

**Prasar Bharati
(India's Public Service Broadcaster)
Doordarshan Kendra
24, Ashok Marg, Lucknow- 226001**

TENDER DOCUMENT

For Selection of Vender

For

Computer and Printers Maintenance contract

At

**DOORDARSHAN KENDRA
LUCKNOW
(ADMINISTRATIVE BLOCK)**

Prasar Bharati
(India's Public Service Broadcaster)
Doordarshan Kendra
24, Ashok Marg, Lucknow- 226001

No. TV (LKO)/7(4)/5/AMC/2022-23

Dated: - 07.10.2022

TENDER NOTICE

Notice Inviting Tender for Annual Maintenance Contract of Computers and Printers installed at Doordarshan Kendra Lucknow (Administrative Block)

Schedule Events

Name of the work	Selection of vendor for AMC work of Computer and Printers at DDK, Lucknow (Administrative Block)
Detail of Contract person for clarification	Room No. 201, 24, Ashok Marg, Doordarshan Kendra Lucknow
Cost of Tender Document	NIL
Project period	01 year
Publishing Date	07.10.2022
Room for Collecting Tender Documents	Room No 104 24, Ashok Marg, Lucknow
Bid Submission date & time	07.10-2022 1000hrs
Bid Submission closing date & time	28.10-2022 15.00hrs
Address where the Tender are to be submitted	Room No 104 24, Ashok Marg Doordarshan Kendra Lucknow
Venue for Bid opening	Conference Hall 24, Ashok Marg, Doordarshan Kendra Lucknow
Bid Validity	90 days

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No. TV (LKO)/7(4)/5/AMC/2022-23

Dated: 07.10 2022

Sub:- Tender for Comprehensive Annual Maintenance Contract of computer & Printers at Doordarshan Kendra Lucknow

Tender are invited for comprehensive maintenance-contract of 84 Nos. Desktop and 64 Nos. printers as detailed below for one year of Doordarshan Kendra, Lucknow.

Sr. No.	Particulars	Qty.	Location
1.	Desk Top Computers Dual Core/ i3/i5/i7 installed at DDK Lucknow as per list Make: HP/Dell/oBall/IBM/HCL/assembled etc.	84 Nos.	24, Ashok Marg, Lucknow
2.	Printers Laser Jet(Mono) MFP Ink Jet all in one Laser jet (colour) Make: HP/EPSON/Samsung/Panasonic/Kyocera/Brother etc	64Nos. 23 Nos 29 Nos 11 Nos 01 No.	24, Ashok Marg, Lucknow

A. Submission of tender 28.10.2022. (15:00 Hrs.)

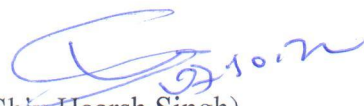
B. Opening of tender 28.10.2022. (15:30 Hrs.)

C. For details of terms and condition of tender please refer the attached annexure.

Firms are requested to submit the quotation in the enclosed annexure I & II or on their letter head.

Address: The Dy. Director General (Engg.)
Doordarshan Kendra,
24, Ashok Marg, Lucknow- 226001.

Note: Please note that the quantity of units may increase or decrease at the time of award of AMC.


(Shiv Haarsh Singh)
Assistant Engineer (HR)
For Dy. Director General (E)/ Head of Office

Terms and Conditions

1. AMC will be awarded for one year only.
2. DDK, LKO will not be responsible for any postal delay or not receipt of tender.
3. The tender document should be sent in sealed envelope super scribing the name of the job/enquiry. no./date of opening etc. With sender address. All the relevant information must be incorporated in the letter of tender also.
4. The received offer shall be opened on 28.10.2022 at 15:30 Hrs. in presence of undersigned or any other officer authorized by the Dy. Director General, Doordarshan Kendra, Lucknow.
5. The Dy. Director General reserves the right to alter the date mentioned above and to reject any or all offers without assigning any reasons to the bidders.
6. Incomplete tender are liable to be rejected.
7. Tenderer should clearly indicate the acceptance of terms and condition of the enquiry.
8. In case of any dispute during the award or execution of the AMC the Dy. Director General shall act, as arbitrator and his decision shall be final and binding on both the parties.
9. The whole process of awarding and execution of order shall be under the Lucknow Jurisdiction only.
10. Inspection of all the units by the service Engineer every week preferably on Thursday and a report is to be obtained from the Nominated person (Nomination by DDK LKO) for satisfactory servicing done.
11. Comprehensive AMC includes all spare parts of the equipment except consumable items i.e. Toner/Cartridge/Ink of printers. Any defective part of the equipment must be repaired /replaced by the Service Provider at his own cost. Parts so replaced should be new and genuine OEM parts or as prescribed by OEM in their Service Manual and depending on the item under contract.
12. The offer should be valid at least for a period of six monthly from the date of opening of the tender.
13. The contract shall be on comprehensive basis, inclusive of repairs and replacement of spare parts (excluding consumables) without any extra payments. The AMC Vendor shall carry out maintenance

Services as per schedule indicated in bid document .If nothing indicated Preventive Maintenance Service of equipment may be done once in at three months during currency of the contract . The scope of Annual Comprehensive Maintenance Service covers upkeep & smooth working of the equipment within the premises of user department.

