



केन्द्रीय सरकारी कर्मचारी कल्याण आवास संगठन  
**CENTRAL GOVERNMENT EMPLOYEES  
WELFARE HOUSING ORGANISATION**  
Ministry of Housing and Urban Affairs, Govt. of India  
9<sup>th</sup> Floor, 'B' Wing, Janpath Bhawan, Janpath, New Delhi – 110 001  
Phones : (011) 23717249 / 23355408  
E-mail: cgewho@nic.in | Website: www.cgewho.in

File No. A-202/10/3

Date: 06/03/2025

**TENDER NOTICE**

**Tender for AMC of Computers, Printers, Laptops Network item**

GEWHO, an Autonomous body of Govt. of India functioning under aegis of Ministry of Housing and Urban Affairs intends to take services from firms/agencies having experience of maintaining and hosting websites.

Offline tenders are invited for CGEWHO, in two bids system – Technical and Financial from reputed agencies for a period of one year, which is further extendable upto 3 years annual basis on same rates and terms and conditions subject to satisfactory performance. Tender may be studied and downloaded from the website [www.cgewho.in](http://www.cgewho.in). Last date for receipt of quotations is 27/03/2025 upto 1600 hrs at the address mentioned above.

**Schedule of Bidding:**

Tender No.	File No. A-202/10/3
Tender form available at the CGEWHO Website and Central Public procurement portal	<a href="https://cgewho.in/">https://cgewho.in/</a>
Performance Security from Successful bidder	5% of the value of contract. DD in favour of CGEWHO, New Delhi
Last date for submission of bids	<b>27/03/2025</b> till 16:00 Hrs.
Opening of technical bids	<b>27/03/2025</b>

### **3. Eligibility Criteria**

In order to participate in this bid, the Bidder should meet following eligibility criteria

<b>Sr.No.</b>	<b>Parameter</b>	<b>Pre-Qualification Criteria</b>	<b>Document Required</b>
1	Existence of the agency	The agency should have been in existence of more than 5 years as on last date of tender submission.	Incorporation certificate.
2	Tax registration	The bidder should be registered for sales /services	GST and PAN
3	Office location	Bidder should have office in Delhi	Proof of the office address
4	Customer detail	The party must have experience in maintenance of computers, printers, laptops, server etc. with at least one PSU/Govt. of India organization	Service order from the customer with completion certificate.
5	Blacklisting	The bidder should not have been blacklisted by Central / State Government/ PSU in India at the time of submission of the Bid	Self-declaration by Bidder
6	Manpower	The bidder should have Minimum (15) Technical Manpower.	List of employees on letter head
7	Network Specialist	At least one specialist.	Name & Phone no. on Letter head.
8	Annual Turnover	The bidder should have Minimum 25 (Twenty five) Lakh turnover.	Balance sheet last two year

**Note:** If Bidder does not meet above eligibility criteria, the Bid will not be considered for financial evaluation.



#### **4. Instructions to Bidders:-**

1. Vendor must sign and write page no. on all the papers.
  2. Financial offer should be in the same form as specified in this document. It must be submitted in separate sealed envelope as per annexure - A.
  3. Payment terms: At end of the successful completion of six months on submission of original invoice within 30 days subject to satisfactory performance.
  4. CGEWHO reserves the right to change any bid condition after inviting/opening the bids, with/without prior notification.
  5. CGEWHO reserves the right to cancel any or all of the bids without assigning any reasons.
  6. CGEWHO reserves the right to cancel whole Bid process at any stage. CGEWHO CEO decision will be final and abide to all the bidders.
  7. All correction/addition/deletion shall require authorized countersign.
  8. Bidder may remain present at the time of bid opening as per the schedule decided by CGEWHO.
  9. There shall be 2 sealed envelopes in the sealed main cover with the heading "Bid for AMC of computers, Printers, Network item, Server, UPS etc."
    - a) A first separate envelope with the heading "Technical Bid - AMC of computers, printers, Network item, Server, UPS etc." containing technical information.
    - b) The second envelope marked as financial bid with heading "Financial Bid - AMC of computers, Printers, Network, item Server, UPS etc." with properly sealed and marked.
- Each and every page of the bid must be signed and stamped by the bidder. In financial bid the amount quoted must be mentioned in figures and words. Overwriting and cutting is not allowed. In case of difference between amount (written in words) and figures, amount written in words will be considered as final.
10. Proposals after due time period will not be accepted.
  11. Submit your quotation in sealed envelope only (Do not simply Staple).
  12. Do not email your offer.

