

INSTITUTE OF HOME ECONOMICS

(UNIVERSITY OF DELHI)

F-4, HAUZ KHAS ENCLAVE,

NEW DELHI-110016

E-Tender Documents

Name of Work: - Tender Documents for annual maintenance contract (under comprehensive for Computers, Computer accessories and Network at Institute of Home Economics New Delhi (for 2023-24)

R. Arora
11.5.23

DIRECTOR

**Prof. (Dr.) Renu Arora
Acting Director
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(University of Delhi)
F-4, Hauz Khas Enclave
New Delhi-110016**

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NOTICE INVITING TENDER

(NATIONAL COMPETITIVE BIDDING)

1 . Online bids are invited on two bid system for **Annual Maintenance Contract (under comprehensive) for Computers, Computer Accessories And Network** at Institute of Home Economics, New Delhi (for 2023-24).

2. Manual bids shall not be accepted

3. Tender documents may be downloaded from Institute of Home Economics / University of Delhi web site / www.ihe.du.ac.in and CPPP site <https://eprocure.gov.in/eprocure/app>; as per the schedule as given in CRITICAL DATE SHEET as under.

CRITICAL DATE SHEET

Published Date	11 th July, 2023
Bid Document Download/Sale Start Date	11 th July, 2023
Bid Submission Start Date	11 th July, 2023
Bid Submission End Date	26 th July, 2023
Bid Opening Date	27 th July, 2023

4. **Bid Submission:** Bids shall be Submitted Online Only at CPPP Website: <https://eprocure.gov.in/eprocure/app>. Tenderer/contractor are advised to follow the instructions "Instructions to Bidder for Online Bid Submission". Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

5. Not more than one bid shall be submitted by one contractor or contractors having business relationship. Under no circumstance will father and his son(s) or other close relations who have business relationship with one another (i.e when one or more partner(s)/director(s) are common) be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tender the tenders of both parties liable to rejection

6. Bidder who has downloaded the tender from the Institute of Home Economics, University of Delhi Website www.ihe.du.ac.in and Central Public Procurement Portal (CPPP) website <https://eprocure.gov.in/eprocure/app> shall not tamper/modify the tender form including downloaded price bid template in any manner. In case if the same is found to be tempered/modified in any manner, tender will be completely rejected and EMD would be forfeited and bidder is liable to be banned from doing business with Institute of Home Economics.

7. Tender shall be uploaded as per guidelines indicated in e-procurement website-Central Public Procurement Portal. The bidder is expected to examine all instructions, forms, terms and conditions in the tender document. Failure to furnish all information /documents as asked for (in the technical bid, financial bid and) non – submission of all terms and conditions mention in the tender document will be at bidder's risk and may result in rejection of its bid.

8. Further corrigendum, extension of tender submission dates or any other information shall be published on website www.ihe.du.ac.in and at CPPP website also

9. Applicant contractor must provide demand draft for **Rs. 1000/-** in favour of **Director, Institute of Home Economics Payable at New Delhi** from any Nationalized/ schedule Bank valid for three months with their application/downloaded tender fee / documents. All the applicable bank charges shall be borne by the applicant and shall not have any claim what so over on this account. In case of re- tendering, the firms which has submitted the DD in earlier calls will require to submit DD along with their tender/application in subsequent calls also. Tender not accompanied with the tender fee is liable to be rejected.

10. Earnest money deposit of **Rs. 5000/-** is to be deposited through Demand Draft in favor of **Director, Institute of Home Economics, payable at New Delhi**. Bidders are required to submit the details of EMD payment at the time of Bid Preparation. However companies registered under MSME are exempted from the payment of EMD only but need to submit tender fees.

11. The **Hard copies of DD** of tender Fees, EMD must be submitted to the **Institute of Home Economics, F-4, Hauz Khas Enclave, New Delhi-110016** on or before bid submission end date/time as mentioned in critical Date Sheet. Bidder shall likely to be unqualified for non-submission of original documents against the submitted bid. The Demand Draft attached/submitted for tender fee shall be non-refundable

12. Bids will be opened as per date/time as mentioned in the **Tender Critical Date Sheet**. After online opening of Technical-Bid the results of their qualification as well price-Bid opening will be intimated latter.

13. **Security:** The successful tenders shall deposit a **Performance Deposit** of **10%** of the total quoted AMC charges by a demand draft in favour of Director, Institute of Home Economics New Delhi, drawn on a scheduled bank. This amount will not carry any interest and will be retained for the entire contract and + 6 months. The EMD amount would be adjusted in the security deposit.

