day between 10.00AM and 5:00Pm from the date of issue of this notification till the last date of submission.
33	EPFO reserves the right to reject all or any tender without assigning any reason whatsoever.
34	Proof of experience in supplying service to Government/Semi-Government/Public Sector Undertakings (Copies of two Purchase Orders received from Govt. Depts. / PSUs during each of the last three years should be enclosed.

Signature of the tenderer

With Seal and date

Annexure – B

PERSONAL COMPUTERS

Sr.	Make & Model	Qty	Location
1	WIPRO 2.8 DUAL CORE INTEL 945 MOTHER BOARD 1.6 GH 1.44 FDD , 17" TFT MONITOR & COMBO DRIVE & DVD WRITER	1	Phagwara
2	WIPRO 2.8 DUAL CORE INTEL 945 MOTHER BOARD 1.6 GH 1.44 FDD , 17" TFT MONITOR & COMBO DRIVE & DVD WRITER	1	Hoshiarpur
3	WIPRO 2.8 DUAL CORE INTEL 945 MOTHER BOARD 1.6 GH 1.44 FDD , 17" TFT MONITOR & COMBO DRIVE & DVD WRITER	1	R.O. Jalandhar, Main Building
4	HCL INTEL CORE i3, 3.20 GH, 3GB RAM, HDD, 17" MONITOR SQUARE & DVD WRITER	3	---- do ---
5	HCL INTEL CORE 2 DUO, 2.93 GH, 2GB RAM, HDD 160 GB ,17" MONITOR S QUARE & DVD WRITER	14	---- do ---
6	HCL Intel Dual core, 2.80 GH, 2GB RAM, HDD 500 GB, 17" Monitor square & DVD Writer	2	---- do ---
7	HP Intel® Core i3, 2GB RAM, HDD 500 GB, DVD Writer	5	---- do ---
8	Intel Core i7 – 4770 CPU @ 3.40 GHz, RAM 8GB, HDD 1TB, DVD Writer	1	---- do ---
9	Intel ® Core 2 RAM 1GB,	4	---- do ---
10	Lenovo Intel i3, 3.30 GH, 4 GB RAM 500 GB HDD	1	---- do ---
11	Lenovo Intel core i7, 3.4 GH, 8 GB RAM 1 TB HDD	2	---- do ---
Total		35	

THIN CLIENTS

S NO	MAKE & MODEL	QTY	LOCATION
1	Processor 1000 MHZ, 997 MHZ 1 GB RAM, Microsoft XP windows Embeded Standard SP 3	65	---- do ---

Printers

S NO	MAKE & MODEL	QTY	LOCATION
1	HP LASERJET P1108 & 1106	5	R.O. Jalandhar, Main Building
2	Canon Pension printer	1	---- do ---
3	HP LASER JET 1007	3	---- do ---
4	CANON E-500 COLORED	1	---- do ---
5	CANON 4550-D PRINTER FAX CUM SCANNER	1	---- do ---
6	CANON 5050 PRINTER FAX CUM SCANNER	1	---- do ---
7	EPSON-300+	2	---- do ---
8	HP LASERJET P 1020	7	---- do ---
9	HP LASER JET 1007	1	Phagwara
10	HP LASERJET P1108	1	Hoshiarpur
TOTAL		23	

SCANNERS

S NO	MAKE & MODEL	QTY	LOCATION
1	HP SCANJET-G4050	1	RO, Jalandhar, Main Building
2	HP ScanJet 5590	1	---- do ---

Signature of the tenderer

With Seal and date

**PRICE QUOTE FOR ANNUAL MAINTENANCE OF DESKTOP PCs, THIN CLIENTS,
PRINTERS AND OTHER PER PERIPHERALS**

PERSONAL COMPUTERS

Sr.	Make & Model	Qty	Rate Per Unit	Amount
1	WIPRO 2.8 DUAL CORE INTEL 945 MOTHER BOARD 1.6 GH 1.44 FDD, 17" TFT MONITOR & COMBO DRIVE & DVD WRITER	2		
2	WIPRO 2.8 DUAL CORE INTEL 945 MOTHER BOARD 1.6 GH 1.44 FDD , 17" TFT MONITOR & COMBO DRIVE & DVD WRITER	1		
3	HCL INTEL CORE i3, 3.20 GH, 3GB RAM, HDD , 17" MONITOR SQUARE & DVD WRITER	3		
4	HCL INTEL CORE 2 DUO, 2.93 GH, 2GB RAM, HDD 160 GB ,17" MONITOR SQUARE & DVD WRITER	14		
5	HCL Intel Dual core, 2.80 GH, 2GB RAM, HDD 500 GB, 17" Monitor square & DVD Writer	2		
6	HP Intel® Core i3, 2GB RAM, HDD 500 GB, DVD Writer	5		
7	Intel Core i7 – 4770 CPU @ 3.40 GHz, RAM 8GB, HDD 1TB, DVD Writer	1		
8	Intel® Core 2 RAM 1GB,	4		
9	Lenovo Intel i3, 3.30 GH, 4 GB RAM 500 GB HDD	1		
10	Lenovo Intel core i7, 3.4 GH, 8 GB RAM 1 TB HDD	2		

THIN CLIENTS

S NO	MAKE & MODEL	QTY	Rate Per Unit	Amount
1	Processor 1000 MHZ, 997 MHZ 1 GB RAM, Microsoft XP windows Embeded Standard SP 3	65		

Printers

S NO	MAKE & MODEL	QTY	Rate Per Unit	Amount
1	HP LASERJET P1108 & 1106	5		
3	HP LASERJET 1007	3		
4	CANON E-500 COLORED	1		
5	CANON 4550-D PRINTER FAX CUM SCANNER	1		
6	CANON 5050 PRINTER FAX CUM SCANNER	1		
7	EPSON-300+	2		
8	HP LASERJET P 1020	7		
9	HP LASERJET 1007	1		
10	HP LASERJET P1108	1		
TOTAL		22		

SCANNERS

S NO	MAKE & MODEL	QTY	Rate Per Unit	Amount
1	HP SCANJET-G4050	1		
2	HP ScanJet 5590	1		
TOTAL		2		

Signature of the tenderer
With Seal and date

Annexure-'D'

UNDERTAKING FOR ACCEPTING THE PENALTY CLAUSE FOR DELAY IN SERVICE

We hereby submit our undertaking for accepting and adhering to the penalty clause, to be levied with a penalty of Rs.400/- per day, for any delay in rectifying the systems beyond the permitted period of two days for systems which are critical and Rs 200/- for other peripherals which are not critical from date of registration of the service call.

Signature & seal of the Vendor

Date: _____

CHEK LIST AS PER TERMS AND CONDITIONS

Sr. NO	Item	Vendor to indicate (Please Strikeout the not applicable part)
1	Whether Income tax, GST Clearance Certificate Along with PAN registration No. attached?	Yes / No
2	Whether price quoted are inclusive of taxes.	Yes / No
3	Whether company Profile with certified turnover for last three years attached along customer list?	Yes / No
4	Whether the Company is ISO Certified, if so proof attached?	Yes / No
5	Whether Certificate of Satisfactory supply and service from three clients attached?	Yes / No
6	Whether separate quotations attached for any of the items which are found to be defective; then Separate Quotation should be attached for rectification/repairing of that particular item, which may include replacement of any spare part etc.	Yes / No

- Note: - (i) Check-list should be properly filled indicating deviation, if any, signed by authorized person with seal of company and returned along with offer.
- (ii) All documents submitted are to be self attested duly stamped. A list of Documents being submitted shall be prepared and enclosed with the order.

Date: _____

Signature & seal of the Vendor