

**DELHI URBAN SHELTER IMPROVEMENT BOARD
COMPUTER DIVISION**

Ref. No. : COMP.DIV/DDCIT/2018/D-725

Dated:- 16/11/18

NOTICE INVITING TENDER

Technical and Financial bids are invited from HP Authorised Business Partner/Dealer/Vendor having adequate experience in the field of AMC, supply, installation of HP Products for AMC of 27 Nos of HP 406 Business PC. Out of the 27 Nos of HP 406 Business PC, 24 Nos of HP 406 Business PC are to be put into AMC from 01/12/2018 and 3 Nos from 01/05/2019.

The Tender Document and EMD of Rs.1000/- (One Thousand Only) is to be submitted in form of Demand Draft / Pay Order/ Bankers Cheque in favour of DELHI URBAN SHELTER IMPROVEMENT BOARD, in the office of Dy. Director(IT), Room No. 43, Punarwas Bhawan, I.P. Estate, New Delhi-2.

The last date of submission of tender is 27/11/2018 till 3.00 p.m. The technical bid shall be opened on 27/11/2018 at 3.30 p.m. The Technical bid shall be opened in the presence of interested tenderer or their authorized representative. Financial bid of the vendors who have qualified the Technical bid will be opened after approval from Competent Authority.

The agency intending to quote for the work should fulfill the following :

(Annexure-1)

1. The vendor should be a Registered Firm and Registered with Sales Tax Department, G.S.T. Department. (Self attested copy of incorporation/Registration of firm, PAN No, G.S.T No. should be enclosed).
2. The Vendor Should be HP Authorised Business Partner/Dealer/Vendor having adequate experience in the field of AMC, Supply, installation of HP Products. (Self Attested Copy of the same may be attached).
3. The agency should have taken up similar work of AMC of Computers in in at least 3 Nos of Central Govt. offices//PSU/Delhi Govt. Department. (The Self Attested copy of the work Order should be submitted.)
4. The vendor/OEM should not be blacklisted by any Govt./Authority/Department (Enclosed a self attested undertaking).
5. **Earnest Money Deposit** :An EMD of Rs.1000/- (One thousand Only). The EMD may be forfeited if the Bidder withdraws or amends its tender or impairs or derogate from the tender in any respect within the period of tender. The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.
6. The Company shall have its Registered office / Branch office / Service Center in Delhi-NCR and shall submit a self attested proof of the Same.

7. Envelope containing the financial bid in the prescribed format given in Annexure-II shall be provided. Both the Envelopes i.e Technical Bid envelope and Financial Bid envelope are to be sealed in another envelope marked 'Master Envelope'. The Master Envelope should be super scribed "NIQ for AMC of 27 Nos of HP Computers".
8. Terms & Conditions of the technical bid duly completed quotation along with requisite documents should reach by post or by person at the following address on or before 27-11-2018 up to 1500 Hrs IST positively. Delhi Urban Shelter Improvement Board will not be responsible for delay in submission of tender sent by post. Incomplete & ambiguous tender will be rejected.
9. The price should be quoted as per schedule given in the Annexure-II. No extra payment will be made other than quoted amount. The validity of quotation should be for a minimum period of 60 days.

Annexure -II

(Company Letter Head)

FINANCIAL BID

Sub: Submission of Financial Bid – NIQ for AMC of 27 Nos of HP Business Desktops.

S.No	Item Description	Quantity	Unit Price	Total Price	GST%	GST Amount	Grand Total Including GST
1	AMC of HP 406 Business Desktops i-5 with 4 GB RAM and 500 GB HDD.	27 Nos					

Yours Sincerely

Date:

(Authorized Signatory with Stamp)

Name & Address of the Firm _____
 Telephone Nos. _____ Mobile _____
 E-mail Address _____

TERMS & CONDITIONS OF THE MAINTENANCE CONTRACT OF THE HP COMPUTERS IN DELHI URBAN SHELTER IMPROVEMENT BOARD.

