

**University Grants Commission
Bahadur Shah Zafar Marg
New Delhi**

Tender for Comprehensive AMC of Desktop Computers, Laptop, Printers, UPS,
and Equipment's

Tender No. F. 6-3/2011(GA)
Dated 27.06.2017

**University Grants Commission
Bahadur Shah Zafar Marg
New Delhi**

NOTICE INVITING TENDER

Tender No. F. 6-3/2011 (GA) Dated 27.06.2017

Sealed tenders for Comprehensive AMC of Desktop Computers, Laptop, Printers, UPS, Equipment's on behalf of Secretary, University Grants Commission are invited in University Grant Commission and branch offices located at New Delhi.

Terms and Conditions :

A. General

1. UGC office, invites sealed tenders (Wex or PVC taped) from system integrators for managing and providing support for Computer, Hardware, Software, UPS, Printers, Laptop and other networking equipments & IT peripherals.
2. Tender document can also be downloaded from the website (www.ugc.ac.in)
3. Details of the Technical Bid:

- a) Tender Reference : Tender No. F 6-3/2011(GA)
- b) Last date and time of receipt of bid : _17.07.2017_, 15.00 Hrs.
(next working day if it happens to be holiday)
- c) Date and time for opening of bid : 18.07.2017, 11.00 Hrs.
(next working day if it happens to be holiday)
- d) Place of receiving of the tender document : Room No. 207,
University Grants Commission
Bahadur Shah Zafar Marg
New Delhi – 110 002
- e) Tender documents cost Rs. 1000/- (to be paid by DD/BC). Firms using downloaded tender documents will attach a separate D.D./Bankers cheque towards the cost of tender documents at the time of submission of tender. (Non-refundable)
- f) EMD : Rs. 20,000/- (Rupees twenty thousand only)
(Interest free) (DD/Bankers Cheque in favour of Secretary, UGC,
New Delhi)

4. **Tender Procedure**

- a. Sealed tenders shall be received not later than 17.07.2017) , Tenders are to be put in a Tender Box placed at reception of this office. Tenders by speed post/regd. Post addressed to Sh. Tirath Ram, Under Secretary (Genl. Admn.), UGC, Bahadur Shah Zafar Marg, New Delhi are also acceptable. Such tenders should be subscribed as "Tender No. 6-3/2011(GA)
Tenders of AMC for computers and other Hardware's:. Tenders without these details are liable to be rejected. No tender will be accepted after this date & time under any circumstances. This office will not responsible for any postal/courier delay and also for reasons beyond the control of this office.
- b. All the tenders must be accompanied by a bid security (EMD) of the amount of Rs. 20,000/- (Rupees twenty thousand) in a form of a bank draft/banker;s cheque issued by any commercial bank in favour of Secretary, UGC payable at New Delhi. To be Refunded unsuccessful bidders within 45 days of final selection and execution of agreement.
- c. All relevant rules and regulations of Government of India will be final and applicable & binding on all tenderers.

5. **Eligibility/Qualification Criteria:**

- a) The firm must be in existence for over 5 **years** in the trade with Annual Maintenance Contracts worth more than **Rs. 75 Lakh** per annum during the last 3 years ending 31st March, 2017.
- b) Audited balance sheet alongwith R & P Account for last three years i.e. 2013-14, 2014-15 & 2015-16 showing that the bidder has a minimum per annum turnover of at least **Rs. 25 Crore**.
- c) Company should be an **ISO 9001:2008 & ISO 20000-1: 2011** certified for servicing.
- d) The firm also must have expertise and experience in LAN troubleshooting. **The bidder should have executed satisfactorily minimum one Annual Maintenance Contracts of more than 1000 Computers in single site** connected in LAN under Linux/Window NT environment for at least two consecutive years.
- e) Firm should be authorized **Warranty Service Provider** of any one of the companies like /HP /Lenovo/IBM/Samsung etc. A certified copy of the same has to be submitted with the tender & same will be confirm from OEM.
- f) **List of Engineers with Resumes.** The Engineers deployed under the contract must have Graduate or 3 Years Computer Hardware Diploma or BCA/B.Sc (IT)/M.Sc with MCSE, MCP, MCITP, and CCNA Certified.
- g) Customer satisfactory certificate (at least 05 Nos. of Copy) issued by the clients (by Govt. Deptt./Ministries only).

