

D-21014/01/2017-GA
Government of India
Ministry of Commerce and Industry
Department of Industrial Policy and Promotion

Udyog Bhawan, New Delhi
Dated: 29th November, 2017

TENDER DOCUMENT

Online quotations are invited under **Two-Bid System** as **Technical Bid** and **Price/commercial Bid** by Department of Industrial Policy and Promotion (DIPP) for the Annual Maintenance Contract of computers, printers, Multifunctional Printers (MFD), UPS, scanners and servers etc installed at the Udyog Bhavan, New Delhi. The detailed schedule of e-tender is as under:

Sl.No.	SCHEDULE OF TENDER	DATE AND TIME
1.	Date of uploading of Tender Document on website/CPP Portal	29.11.2017.
2.	Last Date & Time for submission of EMD	Upto 3.00 P.M. on 20 .12.2017
3.	Last date and time for online submission of tender document	Upto 3.30 P.M. on 20 .12.2017
4.	Date and time for online opening of "Technical Bid"	21.12.2017 at 3.30 P.M.
5.	Opening of Online "Price/Commercial Bid"	Will be communicated via Phone/e-mail/fax/SMS to the Technically Qualified Bidders
6.	Earnest Money Deposit	Rs. 20,000/- (Rupees Twenty Thousand only) in the form of crossed Demand Draft/Bankers Cheque in favour of 'DDO(Cash), Department of Industrial Policy and Promotion, Udyog Bhawan, New Delhi'


(S.Ravish Ali)
Under Secretary to the Government of India
Tele No. 2306 3696

No.D-21014/01/2017-GA
Government of India
Ministry of Commerce and Industry
Department of Industrial Policy and Promotion

Udyog Bhawan, New Delhi
Dated: 29th November, 2017

E-TENDER NOTICE

Subject: Tender for Annual Maintenance Contract for various makes/models of computers, printers, Multifunctional Printers (MFD), UPS, scanners and servers installed in Department of Industrial Policy and Promotion at Udyog Bhawan, New Delhi- regarding.

1. Online e-Tenders are invited under **Two-Bid System, Technical Bid and Price/commercial Bid** by the Department of Industrial Policy and Promotion (DIPP) for the Annual Maintenance Contract for various makes/models of computers, printers, Multifunctional Printers (MFD), UPS, scanners and servers) installed at the Udyog Bhawan, New Delhi, for a period of one year which is extendable subject to satisfactory performance. Total Nos. of machines are likely to be increased under AMC. The detailed terms and conditions of the contract are given in **Annexure-I**. The technical bid Proforma to be filled by the bidder is at **Annexure II** and financial bid are to be furnished as per prescribed in the bid format in **Annexure III**.
2. The bid will be accepted as an e-tender only and intending bidders must be registered with the Central Public Procurement Portal (CPP) i.e. <http://eprocure.gov.in/eprocure/app>.
3. Interested service providers may submit their tenders online at <http://eprocure.gov.in/eprocure/app> as per the prescribed Performa. Tenders are to be submitted only online through e-Procurement Portal <http://eprocure.gov.in/eprocure/app>. Tenders sent by any other mode will not be accepted. No tender documents will be accepted after the expiry of stipulated date and time under any circumstances whatsoever.
4. Earnest Money Deposit (EMD) of Rs. 20,000/- (Rupees Twenty Thousand only) in the form of crossed Demand Draft/Bankers Cheque in favour of '**DDO(Cash), Department of Industrial Policy and Promotion, Udyog Bhawan, New Delhi**' has to be submitted to the Under Secretary (GA), DIPP, Room No. 271-A, Udyog Bhawan, New Delhi-110011 by **3.00 P.M. on 20.12.2017**. EMD's should be valid for a period of at least 90 (ninety) days from the date of opening of the tender. In case EMD is submitted late or not submitted at all, the Sbid will be considered unresponsive and incomplete and will be summarily rejected. **The firms registered with MSME and NSIC should submit a copy of EMD Exemption certificate for claiming exemption from EMD submission.**

5. The AMC of the items will be post warranty and on "AS IS WHERE IS" basis. The bidders can inspect the items before quoting.
6. The contract shall normally be awarded to the lowest evaluated bidder. However Department of Industrial Policy and Promotion (DIPP) reserves the option to select more than one firm for award of contract to ensure uninterrupted services during the currency of the contract. Preference would be given to the firm who has experience of working with Department of Industrial Policy and Promotion (DIPP)/any Govt. agency/institution for similar type for work.
7. Tender Evaluation Committee will open the Financial Bids of only those bidders who stands qualified on the basis of details provided in Technical Bid.
8. The EMD's submitted by all the unsuccessful bidders shall be returned by the department after finalization of the tender.
9. This Department has reserves the right to accept or reject the tender in full or in part without assigning any reason.