#### **5. Scope of work :**

- 1) The AMC covers following items: 34 Nos. of Desktops, 10 Nos. of Laptop, 28 Nos. of Printers, 01 scanner, 27 Nos. of UPS, 05 switches/routers and 100 I/O boxes, fixing/installation of LAN cable, LAN I/O's etc. as per the list given in **Annexure-B**. The above said number are indicative which may slightly be increase or decrease.

- 2) Periodic inspection and cleaning/maintenance of internal components.
- 3) Maintenance of LAN and networking components.
- 4) General maintenance of monitors, CPUs, Laptops
- 5) Replacement of damaged or worn-out components.
- 6) Maintenance of printers, including cleaning.
- 7) Re-Installation of the operating system updates, patches and related softwares.
- 8) Installation of additional software and applications, such as windows, antivirus, office suites, specialized software, and printer driver.
- 9) Configuration and tuning up the software settings according to the organization's requirements.
- 10) Upgradation of hardware and software as required.
- 11) Ensure all necessary software licenses are available.
- 12) Backup and recovery of important data to prevent data loss during installation.
- 13) Check system compatibility with the new software.
- 14) Inspection and testing of UPS units.
- 15) Resolve the complains on the same day with zero error.
- 16) Provide estimated timeline for resolution of complaints in case of delay and during this period provide standby setup/system.

Note: The above-mentioned points from 1 to 16 will be covered under the AMC work, however, the replacement of any part i.e. batteries, SSD etc., will be charged extra against the invoice after successful completion of job/work.

**6. Bid Evaluation Bid will be evaluated as per following process:**

Proof of Eligibility criteria.

Correctness of the bid as per all the terms and conditions. If all above documents are submitted and match as per criteria, then only bidder will be considered as technically qualified for comparison of commercial offer.

- a) Final Price = Grand Total : as per Annexure – A.
- b) Successful bidder will be L1 as per final price as above.
- c) In case of multiple bidders offer to supply at L1 rate the company with maximum experience will be considered.



- d) If successful bidder not perform work after issue of WO/PO then the same price should be offered to L-2, L-3 etc.

### **GENERAL TERMS & CONDITIONS**

1. **INCOMPLETE TENDER OR LATE TENDER:** Tenders received late, unsealed or without superscription or incomplete in any other respect are liable to be rejected. For such cases the decision of the tender opening committee constituted by CGEWHO management will be final.
2. **SUCCESSFUL TENDERER:** The successful tenderer shall be informed of the intention of CGEWHO to award the work through letter of intent/ Purchase Order before the date of expiry of the validity of the tender.
3. **QUALITY OF MATERIAL/EQUIPMENT/SERVICES:** The supplies made must be strictly in accordance with the laid down specification of the tender. Supplies deviating from the specification shall be liable to be rejected by CGEWHO at its sole discretion. Maintenance call for the above items shall be attended by you within 24 hrs. after lodging the complaint by us (CGEWHO). A penalty of Rs.500/- per day shall be imposed if, call is not attended by you within 24 hrs. of our complaint. However, the penalty will not be imposed on holidays.
4. **RISK PURCHASE:** In the event of failure or delay on the part of the supplier to fulfil his obligation in the execution of the order/contract to CGEWHO satisfaction, CGEWHO shall have the right to terminate the order/contract and make necessary alternate arrangements for completion of the order/contract through other means at delinquent suppliers risk and cost. In such an event the Performance security deposit will be forfeited without prejudice to CGEWHO right to claim compensation from supplier for the loss incurred by CGEWHO as a result of supplier's failure to fulfill his obligation under the contract/order conditions. The damages so claimed by CGEWHO will be in addition to the liquidated damages recoverable by CGEWHO as mentioned in our liquidated damage clause. The supplier shall have no claim for compensation for any loss that may accrue from any material he might have collected or engagements, he may have entered into on account of the order/contract.
5. **LOSS/DAMAGE to CGEWHO's property** due to the negligence or commission of the contractor or his personnel working at the premises of CGEWHO will have to be made good by the contractor/supplier.
6. During the pendency of order no revision of price shall be entertained. Price breakup should be shown distinctly in the Price Bid.
7. Price offered by the tenderers shall remain firm during the validity of order from the date of issue of LOI/Placement of order as the case may be.
8. **Transit Risk & Insurance:** - Transit insurance, if any, should be arranged by the supplier at their cost since the material is to be supplied on F.O.R. our Stores basis.

