

India Trade Promotion Organisation

(A Govt. of India Enterprise)

Computer Department

Pragati Bhavan, Pragati Maidan

New Delhi

Notice Inviting Tender

(Tender No. ITPO/CD/AMC/2008 dated 11th July, 2008)

General Manager, Computer Department on behalf of CMD, India Trade Promotion Organisation invites technical and commercial bids from ISO 9001-2000 certified companies for rendering comprehensive on-site maintenance services for various models/brands of computers, peripherals, networking active components and network I/Os and networking environment for a period of about 18 months as per the details given in the commercial bid form attached to this tender letter.

- Cost of tender document : Rs. 500/- through demand draft or in cash
- Earnest money deposit : Rs. 20,000/- through demand/bank draft
- Last date for sale of tender document & clarifications : July 24 2008 (upto 05.00 pm)
- Last date for submission of sealed bids : July 25, 2008 (upto 05.00 pm)
- Opening of technical bids : July 28, 2008 (at 3.00 pm)

- (1) Bids are to be submitted in two parts separately viz. (1) Technical Bid and (2) Commercial Bid.
- (2) Tender document can be collected in person on payment of Rs. 500/- in cash or a demand/bank draft for the said amount favouring **India Trade Promotion Organisation**, payable at Delhi. Tender form can also be downloaded from our website: www.indiatradefair.com and the tender cost deposited alongwith the Technical Bid in the form of DD.
- (3) Technical bid should be submitted in the prescribed format in sealed envelope with **“Technical Bid for Maintenance of Computers, Peripherals, Networking Active Components, Network I/Os and Networking Environment”** clearly written on the envelope.
- (4) Interested bidding companies must have a minimum **annual turnover of Rs. 25 lakhs during each of the last three years** for jobs of AMC of PCs, peripherals, networking equipment etc.
- (5) Bidders are requested to go through the **terms and conditions** laid down in the annexure to this tender letter.
- (6) Bidders are requested to submit the following along with the Technical Bid:
 - i) copy(s) of authorization letter(s)/certificate(s) from the manufacturer to the effect of being their authorized distributor/reseller/channel partner,
 - ii) copies of certificates of VAT/TIN and Service Tax registration,

- iii) copy of ISO 9001-2000 registration (*please also mention the website URL in the relevant column of Technical Bid for verification*)
 - iv) copies of EPF & ESI returns for the last three months,
 - v) audited copy of latest balance sheet,
 - vi) proof of a minimum of ten permanent qualified hardware engineers on the roll of the company. (*please support by copies of EPF/ESI returns*)
 - vii) earnest money deposit of Rs. 20,000/- in the form of bank/demand draft favouring **India Trade Promotion Organisation, New Delhi**
 - viii) demand/bank draft towards the tender document cost of Rs. 500/- if not already deposited with ITPO or the copy of the receipt from ITPO if tender fee has already been deposited
 - ix) Copies of job orders for maintenance of computer hardware, peripherals and software, networking components etc. from Central/State ministries, PSUs etc. issued to the bidding company during the last one year are also desirable.
- (7) Commercial bid contained in separate envelope and **“Commercial Bid for Maintenance of Computers, Peripherals, Networking Active Components, Network I/Os and Networking Environment”** written on the envelope should contain the unit price and the tax amount in respect of each item. The percentage of tax applicable on the items should also be mentioned.
- (8) Rates quoted in the commercial bid should be valid at least for 45 days from the last date for submission of bids.
- (9) Clarifications, if any, may be sought from the above on or before July 24th, 2008 between 10.30 am and 05.00 pm.
- (10) Services of two resident hardware engineers in ITPO’s premises during the working days for the maintenance of items covered under maintenance would be compulsory.
- (11) ITPO reserves the right to reject any bid without assigning any reason.
- (12) Technical and commercial bids must be submitted latest by July 25th, 2008 (upto 05.00 pm) to:

Shri Prem Singh
Market Analyst
Computer Department
India Trade Promotion Organisation
Pragati Bhavan, Pragati Maidan
New Delhi – 110001
Tel: 011-23371952

General Manager
Computer Department