



Delhi Urban Shelter Improvement Board
Punarwas Bhawan, I.P. Estate, New Delhi 110002.
COMPUTER DIVISION.

Ref No.: **Comp div / 2017 / DD (Systems) / D-313**

Date: **27/11/2017**

To, **Com**

NOTICE INVITING SEALED QUOTATION

1. Delhi Urban Shelter Improvement Board, invites sealed Technical and financial bids for Repair and AMC of HP ML 350 T06 Server with the following configuration:

- (a) Intel Xeon E 5620, 2.4 Ghz Quad core with 6 GB RAM.
- (b) Intel 5500 OEM Mother board.
- (c) 16 GB RAM.
- (d) 6 TB 7.2 rpm SAS.
- (e) Raid Controller Minimum 3 ports SAS controller with 128 MB Cache.
- (f) Window Server standard 2008
- (g) 3 USB ports, 1 serial port.

2. Comprehensive on-site AMC of the Server.

The agencies are requested to submit the bids in two envelopes subscribing (A) Technical Bid (B) Financial Bid.

The Technical Bid envelope shall contain (a) Self attested copies PAN No. /TIN No. & GST No. allotted by Income Tax / Sales Tax Department & GST Department. (b) Self attested copies of Certificate of incorporation of the company. (c) Self attested copy of ITR for the year 2015-16. (d) Self attested copy of ITR for the year 2015-16. (e) Self Attested copy certifying that the agency has its service center at Delhi/NCR. (f) The agency shall have undertaken similar individual AMC work for atleast 3 Servers in at least 3 No. Central Govt. Deptt. /PSU/ Delhi Government Departments/Private Organisation all located in Delhi/NCR in the last 2 financial years. The self attested such work order copies of the same may be provided:

3. The Financial bid envelope shall contain.

(a) The vendor shall quote the rates for repair / replacement of Raid Controller Card and replacement of faulty one no. 1 TB HDD.

(b) The vendor shall quote for the Comprehensive on-site one year AMC of the server.

The agency shall submit the sealed quotation latest by 08/12/2017 by 3.00 pm in the office of Dy. Director(IT-I), Room No. 43, Punarwas Bhawan, I.P. Estate, New Delhi-110002.

You may kindly attend the same or send your representative for opening of the Technical & Financial bid at 3.30 p.m. on 08/12/2017 in the office of undersigned. Financial bid of the vendors who have qualified the Technical bid will be opened.

Terms and Conditions :

1. The agency may inspect the HP Server in Room No. 15, Punarwas Bhawan, I.P. Estate, New Delhi on any working days from 10.00 am to 5 pm.
2. The contracting agency shall truly & faithfully carry out the maintenance job as is done by the services / business houses in proper manner / standard fashion for preventive and comprehensive maintenance of the Server installed at DUSIB HQ to the extent of its satisfaction initially for a period of one year.
3. The agency shall submit self attested copies PAN No. /TIN No. & GST No. allotted by Income Tax / Sales Tax Department & GST Department. Self Attested copy certifying that the agency has its service center at Delhi/NCR and Certificate of incorporation of the company.