9. FORCE MAJEURE: If the execution of the work by the successful tenderer is delayed beyond the stipulated period given in the purchase order as a result of outbreak of war, acts of God, fire, flood and earth quakes, strikes, riots or acts of nature the supplier shall not be held responsible for such delay and CGEWHO and the supplier shall immediately consult with each other to determine the measures to be taken. The Supplier shall have to provide proof of existence of such condition of force majeure as stipulated above to entire satisfaction of CGEWHO duly certified by an appropriate authority as required by CGEWHO in the event of enforcement of the force majeure clause to justify the delay in execution of the work. The supplier shall not be allowed to sublet or assign the work awarded hereunder to any other party unless approved by CGEWHO in writing.

10. ARBITRATION/CONCILIATION: All disputes and differences arising between the parties in respect of the order/contract or breach thereof will be decided by a sole arbitrator appointed by CEO CGEWHO. The Arbitration is to be proceeded under the Indian Arbitration Act and the rules framed thereunder. The decision of the arbitration will be binding to all parties to proceedings and the laws applicable will be Law of India. The venue for arbitration shall be Delhi.

11. LEGAL JURISDICTION : Dispute, if any, arising out of supplies made against purchase order for Head Office shall be subject to the jurisdiction of Delhi courts for all legal matters pertaining to the Purchase Order, as the case may be.

We hereby confirm that the above terms & conditions are acceptable to us.

SIGN OF AUTHORISED SIGNATORY

NAME OF SIGNATORY \_\_\_\_\_

FIRM'S NAME \_\_\_\_\_

SEAL \_\_\_\_\_

Date \_\_\_\_\_



## Financial Bid format

S. NO.	Description	Quantity	Unit Price	GST	Total
1	Desktops	34			
2	Laptop	10			
3	Printer	28			
4	Scanner	1			
5	UPS	27			
6	Network Component-Switch/Router	05			
7	I BOX	100			
Grand Total:					

Note:-

- a) Actual may vary as per the requirement during the year.
- b) Grand Total amount will be considered for determining L1 vendor.
- c) Price must be quoted both in figures and in words. In case of a discrepancy in the two, price quoted in words will be taken as valid.
- d) No other charges would be payable by CGEWHO.

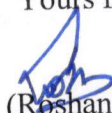
Summary of Computers, Printers, Laptops, UPS, Servers etc. for AMC

S. NO.	Description	Quantity
1	Computer	34
2	Laptop	10
3	Printer	28
4	Scanner	1
5	UPS	27
6	Network Component-Switch/Router	05
7	I BOX	100

The Interested agencies/firms may drop their Bids/ Tenders in the tender box at Head Office:

The CEO, CGEWHO  
9th Floor, 'B'-Wing, Janpath Bhawan  
New Delhi -110001.

Yours faithfully,

  
(Roshan Kishore)  
Asstt. Director (Admn)  
CEO, CGEWHO



## Details of Computers, Printers and UPS

S.no	Make	Specifications	Printers	UPS
1.	HP	i3 Processor HDD: 1TB RAM: 4GB Window 10	Laser Jet Pro MFP 126nw	Uniline smart Power
2.	Acer	I5 Processor HDD: 1TB RAM: 4GB Windows 10	Laser Jet Pro MFP 126nw	Luminous
3.	HP	i3 Processor HDD: 1TB RAM: 4GB Windows 10	No Printer	No UPS
4.	Acer	i3 Processor HDD: 1TB RAM: 4GB Windows 10	Laser Jet Pro MFP 128fn	Uniline
5.	Dell	Pentium Processor HDD: 500GB RAM: 4GB Windows 10	No Printer	Zebronic
6.	HP	i3 Processor HDD: 1TB RAM: 4GB Window 10	No Printer	Uniline
7.	HP	i3 Processor HDD: 1TB RAM: 4GB Window 10	No Printer	Microtek
8.	HP	i3 Processor HDD: 1TB RAM: 4GB Windows 10	Laser Jet Pro MFP 128fn	Microtek
9.	Intex	Core 2 Duo HDD: 500GB RAM: 2GB Windows 10	No Printer	Uniline
10.	Acer	Core 2 Duo HDD: 320GB RAM: 4GB Windows 10	Laser Jet Pro MFP 126nw Canon Scanner DR- C240	Uniline
11.	Acer	Core 2 Duo HDD: 320GB RAM: 4GB Windows 10	HP LaserJet Pro MFP M128fn	Uniline
12.	Acer	I5 Processor HDD: 1TB RAM: 4GB Windows 10	Laser Jet Pro MFP 128fn	Uniline

