

**E-TENDER FOR COMPREHENSIVE ANNUAL
MAINTENANCE CONTRACT FOR DESKTOP
COMPUTERS, LAPTOPS, SERVERS, SCANNERS,
PRINTERS, UPS, LAN, OTHER PERIPHERALS**



Building Materials & Technology Promotion Council

Ministry of Housing & Urban Affairs, Govt. of India
Core – 5A, 1st Floor, India Habitat Centre
Lodhi Road, New Delhi



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Lodhi Road, New Delhi

Tender No.: BMT/MIS/01/2018-19/ET-002

Date: 10/07/2018

NOTICE INVITING E-TENDER

Online offers are invited by **25.07.2018** upto **3:00 PM** for the work of Comprehensive Annual Maintenance Contract for Desktop Computers, Laptops, Servers, Scanners, Printers, UPS, LAN and other peripherals.

For details log on to websites www.tenderwizard.com/BMTPC & www.eprocure.gov.in & www.bmtpc.org.

Chief (PMT & Admin)



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TENDER No. BMT/MIS/01/2018-19/ET-002

Date: 10.07.2018

Building Materials & Technology Promotion Council (BMTPC), New Delhi (hereinafter referred to as "the Council") invites online item rate tenders under two bid systems for Comprehensive Annual Maintenance Contract for Desktop Computers, Laptops, Servers, Scanners, Printers, UPS, LAN and other peripherals from the date of awarding the contract for a period of two years as detailed below:

S. No.	Particulars	Description
1.	Name of Work	Comprehensive Annual Maintenance Contract for Desktop Computers, Laptops, Servers, Scanners, Printers, UPS, LAN and other peripherals
2.	Period of Work	AMC Period Initially for a Period of Two Years. Extendable to further period of one year on successful and satisfactorily Completion of 2 nd year.
3.	Earnest money Deposit	Rs.25,000.00 (Rupees Twenty five Thousand only) in shape of DD/FDR in favour of BMTPC payable at New Delhi.
4.	Non-refundable cost of tender / Bid document	Nil
5.	Validity of Tender	120 days from last date of submission of tender
6.	Issuance of Tender Documents on any working day or can be down loaded from BMTPC web site or www.tenderwizard.com/BMTPC .	From 11 Hrs 10.07.2018 to 24.07.2018 upto 17:00 Hrs.
7.	Closing Date and Time of Tender	On 25.07.2018 upto 15:00 Hrs.
8.	Opening of Technical bids	On 25.07.2018 at 15:30 Hrs.
9.	Period during which EMD, e-tender Processing fee, Letter of unconditional acceptance of tender conditions shall be	Before and up to 15:00 hrs. on 25.07.2018 in BMTPC, Core – 5A, 1st Floor, India Habitat Centre Lodhi Road, New Delhi

	submitted in physical form.	
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The tender document can be downloaded from the websites www.tenderwizard.com/BMTPC & www.eprocure.gov.in and www.bmtpc.org. "Corrigendum, if any, would appear only on www.tenderwizard.com/BMTPC and not to be published in any News Paper".

The issuance of tender document does not mean the agency has been technically qualified. Hence agencies/bidders are advised to submit all the relevant documents/credentials required in tender for technical qualification along with their bid.

Interested bidders may contact the following officials for site visit and/or for seeking any details regarding execution of proposed work:

Mr. Dalip Kumar, Sr.Field Officer, BMTPC, Core – 5A, 1st Floor,
India Habitat Centre, Lodhi Road, New Delhi.

For E-Tender Related Helpdesk:

Mr. Sachin Verma – Mob: 9555926408, E-Mail: helpline4tenderwizard@gmail.com

Mr. Kushal Bose – Mob: 7686913157, E-Mail: bose.kushal2012@gmail.com

Tender documents duly completed in all respect shall only be uploaded on the website www.tenderwizard.com/BMTPC till 15:00 hrs. of 25.07.2018 and Technical bid shall be opened on the website www.tenderwizard.com/BMTPC at 15:30 hrs. on 25.07.2018 in the office of BMTPC, Core – 5A, 1st Floor, India Habitat Centre, Lodhi Road, New Delhi.