- h) List of customer along with copies of order of AMC executed within last 3 years (as on 31.03.2017). needs to be attached with the tender.
- i) The address of the workshop with telephone and fax numbers at New Delhi or NCR is required with the tender.
- j) The firm must be registered with the Registrar of companies and with the Delhi Sales Tax Department for Works Contract Tax and should have valid ESI and PF registration on the date of closing of tender date.
- k) The company should attach the self-attested photocopies of documents related to allocation of Registration Number, PAN number, service tax number along with tender document.
- l) The tenderer shall have minimum experience of 05 years preferably in system integration managing and providing support for computer hardware, Software, Laptops and peripherals, repairing of 10 KVA & 1 KVA UPS, Routers, maintenance of LAN etc. as mentioned under "Scope of work". A valid documents needs to be attached.
- m) The tenderer should be a system integrator managing and providing support for network equipment including Hardware, Software and peripherals of existing IT hardware at least in one organization of similar nature having strength of 500 nodes.
- n) The tender is likely to be rejected on not meeting all or any one of the criteria mentioned above.
- o) Any organization, which is having issues pending with this office like show cause notice, warning or ongoing litigation case on AMC issues with any other Govt. offices/PUC/A.B. etc. shall not be eligible to participate in the bid. A certificate to this effect is to be enclosed with tender.

The selected bidder will be required to deposit the interest free security deposit of Rs.20,000/- before execution of agreement. The same will be refunded within 45 days of successful termination of agreement EMD will be adjusted from this amount.

6. Period of validity of bid:

The tender shall remain valid for 90 days after the date of bid opening. If any tenderer withdraws, his tender before the said period UGC shall – without prejudice to any other right or remedy, be at liberty to forfeit the EMD absolutely.

7. Submission of Bids/Opening of Bids"

- a) All prices and other information in this regard having a bearing on the price shall be written both in figures and words in the prescribed offer form. Any cutting/overwriting in the tender form needs to attest the signature of the tenderer.
- b) Any additional information should be enclosed separately and referred to in the relevant column of the bid form. All relevant product literature must be enclosed with the bid.
- c) Tenders received late will be rejected.
- d) No modification in the tender shall be allowed after the submission of tender.

- e) Conditional tender will not be accepted for consideration.

8. Evaluation of Tender:

- a) Arithmetic errors will be rectified on the following basis:

If there is a discrepancy between the unit price and the total price, which is obtained by multiplying the unit price with quantity, the unit price shall prevail and the total price shall be corrected unless it is a lower figure. The decision of UGC in this regard will be binding on tenderers.

If there is a discrepancy between words and figures, the amount whichever is lower will prevail.

- b) UGC may waive off any minor infirmity or non-conformity or irregularity in a tender, which does not prejudice or affect the relative ranking of any bidder.
- c) UGC may seek clarification in writing from tenderer. Tenderer shall promptly reply by fax within the time limit specified in the clarification letter from the purchaser.
- d) The comparison shall be of total price of the goods offered inclusive of all taxes (as all items are under-linked to each other).

9. Purchaser's right to accept or reject any or all bids :

- a) UGC reserves the right to accept or reject any tender or to abandon the entire bidding process and reject all bids at any time without assigning any reason.
- b) Canvassing in connection with tenders is illegal & strictly prohibited and the tenders submitted by the bidders, who resort to canvassing, will be rejected.

10. Prices:

Price charged by the tenderer for any goods and services under the contract shall not vary from the prices quoted by the Supplier in its tender during the validity period of the contract.

