



# DELHI STATE LEGAL SERVICES AUTHORITY

(Constituted Under the 'Legal Services Authorities Act, 1987', an Act of Parliament)

Under the Administrative Control of High Court of Delhi

Central Office, Patiala House Courts Complex, New Delhi - 110001  
Ph. : 23384781, Fax : 23387267, Email : procurement-dlsa@nic.in



Ref. No. 42/Estt.Wing/P.Wing/AMC-15-16

19205 dated 24/08/17

## TENDER NOTICE

Sealed quotations are invited for the Comprehensive Annual Maintenance Contract for Computers/Desktops installed in the Central Office, DLSA, Patiala House Courts, District Legal Services Authorities located in all six District Courts Complexes and its other offices located in Delhi/New Delhi and includes the following :-

- a) Upkeep and maintenance of hardware installed.
  - b) To provide and maintain the required drivers and additional peripherals and hardware for maintaining the equipment's
  - c) Repair to be carried out at the location of the equipment.
  - d) Standby arrangement to be made in case the equipment is to be taken to workshop for repairs.
  - e) Support for user and troubleshooting of software and removal of virus and re-installation of software, if corrupted (Anti Virus Software will be provided by Office)
  - f) Any other maintenance work to be undertaken related to the computer/peripherals.
2. The contract would be comprehensive i.e. including replacement of parts of Original Equipment's Manufacturer (OEM). The interested agencies will submit the rates for Comprehensive AMC (As per Annexure B) on or before 07/09/2017.
3. Interested agencies shall furnish their proposal/rates through two bid system i.e. Technical Bid (Annexure-A) and Financial Bid (Annexure-B).
4. The list of computers is attached as Annexure-B.
- (i) The replacement of any part of the computer/peripherals, whenever required, must be carried out by the vendor with genuine part of same specification and warranty.
  - (ii) The firm shall maintain the equipment as per manufacturer's guidelines and shall use standard OEM components for replacement.

5. The other terms and conditions for awarding the AMC shall be as under :-

- (i) The initial period of contract will be for one year from the date of award of contract. The rates quoted will remain in force for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period. The AMC can be extended, if so desired by the Competent Authority, based on the performance of the service provider.
- (ii) The firm/company will prepare logbooks for each of the machine to be taken under the AMC and Preventive maintenance with virus scanning and virus removal and special cleaning of the Monitor, keyboard, mouse etc. from outside with liquid cleaner will be carried out on quarterly basis.

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24/08/2017



- (iii) The service engineers would take up any reported fault within two hours. As far as possible, the repairs would be carried out on-site. However, in case the equipment is taken to the workshop, the firm would provide a standby for the same.
- (iv) The firm must carry out repairs within 24 hours, to the satisfaction of the user. A call sheet duly signed by user and should be submitted to the Establishment Branch after successfully repair.
- (v) Each tender must accompany an earnest money deposit of Rs. 5000/- (Rs. five thousand only) as per GFR in shape of Bank Draft of any Nationalized Bank in favour of '**DDO, Delhi State Legal Services Authority**', which will be refunded to the tenderers, whose tenders are not accepted except in case of the successful bidder.
- (vi) The successful Annual Maintenance Contractor shall be required to deposit 10% of amount of the total rates offered as Security Deposit during the period of AMC in the form of fixed deposit in the name of "**DDO, Delhi State Legal Services Authority**" which shall be refunded after completion of successful tenure of AMC. In case of any violation of contract, the same shall be forfeited.
- (vii) This Office is using Digital Server Room for paperless work. Therefore, the firm should have to maintain co-ordination with regard to maintenance of system in LAN/domain maintaining required system configuration etc.
6. The interested firm may submit sealed envelopes for "Technical Bid" and "Financial Bid" in a sealed cover super scribed "Quotation for AMC of Computers" addressed to "Member Secretary, Delhi State Legal Services Authority, Patiala House Courts, New Delhi-110001" latest by 3 P.M. on 07/09/2017.
7. Quotations received after due date, those received without separate sealed cover and rates not quoted in specified proforma will not be accepted. DSLSA reserves the right to reduce or increase the number of items offered for maintenance contract during the currency of the AMC.
8. The Tender is not transferable.
9. DSLSA reserves the right to accept or reject any or all tenders without assigning any reasons.
10. The contractor shall be responsible for any loss or damage caused to any of the machines owing to negligence on his part.
11. The tender notice is also available in the website of this Authority [www.dslsa.org](http://www.dslsa.org)

*Sharma*  
24/08/2017

(Kusum Sharma)

**Administrative Officer**

Ref.No.42/Estt.Wing/P.Wing/AMC-15-16

Dated:

19205 To 9206

Copy forwarded for display at the Notice Boards of :-

- (i) Notice Board, DSLSA, Patiala House Courts, New Delhi.
- (ii) Ms. Sonia, Sr. Programmer with the directions to upload the same on the website of this Authority.

*Sharma*  
24/08/2017

(Kusum Sharma)

**Administrative Officer**

## TECHNICAL BID

## ANNEXURE-A

1.	Name of firm	
2.	Address of firm	
3.	Registration no.	
4.	Name of authorized signatory	
5.	Specimen Signature of the Authorized signatory	
6.	Tel. No. of the authorized signatory and other Tel. No. of firm	
7.	Whether EMC enclosed. If "Yes" then DD/Pay order no.	
8.	List of copies of documents enclosed	
9.	Registration in GST (compulsory)	
10.	Service Tax no. (compulsory)	
11.	Experience in Govt. Departments like Central Govt., Delhi Govt., Autonomous Bodies (compulsory)	
12.	ISO registration no., if any	

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## FINANCIAL BID

## ANNEXURE-B

1	Name of firm	
2	Address of firm	
3	Name of authorized Signatory	
4	Specimen signature of the Authorized Signatory	
5	Tel. No. of the authorized signatory and other Tel. Nos. of the firm	

**COMPUTER AND PRINTERS**

S.No.	Description of item	No. of units	Charges per unit (comprehensive)	Total price
01	HCL Computer	22		
02	HP Laserjet P 1108 Printer	41		
03	HP Laserjet 1319 All in One Printer	10		
04	HP Laserjet 1020 printer	02		
05	HP Laserjet 1160 Printer	01		
06	HP Laserjet Pro-200 colour M-25 Printer	02		
07	Dell Inspiron 20 All-in-One Computer	33		
08	Dell Desktop Optiplex 9010 Computer	43		
09	Printer HP Laserjet Pro M202DW	08		

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24/08/2017