The Tender has been invited in e-tender mode. For download of e-tender document, uploading of tender document along with Financial Bid, opening of Technical Bid, notification of any corrigendum and addendum etc. the website www.tenderwizard.com/BMTPC is to be used. The intending bidder must get themselves registered with the service provider M/s ITI Ltd. for participating in e-tender.

The intending Bidder is requested to upload the Bid well in time to avoid any difficulty due to failure of server etc. For any clarification about the website our service provider M/s ITI Ltd. needs to be contacted.

The date of opening of price bid shall be intimated to the qualified agencies separately.

Any corrigendum/addendum/errata in respect of the above tender shall be made available only at our official website www.bmtpc.org and website www.tenderwizard.com/BMTPC. No further press advertisement will be given. Hence, all bidders are advised to check BMTPC website www.bmtpc.org and website www.tenderwizard.com/BMTPC regularly.

Chief (PMT & Admin)
BMTPC

TERMS OF REFERENCE FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR DESKTOP COMPUTERS, LAPTOPS, SERVERS, SCANNERS, PRINTERS, UPS, LAN, OTHER PERIPHERALS

1. The eligibility criteria of the bidders should encompass the following:
 - i. The intending bidders should have a minimum of three years' experience in Annual Maintenance Contract/Hardware Sales field, duly supported by documentary evidence in support of their competence and infrastructure.
 - ii. The firm should have adequate qualified manpower having experience in the field.
 - iii. The bidder should have annual turnover of at least Rupees 25 Lakh (Rupees twenty five lakh) during last three years in services only such as AMC of Desktop, printers, peripherals, & LAN. The firm will have to attach documentary proof in this regard.
 - iv. Bidder should submit their valid documentary proof of GST and PAN, copies all of these should be enclosed with the Technical Bid Offer failing which the bid would be rejected.
 - v. The bidder should have undertaken at least three similar assignments of amount Rs.3.00 lakhs or above per year in the past three years for Govt. Deptt. / Undertaking / PSE etc.
 - vi. Attach successful completion certificate and copies of major work order executed for proof of experience.
 - vii. The Agency should have its main office in Delhi/NCR.
 - viii. Bidder should have Authorized Service Provider of HP/Lenovo/APC/Apple etc.

2. E-tenders are invited under two bid systems i.e. Technical Bid and Financial Bid. Interested firms are advised to submit their bids by visiting the portal www.tenderwizard.com/BMTPC. The bids will be accepted as e-tender only i.e. the tenderers will submit their bids on the e-Procurement Portal, in an encrypted format. Possession of valid Digital Signature Certificate (DSC), valid e-mail address and registration of the firms on the e-Procurement Portal i.e. www.tenderwizard.com/BMTPC are pre-requisite for e-tendering. One Firm may only submit one proposal. If a Firm submits or participates in more than one proposal, such proposals shall be disqualified.

3. Technical Bid should also include the complete profile of the firm. The firm should furnish the details of Government Departments/PSUs where they have

completed the AMC as per the proforma given below:-

S.No.	Name & address of the Govt. Department/PSUs with telephone number	Details of equipment & number of contract	No. of resident engineers provided	Period	Contract value (Rs. In lakhs)
1	2	3	4	5	6

4. The Documents to be submitted with Technical Bid:-

S.No.	Terms and conditions of technical bids	Page Number
1	Copies of PAN and GST of firms.	
2	Performance Certificate issued by at least three Departments during last three years	
3	Balance sheet for last three years alongwith Profit & Loss Statement	
4	The address of the Service Centers with contact person, name, telephone and fax numbers at New Delhi	
5	Self-Certificate that they have not been blacklisted by any Govt. Department	
6	List of Equipment, Software, machines & tools held to handle breakdowns / carry out preventive and rectification maintenances	
7	Authorized Service Provider from OEM – certificates	
8	Company Profile	
9	Letter of unconditional acceptance of tender conditions	

5. The Financial bid should contain the price quoted against each item separately. The format for furnishing price details is as given herebelow:-

