

GOVERNMENT OF INDIA
MINISTRY OF SCIENCE & TECHNOLOGY
DEPARTMENT OF BIOTECHNOLOGY

- - - - -

Room No.519, 5th Floor,
Block No.3, CGO Complex,
Lodhi Road, New Delhi

Dated: 25.05.2019

TENDER INVITING NOTICE

ANNUAL COMPREHENSIVE MAINTENANCE CONTRACT (ACMC) FOR COMPUTERS, SERVERS, LAPTOPS, PRINTERS, LOCAL AREA NETWORK (LAN) INSTALATIONS, LAN SWITCHES AND UPSs IN THE DEPARTMENT OF BIOTECHNOLOGY

Sealed quotations are invited in two bid system for award of Annual Comprehensive Maintenance Contract (ACMC) for computers, servers, laptops, printers, Local Area Network (LAN) installation and maintenance of UPSs/online UPS in the Department of Biotechnology.

2. Key Dates and information pertaining to this NIT are as under:

Name, Designation and address of the authority to whom the bids have to be submitted	Sh. J.K. Dora, Under Secretary (Admn.) R.No.518, 5 th Floor, Block No.3, CGO Complex, Lodhi Road, New Delhi – 110003
Mode for sending the bids	Speed post/courier/by hand
Venue, date and Time of the Pre-bid Meeting	Room No. 503, 5 th Floor, Block-3, CGO Complex, , Lodhi Road, New Delhi 17.06.2019 at 3.00 PM
Closing date & time for submission of bids.	19.06.2019 at 11.00 AM
Venue, date & time for opening of Technical Bids	Room No. 503, 5 th Floor, Block-3, CGO Complex, Lodhi Road, New Delhi 3.00 pm on 19.06.2019 at 3.00 PM
Opening of Financial Bids	Venue, date & time will be intimated to the concerned bidders through e-mail.
Amount of Earnest Money Deposit	Rs.75,000/-
Bid Validity Period	120 days from the date of opening of the Technical Bids

3. This Notice Inviting Tender shall also form part of Tender Document and shall be returned duly signed along with the Tender Document while submitting bids.

**Under Secretary (Admn.)
Department of Biotechnology
Block 2, CGO Complex,
New Delhi-110003**

1. MODE OF SUBMISSION OF TENDERS: - Two bid (Technical & Financial) system.

- a) The bids will be submitted in two parts namely Technical Bid (Annexure-I) and Financial Bid (Annexure-II). The Technical Bid will contain profile of the bidding firm, vis-à-vis past experience in APMC with the Ministries/Departments of the Govt. of India, availability of technical manpower and infrastructure etc. It may, however, be noted that financial bids of the firms, which are successful in technical bids shall only be considered. The Bids should be sent through Speed Post, courier or by hand so as to reach the Authority on or before the closing date & time as prescribed (please refer to 'Key dates and Information' given in the Tender Inviting Notice).
- b) A Separate envelope containing technical and financial bids must reach to the undersigned in Room No.519, 5thFloor, Block No.3, CGO Complex, New Delhi by 19.06.2019 at **11.00 am** in sealed covers clearly superscribed "Technical/Financial quotation for Annual Comprehensive Maintenance Contract (APMC) and support pack for computers, servers, Lap Tops, Printers, Local Area Network (LAN) Installations, and UPSs in the Department Of Biotechnology. All bidders are, therefore, required to submit their offers in two covers as under:-
- i) FIRST COVER should contain the "Technical Bid" which shall contain the profile of bidding firms and past experience in APMC for Computer and peripherals i.r.o the Ministries/Departments/PSUs/AIs of Government of India. This cover should be superscribed "TECHNICAL BID".
 - ii) SECOND COVER should contain the "Financial Bid", which shall contain quotes in rupees for the Annual Comprehensive Maintenance Contract (APMC) for computers, servers, Laptops, Printers, Local Area Network (LAN) Installations and UPSs in the Department of Biotechnology. This cover should be superscribed "FINANCIAL BID".
 - iii) THIRD COVER: Both the aforementioned covers should be sealed separately and thereafter, be kept in a third cover and again sealed. This third cover should be superscribed with the Tender No., date of tender opening as under:-

"TENDER FOR Annual Comprehensive Maintenance Contract (APMC) and support pack for computers, servers, Lap Tops, Printers, Local Area Network (LAN) Installations and UPSs In the Department Of Biotechnology NOT TO BE OPENED BEFORE 3.00 pm on 19.06.2019
- c) The Technical Bid shall be opened on 19.06.2019 and Financial bids of only those firms who are qualified as per Technical bid will be considered for opening and shall be opened in presence of authorised representative of participating firms, if present, on the same day (A valid authority letter on firm's letter-head should be submitted at that time) or as decided by the Committee.

2. SCOPE OF WORK

The proposed Comprehensive Annual Maintenance Contract is in respect of for the following items:

A.