(S.Ravish Ali)

Under Secretary to the Govt. of India
Tel. No. 23063697

Copy to:

1. All Ministries and Department of Govt. of India located in New Delhi / Delhi with the request that the contractors engaged by them for the purpose may be requested to submit their tenders, if interested.
2. NIC for placing this tender on the website of DIPP for wide publicity.

Scope of work:

The Maintenance services will consist of:

- (a) On-site preventive and break-down maintenance of PCs and peripherals at DIPP where the above equipments are installed from time to time. Adequate inventory of hardware parts like Keyboard, Mouse, RAM, SMPS, various types of cables (excluding Network Cables), etc. must be kept in stock in advance by the contractor at DIPP.
- (b) The Maintenance will include necessary repairs to the installed systems and replacement of defective/damaged parts, components and other accessories free of cost. The contractor has to maintain all the relevant records, register and documents as required.
- (c) The AMC includes removal of virus, software patch updating, data backups, system administration (software installation and other system maintenance), network administration (maintenance of servers) software support/troubleshooting to keep the system fully operational.
- (d) The AMC includes providing virus free computer environment in DIPP. Annual Maintenance Contract will be '**COMPREHENSIVE**' which includes all repair as well as replacement of all the defective/worn out parts except & excluding consumable parts as defined / declared by OEM or as available on OEM web site and declared consumables.
- (e) The tenderer shall depute minimum 3 (Three) well-qualified and experienced Service Engineers with Computer / Hardware Engineering qualification on each working day for attending to the routine maintenance related complaints. Besides, the agency shall provide any other expert Engineer from time to time as may be required, for assistance to on site hardware Engineers, in case the latter are not able to intervene and solve any complaints.
- (f) Engineers will report from 9.00 AM to 6.00 PM on all working days for attending the complaints. The Engineers will report to GA Section (Room No.21). **The complaint shall be attended to promptly and rectified on the same day on which it is received, failing which a penalty of Rs.500/-(Rupees five hundred only) shall be levied for each day and recovered from the quarterly payment or performance security.**



Evaluation of Technical Bids.

The bidder should have the following Qualifications (Documentary evidence are required to be attached):-

- a. The service providers should have an office in Delhi NCR. The proof of address should be submitted with bid documents.
- b. The bidder should have had an annual turnover of at least Rs. 3 Lakhs only per year in the previous 3 years, excluding the current year. Certified annual turnover statement to this effect from a CA and copiers of ITRs of previous 3 years should be submitted with the offer.
- c. Should have experience of AMC of at least 350 Desktops at Single locations in Delhi.
- d. Should have experience of working for Govt./Dept./PSU etc. for more than 2 years. Should have provided similar services to 3 Govt.Deptt./PSUs during the last 2 years.
- e. Should have PAN/TAN number, Sales tax registration, VAT registration/Service Tax Number/GST Registration (if applicable).
- f. Deployed engineers should be paid as per the minimum wages act applicable for skilled resources at the location of service. It is mandatory that all the statutory compliances has to be met as per the standards set by department of labour.
- g. Bidder have to submit MAF specific to this RFP / tender detailing OEM authorization to participate in this bid. Bidder should also submit copy of back to back agreement for HP servers (at least) with OEM within 7 days from the award of LOI. In case bidder is not able to submit the desired agreement DIPP will have the right to negotiate prices with L2 bidder with L1 price and award the contract on same terms and conditions mentioned above.
- h. Firm must have and submit valid certificates as : ISO 20000 (certification in The Information Technology Service Management System) & ISO 27000 (certification in The Information Security Management System) & ISO 9001 (certification in The Quality Management System).



- i. Should not have been blacklisted by any Ministry/Department of the Government of India or any PSU or any other organization. A self undertaking to this effect is required to be submitted along with the tender.

Evaluation of Financial Bids.

Tender will be awarded to the L1 bidder who fulfills all pre and post terms and conditions detailed in this document. The price quoted should be exclusive of all taxes. VAT and Service Tax/GST etc. & same would be paid as per existing / revised rules announced by Govt. of India.