S. No.	Item name	Make/Model	Quantity	Rate per unit for a year	Total Quoted cost			
					without GST	With applicable GST		
				(in Rs.)	(in Rs.)	(in Rs.)		
1	Computers	IBM Lenovo Thinkcentre	18 nos.					
		HP Compaq 8100 – Soft Form Factor	9 nos.					
		Dell 660s	7 nos.					
		Apple MacPro	1 no.					
		HP Z400 and Z230 Workstation	2 no.					
		Acer veriton m200	4 nos.					
2	Servers	HP Invent	1 no.					
3	Laptops	HP/DELL	8 nos.					
		MacBook Air	5 nos.					
4	Printers	HP CP1515N	1 no.					
		HP CP 2605DN	1 no.					
		HP 1200	1 no.					
		HP 1007	9 nos.					
		HP 1505	1 no.					
		HP 1018	4 nos.					
		HP 2055DN	1 no.					
		HP 1010	2 no.					
		HP 1108	3 nos.					
		HP 1606DN	1 no.					
		HP CP5550DN	1 no.					
		HP M202dw	1 no.					
		5	Scanner	HP (Flatbed)	1 no.			
		6	Plotter	HP Designjet T790 - 44-inch – PostScript ePrinter (CR650A)	1 no.			
7	LAN	Ethernet (Connecting all above computers, servers and network printers)	through Linksys Router					
8	Switches	3 COM (4400 SE & 3300 – Superstack II & III) Compex – PS2208B Dlink – Des1008D	5 Nos.					

S. No.	Item name	Make/Model	Quantity	Rate per unit for a year	Total Quoted cost	
					without GST	With applicable GST
					(in Rs.)	(in Rs.)
9	Router	Linksys/D-link	4 Nos.			
10	Data storage Box	Acuta (RAID)1TB	1 No.			
11	UPS	APC Symmetra 12 KVA UPS - Model SY4KEXI (with internal Power Module) and Additional Power Module	1 no.			
		BPE/APC UPS 0.5 KVA	2 No.			
		Kaveri Powertronics UPS 3 KVA	1 No.			
Total Quoted Cost (in figures)						
Total Quoted Cost (in words) :						

Note: One Engineer needs to be deployed on the working days during office hours at the premises of the Council.

6. New equipment as and when purchased by the Council will be included in AMC on expiry of its warranty period.

7. The AMC rates mentioned in this contract will be valid for two years from the date of awarding the 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 BMTPC, based on the performance of the vendor, with mutual consent on same prices and terms and conditions for further 1 year.

8. The system maintenance charges should not include the cost of consumables and supplied items such as media like magnetic tapes, toner cartridges, printer bands and printing heads, UPS and laptop batteries, computer stationery and floppy diskettes, CDs, DVDs. Laser Printer maintenance charges include all parts except toner cartridges.

9. The MIS Section of the Council will keep a record of machine failure including the name of failure, date and time of booking the complaint and when the machine is set right and total down time. The records will be signed by the Company's Service engineer and MIS Section's representative.

10. The service engineers would take up any reported fault within one hour. As far as possible, the repairs would be carried out on-site itself. Whenever the system cannot be repaired on site within the specified time limits, the Company will have the option to take the equipment to their workshop / premises with prior permission from MIS Section and provide the alternative equipment of same or better specifications. The Council's equipment in any case will have to be repaired/set right within 3 days and returned to the Council. The firm will arrange their own transport, for which no extra payment will be made.

11. The firm will install anti-virus software in each of the computers and laptops every year and undertake regular virus scanning and virus removal jobs.

12. Four preventive maintenance checks of each system under AMC will have to be carried out by the firm on a quarterly basis and will have to be certified by the MIS Section's representative. Preventive maintenance will include special cleaning of the monitor, printer, key board, mouse etc. from outside with liquid cleaner and inside will be carried out on quarterly basis. A preventive Maintenance Report from the user would be submitted to MIS Section, failure of this, will lead to deduction from the payments.

13. A Performance Security Deposit of 10% of the price of the AMC contract will have to be deposited by the successful tenderer while accepting the AMC valid upto further six months after date of completion of contract, in the form of a Bank Draft / Performance Bank Guarantee payable to the Council. This will be refunded on Completion of the contract to the entire satisfaction of the Council. In case of any default, the total amount or a part thereof will be forfeited. The Proforma for Bank Guarantee shall be given to the successful tenderer at the time of award of the AMC.