14. For any further clarification with regard to tender enquiry, you may contact **Institute of Home Economics, Contact No. 011-47702166**

A. TERMS AND CONDITIONS GENERAL

1. The contract will be awarded initially for a period of one year. However, the same will be extendable for one or more year on discretion of competent authority provided the college finds the services satisfactory.
2. Maintenance service shall consist of onsite preventive and corrective maintenance of computer system and will include supply and replacement of all parts (including hard disk, printer heads, motherboards, LCD screen/Monitor, etc).
3. In case an equipment/machine is being taken for servicing to service center, the firm will provide a stand by equipment and will take prior permission of the concerned officer before taking the equipment out. Cost of transportation and insurance of equipment will be borne by the firm.
4. The firm will honour complaints lodged by phone/ email/ fax/post or any other mode of communication. Counting of down time will start from the time of logging the complaint and will continue till the machine is properly repaired and a certificate to the same effect is obtained from the user.
5. The firm shall maintain all the machines satisfactorily till the end of the AMC tenure and handover all inventory in good working condition to the next vendor, in case the AMC is not extended or is terminated.
6. The selected firm will not involve third party in implementation of service under this AMC.
7. In case the successful bidder refuses to accept the offer, the next bidder may be offered AMC.
8. The firm selected will not be allowed to exit from the agreement of AMC. In case they do so, the security would be forfeited.
9. Only those bidders who fulfill the terms and conditions given in the tender document will be considered for bidding.
10. The institute reserves the right to cancel the contract at any time without assigning any reason.
11. The quantity of computer and network devices maybe increase or decrease at the time of award of contract.

B. SECURITY AND PAYMENT

1. The successful bidder will be required to deposit security money to the tune of **10%** of AMC value. The EMD of the successful tenderer will be adjusted to the security deposit.
2. The successful tenderer will have to sign an agreement with the Institute on non-judicial stamp paper of Rs. **100/-** before taking over the contract.
3. Maintenance charges will be paid on quarterly basis after deduction of penalty, if any. The payment shall be released quarterly on satisfactory completion of assigned services. If calculation of penalty was not readily available then 80% of the bill amount will be released provisionally.

C. SPECIFIC TERMS AND CONDITIONS OF AMC FOR COMPUTER, NETWORKING AND COMPUTER ACCESSORIES MAINTENANCE

1. In case of any material defect/part failure, the tenderer would replace the materials parts within 48 hours of reporting/ detection. However, in case of server and online UPS, the tenderer should report within 4 hours of loading of complaint and solve the problem within 24 hours. In case of delay on part of the firm, the firm shall be liable to pay a compensation of 2% of the cost of the equipment per day, to a maximum of 25% of the cost of the equipment. In the event of failure of the vendor to repair the equipment within the stipulated 7 days, the Institute will be free to get the equipment repaired from other source and the firm shall be liable to pay for the entire expenditure incurred by the Institute for the repair/replacement of the equipment and transportation in addition to above financial compensation. The compensation along with the repair charges of the equipment from any other firm shall be deducted directly from the amount of payment to be made by the Institute to the tenderer.

2. Institute reserves the right to reject any item, if found unsuitable and/or not confirming to the approved specification. The rejected items, if any, shall have to be taken back and replaced by good quality equipment forthwith at the cost of the tenderer. No payment will be made for the rejected items. During installation at site if any part is found to be defective or broken, it will be replaced with new one by the tenderer at their cost and risk with 30 days.

3. The contractor shall use the state of art technology/software to register the complaints and report the down time.

5. The contractor shall deploy one person (Technician) for a full day per week.

6. The contractor will place stickers on each equipment's under warranty in the beginning of contract as well as time to time in future when new equipment is added under AMC.

7. The Institute reserves the right to modify and amend of the above-stipulated condition/criterion depending upon project priorities vis-à-vis urgent commitments.

Qualification

1. The tenderer should have full-fledged office at Delhi (NCR) and experience in maintaining a PC, network at least one Govt. organizations/undertakings. The firm should have at least five years' experience in the field of maintenance of computer, computer equipment and network and should attach the performance certificate.

2. Tenderer must be accompanied by Earnest Money Deposit (EMD) OF **Rs. 5000/- (Five Thousand)** vide Demand Draft drawn in favour of the **director, Institute of Home Economics payable at New Delhi**. No interest is payable on EMD. The tenders submitted online without EMD are liable to be rejected out rightly.

3. The rates are to be quoted in online BOQ of the items listed in table 1 & 2. The bidder must quote their price online in financial bid only. If any bidder mention any price in the documents

submitted then the bidder tender shall be rejected. Quotations that do not fulfill this condition will not be considered.

4. The firm must enclose the self-attested copies of company registration, GST and ITR for the last three years.
5. Bidder must submit an undertaking for non-blacklisting from any Govt./PSU/Institute/College.
6. The average annual turnover for last three years must not less than 15 lakhs/yr.
7. Tenderers are requested to provide the details of their past experience in Networking and Network maintenance, Client list, letters of satisfactory performance from existing/ previous clients preferably from Govt. sector offices may be enclosed with the tender.
8. Upload only relevant documents (Strict compliance is mandatory).
9. The college has right to reject any tender or not to accept the lowest bidder.