Tender validity

- (a) The tender validity period is 120 days from the date of opening of tender. The rates quoted by the bidders will remain valid for a period of 120 days or till the date of finalization of tender, whichever is earlier.
- (b) The Annual Maintenance Contract shall remain valid for one year from the date of award of Contract. However, the contract can be extended further with the mutual consent of both the parties, on the same rates, terms & conditions.

Earnest Money:-

- (a) The **Earnest Money Deposit** (EMD) will be refunded to all the unsuccessful tenderers immediately but in any case within 30 days after the award of the contract. EMD will be forfeited in case successful tenderer fails to abide by the terms and conditions or refuse to undertake the contract.
- (b) **Forfeiture of Earnest Money Deposit-** The Earnest Money Deposit will be forfeited:
 - (i) If the Successful bidder fail to act according to the Tender Conditions or Backs out after the Tender has been awarded.
 - (ii) If Tenderer fails to remit the Performance Security.
 - (iii) In case the successful tenderer fails to execute necessary agreement within 7 days from the date of receipt of Letter of
 - (iv) Acceptance of the tender and the tender will be held as nonresponsive.



- (v) Tenderer violates any of the conditions prescribed in the Tender Document.
- (vi) Tenderer revises any of the terms quoted during validity period

Performance Security:

An amount of Rs.50,000/- (Rupees fifty thousand only) will be the "Security Deposit" in the case of successful lowest bidder, which may be furnished in the form of Fixed Deposit Receipt from a Commercial bank or Bank Guarantee from a Commercial bank. The Performance Security should be valid for a period of sixty days beyond the date of completion of all contractual obligations of the contractor. **EMD will be refunded to the successful bidder on receipt of Performance Security**

Payment.

- (a) No advance payments shall be made.
- (b) The payment shall be made on quarterly basis on receipt of the bill from the contractor after successful work satisfactory certification .
- (c) All the bills submitted by the successful tenderer would accompany with the work vouchers duly signed by the concerned officers/officials certifying their satisfaction of the work done. Payments will be made on receipt of pre-receipted bills (in triplicate) on quarterly basis.
- (d) The PF & ESI challan of the deputed engineers should be maintained by the contractor and **Certificate should be submitted at the time of bill on quarterly basis with Self Verified Engineer's Salary slip.**



Annexure-I

A. GENERAL TERMS AND CONDITIONS OF CONTRACT

- 1) The Contractor will maintain the confidentiality of data stored in the computer systems. The contractor will be required to take appropriate actions in respect of his personnel to ensure the obligations of non-use and non-disclosure of confidential information.
- 2) The Contractor is required to provide evidence in respect of qualification and experience, which would be checked by DIPP to see the suitability/competency of the service engineer.
- 3) Service Engineers provided by the Contractor shall not be changed frequently. Only one change will be permitted during the year. For any subsequent changes a penalty of Rs. 5000/- would be payable, However if found incompetent by DIPP, the service engineer will be changed by the Contractor.
- 4) The Contractor and the resident personnel shall follow the system of monitoring the work and attendance of the service personnel as stipulated by DIPP.
- 5) In the absence of any engineer/personnel, it shall be the responsibility of the Contractor to depute another competent and experienced engineer during the period of absence of the designated engineer/personnel.
- 6) Without any extra charges, additional engineer may be deputed at DIPP whenever there are more complaints to rectify the equipment within the stipulated response time.
- 7) The DIPP will be free to relocate the service engineers between its offices.
- 8) The Department reserves the right to reject any or all the bids in full or part or not to award the contract to the lowest bidder without assigning any reason therefor and giving any compensation. The decision of the Department in this regard shall be final and binding on all.
- 9) The contractor's personnel shall not divulge/disclose to any person, any details of office, operational process, technical know-how, security arrangements, and administrative/organizational matters.
- 10) The persons deputed shall not be below the age of 18 years and they shall not interfere with the duties of the employees of the Department.
- 11) The Contractor shall ensure proper conduct of his personnel in office premises, and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work.