11 Termination by default:

- a) The UGC may, without prejudice to any other remedy for breach of Contract, by written notice of default sent to Supplier, terminate the Contract in whole or part:
 - i. If the supplier fails to provide services/rectify the fault within the time period specified in the contract or any extension thereof granted by the UGC.
 - ii. if the supplier fails to perform any other obligation(s) under the contract.
- a) in the event the UGC terminates the Contract in whole or in part, pursuant to Para 12.1, the UGC may procure, upon such terms and in such manner, as it deems appropriate, goods similar to those undelivered for any excess costs for such similar goods. However, the Supplier shall continue the performance of the Contract to the extent not terminated.

12. Resolution of Disputes

- a) The UGC and the Supplier shall make every effort to resolve amicably by direct/informal negotiation any disagreement or dispute arising between them under or in connection with the contract.
- b) If, after thirty (30) days from the commencement of such informal negotiation, the UGC and the supplier have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution to the formal mechanisms specified in the Special Conditions of Contract. These mechanisms may include, but are not limited to, conciliation mediated by a third party, adjudication in an agreed national forum. The mechanism shall be specified in the Special Condition of Contract.

13. Applicable Law

The Contract shall be interpreted in accordance with the laws of the Union of India & will be under the jurisdiction of court in Delhi.

14. Notices:

- a) Any notices given by one party to the other pursuant to the Contract shall be sent in writing or by fax/telex/cable and confirmed in writing to the address specified for that purpose in the Special Conditions of Contract.
- b) A notice shall be effective when delivered or on the notice's effective date, whichever is later.

15. Taxes and Duties

Supplier shall be entirely responsible for payment all taxes, duties, license fees, etc., to the concerned authorities until delivery of the Contacted Goods & service to the UGC.

16. General

The following Special Conditions of Contract shall supplement the General Conditions of Contract, whenever there is conflict provisions herein shall prevail over those in the General Conditions of Contract. Tenders are required to sign each & every page of the tenders documents and put their stamp. By doing so, it will be presumed that tenders accepts all terms & conditions of this NIT.

17. Payment

The payment to the Contractor under the Contract will be on quarterly/ as per Government of India rules.

B. SCOPE OF WORK AND TECHNICAL SPECIFICATIONS OF IT ITEMS COVERED UNDER COMPREHENSIVE AMC.

1. SCOPE OF WORK

- a) Maintenance & Service of Desktops, laptops etc. installed in **UGC and its branch offices located in New Delhi on comprehensive basis including replacement of all spare parts etc.** This includes the damage/burn of PCs due to any type of electrical/electronic short-circuit/over voltage etc.
- b) Maintenance & Service of UPS, **along with overall checking of its batteries** on comprehensive basis including replacement of all spare parts like Baateries, Logic card, transformer, switches etc. This also included the damage/burn of UPS due to any type of electrical/electronic short-circuit/ over voltage etc.
- c) Maintenance & repair of all printers including replacement of Teflon, logic card etc. These also include the damage/burn of printers due to any type of electrical/electronic short-circuits/over voltage etc.
- d) Maintenance & service of system software and **other Software packages/** material and customization of system as and when required.
- e) Integration of the complete system and testing of the complete system as and when required.
- f) Maintenance of LAN cable network connectivity, with Router and replacement of faulty wires and IO Box/RJ 45 Connector, in the existing setup at UGC Office.
- g) The successful bidder will have to provide 3 (three) expert engineers on regular basis on all working days and its two branch offices in New Delhi, on its own cost as and when required to resolve the specific hardware and software problems in the UGC. The engineers should have required expertise in maintaining the LAN cabling work, should be expert in repairing the UPS and be able to manage to provide the spare parts thereof and attend **to any routine problems** that might come **in the overall systems** in the UGC, observe five working days (Monday to Friday) in a week (Timing - 9.00 to 17.30 Hrs.). In case of emergency or in public interest, the person deployed by tenderer can be asked to attend the office beyond the schedule working/days/hours for which no extra payment will be made to the tenderers or person concerned.
- h) Installation of antivirus in all desktops and laptops of users and updating (as and when required) of antivirus license to be provided by this office.
- i) Successful bidder is liable to handover all the hardware under AMC to its successor in working conditions, failure to which leads to deduction of 15% of AMC amount or actual expenditure to repair the faulty hardware.
- j) Service provider should give a single point of contact with main and alternate contact numbers for submitting complaints related items specified in scope of work. Response time should be less than 2.00 hours after registering the complaint.

