

No. 15-4/16-NAEB (Admn.)  
Ministry of Environment & Forests  
National Afforestation & Eco-Development Board  
Paryavaran Bhawan,  
CGO Complex, Lodi Road,  
New Delhi

Dated 31.1.2017

NOTICE INVITING TENDER

Sealed bids are invited from reputed Firms/Companies for the Annual Maintenance Contract for Computers/Lap Tops/Printers/Scanners, Projector and other related peripherals installed in National Afforestation & Eco-Development Board, Ministry of Environment and Forests in New Delhi and at the residences of entitled Officers within the municipal limit of the city of Delhi/New Delhi.

2. The general scope of work includes :

- a) Loading/Reformatting of software/discs with software like Windows-XP, Vista, Windows 7, Microsoft Office software, Internet Explorer, Netscape, and Outlook Express, installation/removal of any other software purchased by Ministry from time to time. It also includes re-installation of software, if corrupted. Support for users and troubleshooting of commercial software packages mentioned above.
- b) Upkeep and maintenance of the hardware installed.
- c) To provide and maintain the required drivers (CDs & Floppies) for maintaining the equipment's.
- d) Repair to be carried out at the location of the equipment.
- e) Stand-by arrangement to be made in case the equipment is to be taken to workshop for repairs.
- f) Any other maintenance work to be undertaken related to the Computers/peripherals.

3. The list of computers, printers, servers, other related peripherals software and any other related items is attached as Annexure - II. However new equipments purchased from time to time, after the expiry of warranty/guarantee period, will also have to be serviced/maintained at the same terms and conditions, and the AMC has also to be done at the same terms and conditions for these new equipments.

4. The Technical and financial terms and conditions of AMC shall be as follows:

**A. TECHNICAL**

- (i) The firm should be in existence for over 5 years in the trade with the total turn over of more than Rs. 1 crore per annum during the last 3 years.
- (ii) The firm must have expertise in on-site maintenance and repair of servers, clients, stand alone computers, Laser/inkjet printers network components, scanners peripherals and other hardware parts and accessories.
- (iii) The firm also **must have** expertise and experience in LAN troubleshooting. The bidder should have executed satisfactorily minimum five Annual Maintenance of **more than hundred computers** connected in LAN under Novell/Window NT environment in government sector. **Performance Certificate along with telephone numbers may be annexed.**
- (iv) The firm must be authorized Service Provider for any one of companies like (Acer, HP, HCL, IBM). **(Originals to be shown at the time of evaluations)**
- (v) Copy of contractor's registration certificate, if any with Govt. Deptt/PSUs should be submitted.
- (vi) Copy of the valid TIN number shall be submitted
- (vii) Valid certificate of registration for service tax with Central Excise Deptt shall be submitted.
- (viii) Company should be ISO 9001 certified. **(Originals to be shown at the time of evaluations)**
- (ix) If the firm meets the above technical requirements, it may apply in the prescribed proforma at Annexure-1 in sealed cover.

**B. FINANCIAL**

The rate may be quoted on comprehensive basis for the computers, laptops, scanners, printers etc. in the Performa at Annexure-II in a separate sealed cover.

5. The others terms and condition for awarding the AMC shall be as below:

- (i) The vendor will provide one resident service engineer on all the working days from 9.00 AM to 5.30 PM. The engineers would be equipped with Mobile

