

**DELHI URBAN SHELTER IMPROVEMENT BOARD  
COMPUTER DIVISION**

Ref. No. : Comp.Div/DD(IT)/2019/D- 355

Dated:- 03/07/2019

**NOTICE INVITING TENDER**

Delhi Urban Shelter Improvement Board invites Technical and Financial bids from the Authorized Service Provider **or** Authorized Business Partner of **M/s H.P. or M/s Lenovo** having minimum 10 years experience in the field of AMC for on-site Annual Maintenance Contract for the year 2019-20 of Computers, Laptops, Printers, UPS and its accessories installed at DUSIB HQ, CIRCLES offices at Raja Garden, R.P. Bagh, Maharani Bagh and Divisions offices at Ranjit Nagar, Inder Lok, Seemapuri/TIS HAZARI COURT/ India Habitat Center/Seven ZONAL OFFICES of DUSIB located in various parts of Delhi and in Vikas Bhawan –II, by Dy. Director(IT) on behalf of CEO(DUSIB) through e-tendering from govt procurement.delhi.gov.in.

An EMD of Rs.40,000/- (Forty Thousand Only) and Rs. 500/- (Non – refundable) as cost of tender document is to be submitted by the agency 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 before 3.00 pm on 15/07/2019.

The last date of submission of e-tender is 15/07/2019 till 3.00 p.m. The technical bid shall be opened on 15/07/2019 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 taking 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 uploaded).
2. The Vendor Should be HP or Lenovo Business Partner/Service Provider **having minimum 10 years experience in the field of AMC of Computers and its accessories**. Scan Copy of the OEM for being the ASP/Authorized Business Partner shall be uploaded. (Self Attested undertaking indicating presence in the field of AMC of Computers and its accessories with minimum 10 years experience should be uploaded).
3. The agency should submit (a) self attested copies of work order with respect to last three financial years namely 2016-17, 2017-18, 2018-19 for AMC of Computers undertaken of about 200 Desktops in addition to laptop, printer, scanner in at least 3 Nos of Central Govt. offices/PSU/Delhi Govt. Department in Delhi/NCR. (b) Self Attested copy of completion / satisfactory performance Certification from at least 2 Nos of Central Govt. offices/PSU/Delhi Govt. Department in any last 3 financial years should also be uploaded in support of their claim. At least one such Work Order executed should be in a Delhi Government Department.

4. The annual turn over of the tenderer for **providing AMC services only** should not be less than Rs. 75 lakh in the last financial year i.e 2018-19. The vendor shall upload scan copy of self attested Audited balance sheet countersigned by their Registered Chartered Accountant for last three financial years.
5. **ISO Certification.** The Bidder must submit the detailed profile of the company and should be ISO 9001:2015, ISO 20000-I 2005 certificate holders in the specified area of the job mentioned in this tender (Upload Self attested copy).
6. The vendor / OEM should not be blacklisted by any Govt./Authority/Department (Upload a self attested undertaking).
7. The tenderer shall be registered with EPF and ESI with atleast 40 permanent employees on its payroll. (Upload a self attested proof of the same).
8. **Earnest Money Deposit** : The agency should submit an EMD of Rs.40000/- (Forty Thousand Only) in form of Demand Draft / Pay Order / Bankers Cheque in favour of DELHI URBAN SHELTER IMPROVEMENT BOARD. 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. **Tender without Earnest Money or request for exemption of Earnest Money shall summarily be rejected** (Upload the scanned copy of the EMD submitted for the e-tender).
9. The Vendor Shall have its Registered office / Branch office / Service Center in Delhi-NCR and shall provide the address of the in house TRC in Delhi/NCR and shall upload the self attested proof of the same.
10. Cost of tender document is Rs 500/-(Non refundable) payable in form of Demand Draft / Pay Order / Bankers Cheque in favour of DELHI URBAN SHELTER IMPROVEMENT BOARD. (Upload the scanned copy of the same).
11. All the required documents mentioned at Sr.No. 1-10 of Annexure-I in support of the eligibility criteria i.e. Technical Bid and Financial Bid must be duly signed by the vendor and uploaded online.

A. Chaudhury  
Dy.Directpr(IT)