- 1.1 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 computers of DUSIB HQ/Vikas Bhawan-II/Raja Garden, annexed as Annexure 'A' to the extent of its satisfaction initially for a period of eight Months w.e.f 01/12/2018 - 31/07/2019 for 24 Nos of **HP 406 Business PC** and from 01/05/2019 - 31/07/2019 for 3 Nos of **HP 406 Business PC**.
- 1.2 The vendor should be a Registered Firm and registered with Sales Tax Department, G.S.T. Department. (Self attested copy of incorporation/ Registration of firm, PAN No, G.S:T No. should be enclosed)
- 1.3 The service provider shall provide One No. trained resident engineer, equipped with mobile phone, to the department as explained at para 1.4 during office hours from Monday to Friday and even on Saturdays depending on requirement. If there is any exigencies of work, the services can be extended beyond office hours and even on holidays without any additional cost.
- 1.4 The resident engineer to be posted in the department should have minimum diploma/certificate or a degree in computer engineering / science or relevant field from Govt./Reputed Private Polytechnic / Institution with minimum two years work experience. In case of frequent complaint of inefficiency of the RE's, the RE has to be replaced.
- 1.5 The intending firm shall on demand provide the CVs on demand of the Resident engineer to be posted in the Department along with photocopy of certificates and work experience.
- 1.6 The Resident Service Engineers deployed by the service provider shall work under direct control of the department. In case of extreme exigency only, the conveyance charges etc. will be borne by the Agency. The Resident Engineers will be provided with Mobile phones.
- 1.7 In case, the service engineer intends to proceed on leave, prior approval of and intimation to the department shall be taken and given, failing which the absence shall be treated as an unauthorized absence and penalty as given in the Penalty clause No. 2 shall be invoked.
- 1.8 **AMC shall be on-site comprehensive maintenance, which includes preventive as well as corrective maintenance.**
- 1.10 The firm awarded with the maintenance contract shall carry out preventive maintenance of each equipment once in a month and shall maintain proper record thereof. Failure to do so shall attract penalty @ Rs.100/-(Rupees One Hundred) per machine unit per month for the delayed period. The scheduled preventive maintenance shall include:

- (i) Cleaning of Computers.
- (ii) Lubricating / oiling of mechanical parts.
- (iii) Checking and fixing of loose connections of computers.
- (iv) Checking of hard disk drives for any bad sectors and removal of the same, if feasible.
- (v) Defragmenting and cleaning the Hard Disk.
- (vi) Checking and cleaning of all viruses from Computer by vendor's own antivirus software.
- (vii) Cleaning of the R/W Head.
- (viii) Checking of LAN connections/ connectivity and setting them right, if required.
- (ix) Checking output supply from UPS.
- (x) Checking for proper earthing of equipments/ power supply; etc.
- (xi) Any other activity to keep the machines in perfect & desired working condition.

1.11 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.

1.12 AMC shall cover each and every part of Computer including plastic body and parts, computer power cables, replacement of any part necessary for keeping the computer 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 computer systems.

The replacement of all spares including plastic parts, cmos batteries, etc. is included in the AMC and the vendor shall not raise any objection / condition in replacement of spares.

Accessories including Monitor/Keyboard/Mouse etc. if not repairable will be replaced. The replacement of all defective parts with good quality and OEM branded/ approved parts, or as given in clause 1.21 of same or higher specifications will be done by service provider without any extra charge of any kind. Used / repaired parts of any other brand from any other source or of lower specifications shall not be accepted.

1.13 The agency shall provide required tools test equipments, crimping tools, gadgets and softwares to their engineers to run diagnostics at site itself. The agency shall also maintain a logbook of repair / preventive maintenance for all the machine in suitable format in consultation with the department. No charges shall be payable for the movement of Resident Engineer from one location to another for attending/ checking the equipments.

1.13 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.

- 1.14 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 hrs, failing which replacement shall be provided, failing which an amount of Rs.300/- per day per computer and Rs.200/- per day per printer shall be charged as penalty.
- 1.16 The service provider shall not raise any condition with regard to the working environments including voltage, earthing, action of staff, pests, insects etc for the equipment's covered under AMC including breakage of pins of mouse or in the various ports in the CPU.**
- 1.17 The equipment fault call shall be received centrally and shall be forwarded to the concerned service engineer by the concerned official of the department and shall be attended immediately on receipt of the same. The firm shall maintain proper service call sheets which will be duly signed by the engineer and the concerned official of the Department.
- 1.18 The company will ensure 99% uptime for the entire equipment failing which penalty as stated under clause 2 shall be imposed.
- 1.19 The service provider shall also be responsible for removal of virus of any nature and should have latest Anti-virus software with upgrades/ updates facilities.
- 1.20 Department shall not be responsible for any use of unlicensed anti-virus software, if any, used by the service provider. The responsibility shall vest with the service provider for using unlicensed softwares.
- 1.21 In case of replacement of components during AMC, the vendor shall deposit the old components with the department. Replacement of the following major component shall be as under :-

Keyboard : -HP/LENOVA/SAMSUNG/LOGITECH
Mouse : .HP/LENOVA/MICROSOFT/LOGITECH/COMPATABLE
CPU : - INTEL
Mother Board:- HP/LENOVA/INTEL/GIGABYTE
RAM :- KINSTON/HYUNDAI/TRANSCEND
HARD DISK :- SEAGATE/MAXTOR/SAMSUNG/WD
CD ROM :- HP/EQUIVALENT
SMPS :- HP /EQUIVALENT
(All Models)

The vendor shall submit to the department on demand, if possible, the certified copies of invoice / bill of the part replaced from the Manufacturer/ Authorized dealer of the replaced component.