Important Note:

1. The specification given in the list below are broad ones and there could be some variation in the specifications/ brand/ make/ model. However the rates are to be given as per the category of the equipment in the serial no. The quantity may also vary.
2. The above items included components installed at various locations in the Institute. There are items that may be given an AMC after their warranty period is over, during this contact period.
3. Tenderers are requested to quote individually for each of the above items for AMC on per unit per annum basis as per the requirements given below. However the payment would be made on a quarterly basis.
- (a) Maintenance of UTP cable connection from server/ LAN/WAN through hubs/switches, connectors and network interface card. Quote AMC rate on per line/node basis per annum basis. (This rate should be inclusive of cost of replacements/ repairs for connectors, Ethernet card)
- (b) The AMC for all the items/ components above includes hardware, network and their software configurations/ setup maintenance, Network Administration and repair/ replacements. (Like loading OS viz Linux, Windows, S/w utility maintenance, system/ Server software, proxy configuration and maintenance and antivirus/ ant spams etc.
- (c) The AMC of computer equipment's includes all parts including, hard disk, keyboard, Mouse, RAM etc. should be replaced with same or higher quality preferably new one unless not available in the market.

P. Arora
11.5.23

Tender Inviting Authority

Prof. (Dr.) Renu Arora
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Annexure

Table-1: Performa for quoting rates for AMC of server computer, computer accessories, Network in Institute of Home Economics.

SL.NO.	Specification of Item	Qty
1	Server- ACER AR380F1 Intel@Xeon@CPU 300GBX3HDD 64 Bit Windows 2008 R2	01
2	Server- ACER AR380F1 Intel@Xeon@CPU 500GBX3HDD 64 Bit Windows 2008 R2	01
3	Server HP Proliant ML 330 G6 Intel@Xeon@CPU 12GB RAM	01
Total servers		03
4	HP Computers	51
5	Dell	07
6	Lenovo	07
7	Apple Desktop	01
8	Acer Veriton series AMD Phenom TM IIX4 810, 2.60 GHz	80
9	Assemble Computers	08
Total Desktop		154
	Online UPS	
10	Numeric digital HPX 2000	02

	2KV	
11	Numeric digital HPX 10000 10KV	03
12	APC SMART UPS 2200UX	01
13	Desktop UPS/offline Microtek/APC/Numeric	66

Total Online/Offline UPS		72
	Printer	
14	HP Desktop F380 all in one	01
15	HP LaserJet 1020/1020 plus	10
16	HP LaserJet P1108/1007/M104a	08
17	HP Laser jet Network Printer M128NF/1213/M132/1136/M233sdw	11
18	HP Deskjet 2132	01
19	HP LaserJet P1505	01
20	HP COLOR LaserJet CP1025	01
21	SAMSUNG SCX 4300	02
22	HP Photosmart C5288 All-in-one Printer	01
23	HP COLOR LaserJet CP1215	01
24	HP LaserJet All in one 3055	02
25	HP Office jet pro 8000	01

26	HP Office jet All in one	01
27	HP Desk jet 5810	01
28	HP Office jet K7108	01
Total Printer		43
29	Wi-Fi System Ruckus Wireless zone Director 1000 ZD1012	01
30	D-Link POE Switch (managed) 8port	01
31	Cisco POE Switch (managed) 10 port	01
32	Access Point (Ruckus AP)	11
33	HCL Managed Switch 24 Port	01
34	D-Link Switch 24 Port	07
35	Cisco Switch 24 Port	01
36	LAN IO Point	165

PROFRMA OF COMPANY PROFILE

1. Name of Firm
2. Registered address.
3. Name and Designation of Coordination Person
4. Address of Service center in Delhi/NCR with Landline Phone No., Mobile No. and Fax No., Website and e-mail address.
5. Does the firm posses ISO Certification/ any other accreditation: Yes/No if yes; give details with year of certification.
6. Years of operation
 - a. Maintenance _____ Yrs
 - b. Other Computer related business _____ Yrs
7. Yearly turn-over

	2019-2020	2020-2021	2021-2022
a). maintenance	_____	_____	_____
b). other activities	_____	_____	_____
c). Total	_____	_____	_____
7. Support staff and qualifications
 - a. No. of Qualified hardware Engineers _____
 - b. No. of Qualified Software Engineer _____
 - c. Others _____
8. Enclose list of major clients preferably in Govt. / public sector Delhi (Enclose list with contact person & phone, email IDs and duration contract.
9. Whether the firm is black-listed by any Govt. agency? Yes/No.
10. Any other information of importance.
11. I agree to all terms and conditions mentioned in the tender document of the Institute.

Signature and seal