4. The agency should have taken up similar individual AMC work for at least 3 Servers in at least 3 No. Central Govt. Deptt. / PSU / Delhi Government Departments / Private Organisation all located in Delhi/NCR in the last 2 financial years. The self-attested copy of such work orders shall be submitted.
5. The firm awarded with the maintenance contract shall carry out preventive maintenance of Server once in a month and shall maintain proper record thereof. Failure to do so shall attract penalty @ Rs.100/- (Rupees One Hundred) per month for the delayed period.
6. The validity of the rates shall be 90 days.
7. The agency shall ensure recovery of data up to the maximum extent possible in case of hard disk crash or any other problem either in-house or from the market at no extra cost, as well as loading/ re-loading of softwares, if required.
8. AMC shall cover each and every part of Computer Server including plastic body and parts, power cables, replacement of any part necessary for keeping the computer Server system active and free from any defects / disturbance, any unscheduled call for corrective and / or preventive maintenance services, taking appropriate measures / steps in time to set right the malfunctioning of the Server.
9. Conditional tender, non submission of documents mentioned at S. No. 2 & 3 of the technical bid will invite rejection of tender document without assigning any reason.
10. AMC of the server shall be on-site comprehensive maintenance, which includes preventive as well as corrective maintenance.
11. The replacement of all spares including plastic parts, c-MOS batteries is included in the AMC and the vendor shall not raise any objection / condition in replacement of spares.
12. Fault intimated and / or noticed after award of the contract shall be rectified by the firm entrusted with the award of the contract at no extra cost.
13. The service provider shall not raise any condition with regard to the working environments including voltage, earthing, action of staff, pests, insects for the server covered under AMC. The comprehensive maintenance shall be carried out primarily at the premises of DUSIB on all working days during office hours and even beyond that. In case, the service provider feels that the equipment cannot be repaired at site, they will carry & deliver the equipment at their own cost and get it repaired within 24 - 48 hrs, failing which an amount of Rs.300/- per day shall be charged as penalty.
14. In the event of non-satisfactory conduct of maintenance services, Department shall have the right to terminate the maintenance contract on short notice.
15. The selected vendor shall not assign this agreement or any part thereof, or any benefit there under without the consent of DUSIB, to any other party.
16. It is clarified that the Server is operational under Controlled Power Supply and therefore, all defective equipment shall be rectified / replaced without any additional cost to the department in case of short circuit or otherwise.
17. The vendor who has been awarded the work shall hand over the computer server in good working condition at the expiry of the contract or the extended period of this contract, whichever is later to the succeeding vendor to be appointed by the DUSIB. The succeeding vendor shall deploy Engineer at HQ to take over the Server from the present vendor within 15 working days, otherwise it will be presumed that the Server has taken over in working conditions and certificate to this effect will be submitted by the succeeding vendor. The present vendor shall also deploy engineer at HQ and will co-ordinate with the succeeding agency to hand over the Server, before release of final payment.
18. Vendor shall ensure that the server is retained in its original or higher configuration and form. In the event of any downward alteration to the equipment by the agency or any attachment made thereto, the agency shall pay for any repair / replacement and adjustments required to restore the equipment to its original state.
19. If preventive maintenance of Server is not carried out in any Quarter a penalty @ Rs.100/- (Rupees One Hundred) shall be imposed for the delayed Quarter/Month.
20. Payment terms : 100% after successful completion of job mentioned at 3 (a) and quarterly payment for 3 (b).
21. Statutory Taxes, if any, should be mentioned separately in the quote, failing which it will be presumed that the quote is inclusive of all taxes.
22. Any increase or decrease in taxes, duties or prices of component, etc. will not affect the AMC rates during the entire period of AMC of the Server.
23. In the event of short listing of the agency, the work order shall be issued by DUSIB.
24. The firm awarded with the contract shall deposit a performance guarantee within 20 working days of award of contract in the form of Security Deposit equal to 10% of the total work order value in the form of Bank Guarantee / Banker cheque / Draft in favour of Delhi Urban Shelter Improvement Board valid for a period of 15 months from the date of award of contract. No interest shall be paid on the Security Deposit / Performance Guarantee.
25. The Department has the exclusive right to terminate the contract by giving short notice to the firm without assigning any reason. The company has to give three months notice in advance before cancellation of the contract. Contravention of the same would lead to forfeiture of Performance Guarantee along with all outstanding dues.

26. If the agency backs out after the award of contract, the PG would be forfeited and the agency shall be debarred from further tendering in the department for the period of two years. After 3 months of the expiry of AMC, the Performance Bank Guarantee shall be returned to the agency.
27. Any fault in the server which cannot be repaired by the agency due to which critical / urgent work is held up, same will be got repaired / replaced by outside agency and the bill amount will be debited to the quarterly payment.
28. The agency shall enter into an agreement with department on a non judicial stamp paper of value Rs.100/- within 20 working days of placing the letter of intent / award. However, this agreement shall come into force as soon as work order/ award letter is placed by the department.
29. The validity of the AMC contract shall be initially for one year from the date of award of the contract / Repair of the Raid Controller Card and making the server operational which ever is later. The AMC can be extended further subject to satisfactory services by the service provider at same rates and Terms & Conditions. However, final decision shall rest with the Department.
30. The Department has the exclusive right to terminate the contract by giving short notice to the firm without assigning any reason.
31. The company has to give three months notice in advance before cancellation of the contract. Contravention of the same would lead to forfeiture of Performance Guarantee along with all outstanding dues.
32. Foreclosure of agreement:
In case of work being abandoned by the agency for continuous period of 15 (days, he contract shall be liable to be terminated with a 7 days show cause notice by the Department and the performance guarantee shall be forfeited.
33. Court: This contract is subject to the jurisdiction of the NCT of Delhi.
34. Arbitration: Any dispute, differences or questions arising at any time between the parties in respect of this agreement or concerning provision herein contained shall be referred within 30 days of such dispute to sole Arbitration of a person appointed by CEO(DUSIB) and the award of the arbitrator shall be final and binding on both the parties.

S. Sandhu
27/11/2017

Dy. Director (IT-I)
Room No. 43

Punarwas Bhawan, I.P. Estate
New Delhi-2.