1.22 Earnest Money:

The vendor shall provide an Earnest Money of Rs **1000** in favour of Delhi Urban Shelter Improvement Board by way of Banker Cheque / Demand Draft payable at Delhi before opening of the bid.

- 1.23 Should any tenderer withdraw its offer during the period between tendering and award of work the entire amount of EM shall be forfeited.
- 1.24 The EM of successful bidder shall be retained by department until the period of Performance Guarantee is over whereas for all other unsuccessful bidders, it shall be returned / discharged after the case is finalised.
- 1.25 In the event of non-satisfactory conduct of maintenance services, Department shall have the right to terminate the maintenance contract on short notice.
- 1.26 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.
- 1.27 It is clarified that all the equipments are operational under Controlled Power Supply and therefore, all defective equipments shall be rectified / replaced without any additional cost to the department in case of short circuit or otherwise.
- 1.28 The vendor who has been awarded the work shall hand over all the computers 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 & site to take over the inventory from the present vendor within 15 working days, otherwise it will be presumed that the inventory 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 & site and will co-ordinate with the succeeding agency to hand over the inventory, before release of final payment.

- 1.29 Before submitting the tender, the agency may inspect the HP computers for which tenders are invited installed at DUSIB HQ/Vikas Bhawan -II of DUSIB, Office of Dy. Dir. (System) of DUSIB may be contacted for details. No escalation in rates of AMC will be accepted after submission of tender. Rates Quoted will remain firm and valid for six months.

30 Vendor shall ensure that the equipment 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.

2. PENALTY:

- 2.1 A penalty of Rs.300/-(Rupees Three Hundred) per day shall be imposed for an unauthorised absence of the resident engineer.
- 2.2 Any Machine down for more than 8 hours (working hours) and for which no replacement has been provided within the prescribed time limit, a penalty at the rate of Rs.300/- per day per computer and Rs.200/- per day per printer shall be imposed. For other peripherals such as Modem, Mouse, Key Board, UPS etc., Penalty @ Rs.100/- per day shall be charged.
- 2.3 If preventive maintenance of any machine unit is not carried out in any month a penalty @ Rs.100/- (Rupees One Hundred) per machine shall be imposed for the delayed period. One machine unit will comprise of one computer plus associated UPS & Printer.
- 2.4 Any Machine 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 as mentioned at clause 6.1.

3. PERFORMANCE GUARANTEE

- 3.1 The firm awarded with the maintenance 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.
- 3.2 In case the contract is awarded, the Earnest Money shall be adjusted with Performance Guarantee. 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 balance Performance Guarantee shall be returned to the agency.
- 3.3 If the successful tender does not submit the Performance Guarantee within stipulated period mentioned in the letter of intent / award, the entire amount of the EM shall be forfeited.

4. CONTRACT PERIOD

- 4.1 The agency shall enter into an agreement with department on a non judicial stamp paper of value Rs.50/- 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.
- 4.2 The validity of the contract shall be initially for eight months from the date of award of the contract for 24 Nos of Computers and three months for 3 Nos of Computers.
- 4.3 The department has the exclusive right to terminate the contract by giving short notice to the firm.
- 4.4 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.

4.5 Foreclosure of agreement :

In case of work being abandoned by the vendor for continuous period of 15 days, the contract shall be liable to be terminated with a 7 days show cause notice by the department and the performance guarantee and the EM shall be forfeited.

- 4.6 **Court:** This contract is subject to the jurisdiction of the NCT of Delhi.
- 4.7 **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.

5. RATE :

- 5.1 The vendor should quote the rate as per the annexure at "B".

6. PAYMENT TERMS:

- 6.1 The comprehensive maintenance charges shall be payable to the service provider in four equal quarterly installments and shall be paid on the completion of each quarter of AMC period after deducting penalties, if any. **The agency shall submit the latest preventive maintenance report of the inventory under AMC before release of quarterly payment.**
- 6.2 Any increase or decrease in taxes, duties or prices of component, etc. will not affect the AMC rates during the entire period of AMC.

- 6.3 **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.**
- 6.4 CEO(DUSIB) reserves the right to accept or reject any or all quotations without assigning any reason.
7. Conditional Tender, non submission of documents mentioned at clause no. 1.2 , 1.22 will be rejected without assigning any reason.

Abandunny
16/11/2018
Dy. Director(IT)