1. Service Assurance

Maximum acceptable downtime will be two days excluding holidays for Delhi. However the maximum delay in fault rectification averaged over three months for all the machines should not exceed two working days.

2. Penalty

- i) Penalty for completing the calls after time limit, as indicated in Service Assurance will be Rs. **500/- per working day** for Computer Systems/Printers/LAN.
- ii) Whenever the Computer System/Printers/LAN/UPS cannot be repaired within the specified limits, supplier will have the option to provide temporary/alternate equipment of matching specification, which will be replaced within a period of maximum 30 days repairing the equipment. Failure in compliance with this condition will attract the penalty clause.

(Tirath Ram)
Under Secretary

Performa for Financial Bid

S.No.	No of ITEMS/Equipment's/Make	Quantity	Rate per Unit (Inclusive of all taxes)
1.	Desktop: (Make: Lenovo/IBM/HP)	01	
2.	Laptop: (Make: Lenovo/IBM/HP/Sony/DELL)	01	
3.	Printer: HP LaserJet /Samsung LaserJet	01	
4.	UPS (10KVA) (including new batteries)	01	
5.	UPS (1KVA) (including new batteries)	01	
6.	UPS (5KVA) (including new batteries)	01	
7.	Server (Make: HP/IBM)	01	
8.	Scanner: (Make: HP)	01	
9.	Switch Manageable	01	
10.	Switch Non-Manageable	01	
11.	Router	01	
12.	Maintenance of LAN, Router and replacement of faulty wires and IO Box /RJ45 connector at S&D Division, Anti-Virus in all the computer systems & approximately 500 Nos. of Network Nodes & Internet Connection.	All	
Total Amount			

Note : In case of replacement of parts or martial, original parts/material of manufacturing unit is to be provided. If part or material of same brand is unavailable due to technological development/up gradation prior approval is to be obtained before replacing part/material of other brand.

**Total cost of comprehensive AMC is Rs. _____
(Rupees)_____**

Inclusive VAT or any other taxes towards this payment.

CHECK LIST

Comprehensive AMC of Desktop Computers, UPS's, Printers, Laptops and Networking equipment with and other IT Equipment, in University Grants Commissions, Bahadur Shah Zafar Marg, New Delhi.

S.No.	Name of the Document	Yes/ No	Page Nos.		Remarks
			From	To	
1.	EMD of Rs. 20,000/-				
2.	The firm must should be in existence for over 5 years in the trade with Annual Maintenance Contracts work more than Rs. 75 Lakhs per annum during the last 3 years ending 31st March, 2017.				
3.	Audited balance sheet for last three years showing that the bidder has a minimum per annum turnover of at least Rs. 25 Crore.				
4.	Certificate copy of ISO 9001:2008 & ISO 20000-1:2011 certified for servicing.				
5.	One Annual Maintenance Contract of more than 1000 Computers in single site connected in LAN under Linux/Windows environment for at least two years consecutively.				
6.	Firm should be authorized Service Provider of any one of the companies like IBM/HP/Lenovo/Samsung & Etc.				
7.	List of Engineers with Resumes				
8.	Customer Satisfactory Certificate (at least 05 Nos. of Copy) issued by the clients (by Govt. Deptt. Only).				
9.	List of customer along with copies of order of AMC executed within last 3 years.				
10.	The address of the workshop with telephone and fax numbers at New Delhi				
11.	The firm must be registered with the Registrar of companies and with the Delhi Sales Tax Department for Works Contract Tax and should have valid ESI and PF registration				
12.	Income Tax Clearance Certificate				
13.	The company should produce the self-attested photocopies of documents related to allocation of Registration Number, PAN number, Service Tax Number				