13.	HP	i3 Processor HDD: 1TB RAM: 4GB Window 10	No Printer	Microtek Model: TGE PRO 1000
14.	HP	i3 Processor HDD: 1TB RAM: 4GB Windows 10	Laser Jet Pro MFP 126nw	Zebronics
15.	Acer	Core 2 Duo HDD: 500GB RAM: 4GB Windows 10	No Printer	Luminous Model: LB 1000 UNO
16.	HP	i3 Processor HDD: 1TB RAM: 4GB Window 10	Laser Jet Pro MFP 136nw	No UPS
17.	HP	i3 Processor HDD: 1TB RAM: 4GB Window 10	Laser Jet Pro MFP 128fn	Microtek
18.	Acer	i5 Processor SSD: 500 GB RAM: 16GB Window 11	Epson Color C3260	
19.	HP	i3 Processor HDD: 1TB RAM: 4GB Window 10	HP LaserJet Pro MFP M126nw	Luminous Model: LB 1000 UNO
20.	HP	i3 Processor HDD: 1TB RAM: 4GB Window 10	HP LaserJet Pro MFP M126nw	Luminous
21.	Acer	Pentium Processor RAM: 4GB HDD: 500GB Window 10	Laser Jet Pro MFP 126nw	Uniline
22.	HP	i3 Processor HDD: 1TB RAM: 4GB Window 10	Laser Jet Pro MFP 126nw	Uniline smart Power
23.	Acer	i3 Processor HDD: 500GB RAM: 4GB Windows 10	Laser Jet Pro MFP 126nw	Uniline
24.	HP	i3 Processor HDD: 1TB RAM: 4GB Window 10	Laser Jet Pro MFP 126nw	Uniline



25.	Dell	I5 Processor HDD: 1TB RAM: 8GB Windows 10	No Printer	Uniline
26.	Acer	Core 2 Duo HDD: 320GB RAM: 4GB Windows 10	No Printer	Luminous
27.	HCL	Pentium Processor HDD: 500GB RAM: 4GB Windows 7	No Printer	Uniline
28.	Acer	Core 2 Duo HDD: 320GB RAM: 4GB Windows 10	Laser Jet Pro MFP 126nw	Uniline
29.	Acer	Core 2 Duo HDD: 320GB RAM: 4GB Windows 10	Laser Jet Pro MFP 126nw	Microtek Model: TGE PRO 1000
30.	HP	i3 Processor HDD: 1TB RAM: 4GB Window 10	No Printer	No UPS
31.	HP	i3 Processor HDD: 1TB RAM: 4GB Windows 10	Laser Jet Pro MFP 128fn	Uniline
32.	HP	i3 Processor HDD: 1TB RAM: 4GB Window 10	No Printer	No UPS
33.	HP	i3 Processor HDD: 1TB RAM: 4GB Window 10	No Printer	No UPS
34.	HCL	Pentium Processor HDD: 500GB RAM: 4GB Windows 7	No Printer	No UPS
<b>Total</b>		<b>34</b>	<b>20 + 1</b>	<b>27</b>

Computer = 34, Printer = 20, Scanner = 01 and UPS = 27

## Laptops

S.no	Make	Specifications	Printers
1	HP	i5 Processor RAM: 8GB HDD: 1TB Windows 10	Laser Jet Pro MFP 126nw
2.	Dell		Laser Jet Pro MFP 126nw
3.	Acer	i5 Processor RAM: 8GB HDD: 500GB Window 11	Laser Jet Pro MFP 128fn
4.	Acer	i5 Processor RAM: 8GB HDD: 500GB Window 11	Laser Jet Pro MFP 126nw
5.	Acer		Laser Jet Pro MFP 126nw
6.	Acer	i5 Processor RAM: 16GGB SSD: 500 GB Window 11	Laser Jet Pro MFP 126nw
7.	Acer	i5 Processor RAM: 16GGB SSD: 500 GB Window 11	Laser Jet Pro MFP 126nw
8.	Acer	i5 Processor RAM: 16GB SSD:500GB Windows 11	Laser Jet Pro MFP 126nw
9.	HP	i5 Processor RAM: 8GB HDD: 1TB Windows 10	No Printer
10.	HP	i5 Processor RAM: 8GB HDD: 1TB Windows 10	No Printer

Laptop: 10, Printer: 8