- 12) The contractor will be responsible for the verification of the conduct/integrity of his deployed staff.
- 13) The Department reserves the right to impose any other conditions for regulating the contract in public interest.
- 14) In case the successful bidder is found in breach of any condition(s)/tender at any stage, legal action as per rules/laws shall be initiated against the agency concerned. In that case Earnest Money Deposit/ Performance security shall be forfeited after giving proper opportunity through show cause notice.
- 15) All disputes are subject to the jurisdiction of courts in the National Capital Territory of Delhi and Agreement will be governed by and be construed in accordance with the laws of India
- 16) Interested firms/parties will have to submit unconditional acceptance to the above terms and conditions at the time of submission of the tender.
- 17) The Tender of tenderer who does not fulfil any of the above conditions and incomplete tenders are liable to be summarily rejected at the risk and cost of the tenderer only and any further correspondence in this regard will not be entertained.
- 18) The work of repair and servicing is to be carried out in the office premises itself. The work which is not possible to be carried in the office premises will be allowed to be done out-side in workshop and no extra charges would be paid for that.
- 19) Department of Industrial Policy and Promotion (DIPP) reserves the right to postpone and/or extend the date of receipt of tenders or to accept or reject all or any of the tender without assigning any reasons. In such an event, the bidder shall not be entitled to any compensation, in any form, whatsoever.
- 20) Any dispute arising in the matter shall be resolved through an arbitrator to be nominated by the Competent Authority in the Ministry.
- 21) The Department reserves the right to cancel the tender at any time or amend/ withdraw any of the terms and conditions contained in the Tender Document, without assigning any reason, thereof.



TECHNICAL BID PROFORMA

1.	Name of the Bidder	
2.	Type of Firm (Proprietary, Pvt. Ltd., PSU, others) (Give Details)	
4.	Whether ISO 9001:2008 & ISO 20000-1:2005 certified for services	
5.	Former name of firm (if any)	
6.	Certificate of Registration No.	
7.	GST Reg.No.	
8.	Address for communication	
9.	Contact person's details a) Name b) Telephone no. /Mobile No. c) Fax. No. d) E-mail id	
10.	Year of establishment in IT sector	
11.	Relevant Experience (No. of years in AMC)	
12.	AMC Turnover for last two financial years:	2015-16 2016-17
13.	Total turnover in last 3 financial years	2014-15 2015-16 2016-17
14.	Name of the companies for which Authorized O.E.M. Supplier and Warranty Service Provider of :	1. HP (Y/N) : 2. DELL (Y/N) : 3. HCL (Y/N) : 4. Acer (Y/N) : 5. Others (Pls. specify):
15.	Have you failed to complete any work awarded to you. (if so, when, where and why?) Give complete details	
16.	How many projects you were imposed penalties for delay/unsatisfactory performance	
17.	Satisfactory service certificates from previous customers (Provide details)	

18.	Any Quality certification attained by the firm? (if yes, enclose copy)				
19.	Details of Manpower (Please provide details with Qualifications on separate sheet)				
20.	a) No. of Hardware Engineers				
21.	b) No. of Software engineer				
22.	c) No. of Network engineer				
23.	d) No. of Other Staff				
24.	Details of EMD Deposited				
	Date	Draft No.	Bank Details	Amount	Valid Upto

I/We hereby certify that the information furnished above is full and correct to the best of my/our knowledge. I/we also undertake that the firm has not been barred or blacklisted by any of the Central / State Government / Departments / Organizations / Central or State PSU and no such case are undergoing/pending upon the firm.

Date :

(Signature of the authorized signatory)

Name

Place :

Office seal



FINANCIAL BID PROFORMA

List of computer items which will be proposed for AMC functioning in this Department

Sl.No.	Name of Model/Brand of photocopier	Quantity	Rates quoted (excluding taxes)
1.	Desk top computer(Intel Core 2Duo)	162	
2.	Desk top computer(intel i-5/)	298	
3.	Desk top computer(i-7)	06	
4.	Colour Laser Jet Printer	58	
5.	Laser Jet Printer	366	
6.	Multifunctional Printers	42	
4	Scanner(Flatbed)	48	
5	Scanner(ADF)	15	
6	Rack Mounted Server HP Proliant DL180G6	02	
7	Rack Mounted Server HP Proliant DL580G7	02	
8	Rack Mounted Server HP Proliant DL120G7	01	
9	Server HP Proliant ML110G6	01	
10	Server HP Proliant ML350	01	
11	UPS	459	
12	CISCO MDS 9124 Multilayer Fabric Switch	02	
13	HP 4GPPS Single ported fibre channel HBA Card	01	
14	HP 4GPPS Dual ported fibre channel HBA Card	02	
15	HP Rack Mountable Key Board Mouse with foldable 17" TFT Monitor	01	
16.	HP-STORAGE WORKHSV300 2TB FC SAN System	01	
17	HP Rack Mountable 8 Port KVM Switch	01	
18	On line UPS(10KVA)	01	
19.	On line UPS(5KVA)	02	
TOTAL			