14. The firm will check all the Computers, printers, scanners and laptops, etc. under AMC along with MIS Section representative before 10th of each month and submit a report.

15. The AMC includes formatting and maintenance of Computers, Laptops, LAN, Internet, Data recovery and re-installation including the Software used in the office. Also, to load and upgrade anti-virus software, if need arises.

16. The upgraded items (Memory, HDD etc.) purchased by the Council and upgraded into the existing systems/machines will also be included in AMC with the firm as soon as warranty period expires. This will be done through Addendum signed by the Council.

17. In case of intermittent failures and repetitive problems due to improper

diagnosis or repair, the system will be treated as continuously down.

18. The equipment will be returned in good working condition to the Council. In case the AMC holding party fails to return the machine back in working condition to the Council, it will have to pay the contemporary price prevailing in the market of the same model and make. The Council shall have full liberty to deduct such amount from the pending/ensuing bills or the Performance Security Deposit.

19. To monitor the maintenance activity and to discuss other related matters, a monthly meeting between the MIS Section of the Council and representatives of the Company may be held in the Council.

20. The Firm's personnel will comply with all the data security and security regulations in the Council. Any breach of this condition will render the entire contract as null and void.

21. The engineer/technician deputed for preventive maintenance and rectification shall report to MIS Section of the Council; carry out all the activities under the control and technical supervision of the in-charge of the MIS Section.

22. SERVICE FOR ALL COMPUTERS, PRINTERS, SCANNERS, PERIPHERALS ETC. Maximum acceptable downtime will be one day excluding holidays from the time of registration of the complaint. In case, Company fails to adhere to the downtime stipulated herein, penalty clause as detailed below in Para 23 below will apply.

23. PENALTY:

- (i) Penalty for not attending the calls as per Para 21 of Service Assurance will be Rs. 200/- per working day for each system, printer, Laptops, Scanners etc.
- (ii) Penalty for failure of doing Scheduled Preventive Maintenance (PM) and submission of Reports in time will be Rs. 175/- per machine.

24. PAYMENT TERMS:

The payment will be released on a quarterly basis after satisfactory completion of service. The company will submit quarterly bills alongwith the downtime statement and the PM report within one month of completion of the quarter to the MIS Section of the Council.

25. The Council reserves its right to accept/terminate/extend the maintenance contract at sole discretion of BMTPC. The contractor will not be entitled to claim any compensation against termination of contract at any time. However, while terminating the contract, if any payment is due to the contractor for maintenance services already performed in terms of the contract, the same would be paid to it as per the contract terms.

26. All the firms participating in the tender must submit a list of their owner / partner etc. alongwith their contact telephone numbers and a certificate / undertaking to the effect that the firm is neither blacklisted by any Government Department nor any criminal cases registered against the firm.
27. Present strength of qualified engineers in the bidding firm should be mentioned.
28. The firms should mention company PAN No. and GST No.
29. No advance payments will be made under any circumstances.
30. A Technical Committee may be constituted to scrutinize/evaluate technical soundness / competence of the firm/Company.
31. The tenderers may represent themselves personally or through their authorized representatives, if any, at the time of opening of the tenders.
32. The Committee in order to satisfy itself may conduct a spot enquiry or ask to furnish more details to verify soundness, capability and viability of the firm.
33. The firm should have their own in-house Technical Repair Centre and should be an authorized service provider for IBM/HP/Compaq/Dell/Sony/Apple/APC brand etc. for Delhi region for atleast last three years.
34. A copy of the terms and conditions duly signed by the tenderer in token of having understood and agreed to the same should be attached along-with the tender.
35. **Evaluation Criteria :** The Financial bid will be evaluated on the basis of the total bid amount quoted in bundle price consisting of the Computers, Servers, Laptops including its batteries, Printers, Scanners, LAN all clubbed in a single lot and not the items-wise lowest rates quoted by the bidders. However, in the case of UPS, lowest rates quoted by the bidders will be considered only for without batteries.
36. Financial bid shall contain price only and no other documents shall be enclosed with the financial bid. This should be in the prescribed format (Para 5 refers).

Chief (PMT & Admin.)