14. Contractor will be required to bear the transportation charges whatsoever if some Component are to be taken out from DDK LKO for necessary repairs either to their workshop or to the market and if some welding machine is being brought to the spot of work.
15. On satisfactory completion of job, bill in Duplicate is to be submitted quarterly so that payment may be arranged. No advance payment will be made for AMC awarded.
16. The contractor shall be required to sign a contract agreement on a NJSP of Rs. 100/- for smooth and proper maintenance of the AC units after the award for AMC. The contract will include all the material / labour / its supervisions on the part of contractor.
17. The contractor has to submit Fixed Deposit Receipt (FDR) of 10% of the contract amount as security money. FDR will be favour of "Director, Doordarshan Kendra, Lucknow" after the award of contract.
18. If by any way contractor fails to attend the fault of the systems within specific time (By 24 Hrs.)and the work is executed by the department the charges made for the attending faults will be detected from the pending payment of AMC or security deposit.
19. On the date of expiry of AMC contractor must hand over all the systems in well working condition payment will be released till certificates is signed by the both parties (Contractor / DDK LKO).
20. The Contractor must bear in mind that all the systems are working proper.
21. Attending service calls as and when required and immediate rectification of fault even during odd hours and holidays no extra payment shall be made for attending the works on such occasions.
22. Any work left out on the date of expiry of contract, the firm is responsible to get repair the defective units even after the expiry of the AMC. Otherwise the charges incurred on repair by department will be deducted from the pending payment / FDR etc.

23. Any defect noticed at the time of award of AMC is to be brought to be notice of the Kendra otherwise it will be responsibility of the firm to rectify the defect at their own cost.
24. DDG, DDK LKO reserve the right to accept / reject any tender without assigning any reason and is not bound to accept the lowest tender if sufficient proof to the satisfaction of the authorities is not given regarding capabilities of tender to maintain uninterrupted service to all the units.
25. The DDG, DDK LKO will have the right to terminate the contract during the period of AMC if the firm is not giving satisfactory service of the units and payment will not be released accordingly.
26. If the contractor itself terminates the AMC before the date of expiry, the pending payment including the guarantee money will not be released in any of the circumstances.
27. If the work is found satisfactory, the said AMC may be reviewed for renewal.
28. The firm must be registered under GST and copy of registration should be attached.



(Shiv Harsh Singh)
Assistant Engineer(HR)

ANNEXURE- I

Quote the rates of following units the comprehensive maintenance contract for year as per agreement and condition laid in tender form.

Sr. No.	Particulars	Qty.	Location
1.	Desk Top Computers Dual Core/ i3/i5/i7 installed at DDK Lucknow as per list Make: HP/Dell/oBall/IBM/HCL/assembled etc.	84 Nos.	24, Ashok Marg, Lko
2.	Printers Laser Jet(Mono) MFP Ink Jet all in one Laser jet (colour) Make: HP/EPSON/Samsung/Panasonic/Kyocera/Brother etc	64Nos. 23 Nos 29 Nos 11 Nos 01 No	24, Ashok Marg, Lko
AMT			
+ GST Charges			
Grand Total			

(Name and Signature of Proprietor)

Name of Firm

ANNEXURE- II

The firm is required to go through the tender document before filling the form.

1. Name of company /
Firm.....
2. Full postal address for communication with
Telephone.....
Nos.....
3. Name of Contractor / Executive Head with postal address and
phone.....
No.....
4. Name with address separately in respects of partners if any with
phone.....No.....
Address of workshop with phone No.....
5. Telephone Nos. for contacting during holidays / odd hours:
.....
6. Are you a manufacturer / service agency:
7. GST registration No.....
8. Year of establishment:
.....
9. Income Tax clearance for 2019-20
10. Man power details:-
 - a. No. of qualified engineers :
 - b. No. of diploma holder :
 - c. No. of ITI trained :
 - d. No of unskilled worker :
 - e. Other staff :
 - f. Total No. of employees :
11. Past experience :-
 - a. Name of clients (Govt. Organization only) :
 - b. Clients postal address and TN :
 - c. Scope of Job (Operation / Maintenance) :
 - d. Period of service :
 - e. Certificate of client :
 - f. Any other information :

(Name and Signature of Proprietor)

Name of Firm