SL. No.	Items	Qty.
1.	Core2 duo Desktop PC	86
2.	Lenovo i7 (M73) Desktop PC	79
3.	HP i3 Desktop PC	79
4.	HP i5 Desktop PC	2
5.	HP Laptop i5	47
6.	HP Proliant ML 330 G6 Server	2
7.	HP ProliantDL 580 G7 Server	1
8.	Dell PowerEdge R620 Server	1
9.	HP LaserJet Pro M203Dw Printer	10
10.	HP LaserJet Pro 104A printer	17
11.	LaserJet Printers	115
12.	Samsung ML 2161 Printers	40
13.	Colour LaserJet printer	8
14.	Aten CL 1000N LCD Console	1
15.	HP Scanjet Scanners	6
16.	Multifunctional Printers	25
17.	D Link Wifi Device	8
18.	CISCO WiFi (AIR-CAP 3720I-D-K9)	26
19.	CISCO Catalyst 2960 Network Switches	25
20.	CISCO Catalyst PoE 8 Port Switch 2960	5
21.	CISCO 3580 NM-4-1G Series Switch	1
22.	CISCO Catalyst 3550 series	1
23.	UPS 10 KVA online	1
24.	UPS 6 KVA online	2
25.	UPS 3 AND 2 KVA online	3
26.	Numeric 2 KVA Offline ups	4
27.	Microtek 1 KVA Offline ups	4
28.	UPS 500 VA to 1	168
29.	Logitech BCC 950 Web HD Camera	03
30.	Samsung Xpress C480FW colour printer	10
31.	HP Laserjet Prom 403d	10
32.	HP Laserjet Pro MFP 128 Fn	05
33.	HP Laserjet P1108	05
34.	HP ScanJet Pro 2500 F1 scanner	43
35.	All in one Desktop HP Q202 IN 27"	03
36.	All in one Desktop HP Q202 IN 27"	03

3. ELIGIBILITY CRITERIA FOR BIDDERS

- The firm must have the valid GST number/GST Regn, certificate.
- The firm must have ESIC/EPF registration and furnish last three months return /challan.
- The Bidders should have office in Delhi-NCR. Address, Telephone number of the office alongwith proof of the office at Delhi-NCR should be attached.
- The firm must have Income tax PAN No./PAN card

- e) The firm should have the capability to maintain the blade server, rack server and tower server. Separate latest document indicating maintenance of blade, rack and tower server executed in past three years need to be furnished.
- f) Minimum 10 years of Experience in Government Organization/Undertaking/PSUs/ reputed private firms in rendering Comprehensive AMC of Computer Hardware & Networking. **Copies of Performance certificate/work orders need to be furnished.**
- g) The firm must have executed similar contract for minimum three years with contract value of not less than Rs.25 Lakhs per annum with deployed manpower of minimum 05 Engineers in Government Organizations/ Undertaking/PSUs (Pl attach copy of proof).
- h) The firm should have minimum 20 Engineers in its payroll.
- i) The bidder should be authorized partner /Channel partner/service provider of at least two OEMs of HP/HPE/DELL/ Lenovo/Samsung/Canon/Acer. (Please attached the evidence for valid certificates issued and the same is in existence at the OEM web site Please provide URL for evidence).
- j) The firm must have prior experience in maintaining hardware and network, maintenance of CISCO network systems (minimum 300 nodes).
- k) The tenderer must submit authorization letter from M/s.HP, HCL, Samsung, Lenovo, DELL, or Acer clearly stating that the tenderer has the authority and competence to provide services to them in discharging their contract.
- l) Performance certificates from the existing Govt. clients (organizations) must be attached.

4. PRE-BID MEETING WITH THE PROSPECTIVE BIDDERS.

Pre-Bid meeting will be held on prescribed date and time as per details given in the Tender Notice. The tenderers shall visit DBT, New Delhi before submission of their bids and shall get familiarized with the scope of work and other terms & conditions of the tender during the pre-bid meeting.

5. PAYMENT TERMS

No advance payment in any case would be made. However, quarterly payment after satisfactory completion of each quarter would be made.

6. PERIOD OF CONTRACT

The contract will be valid for a period of two years and extendable on yearly basis subject to satisfactory performance with the approval of competent authority. The rates quoted will remain in force for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period except for manpower which would be as per the minimum wages rate notified by the NCTD.

7. PENALTY CLAUSE

- a) An amount of Rs.500/- per day will be deducted from quarterly AMC charges if any of the engineers remains absent/leave without providing substitute.
- b) Stand-by inventory of Monitor, CPU, Printers, HDD, RAM, Mouse, UPS, etc. should be kept in the Department. The firm will also provide maintenance and repair services on holidays in case of emergency. In case of non-availability of Drivers of the machines, these will be arranged by the firm from its own sources. If any PC/accessory is not repaired within one day, the firm will provide a stand by PC/accessory. If, however, the firm fails to repair

or provide a stand by PC/accessory within one day, then a penalty of Rs.200/- per day or part thereof will be charged for delay till such time the PC/accessories are repaired. In case the parts required are not available, the same should be replaced with a higher level of part that is compatible with the system.

- c) The firm would carry out preventive maintenance of such machines once in every three months and submit report to Administration section in this regard. Failure to do so shall attract penalty of Rs.1000/- per quarter.
- d) Failure to clean external and internal part of PC, Printer, Mouse, Monitor, Key Board UPS an amount of Rs.25/- per quarter per machine will be deducted from the AMC charges payable to the firm.
- e) It may also be noted that in case of breach of contract or backing out in midstream without the explicit consent of this department, the contractor will be liable for recovery at higher rates, viz-a vis those contracted with it, which may have to be incurred by this Deptt. on maintenance of machines for the balance period of the contract through alternative arrangement.
- f) The above act of backing out would automatically debar the firm from any further dealing with this Department & the Performance Security Amount would also be forfeited.
- g) Expert cabler/s (LAN cable line man) is required for installation of new LAN cables or replacing the existing LAN cables and also to set right dangling cables wherever necessary and also identifying and fixing the Cable number wise in coordination with NIC in a proper way. The LAN cable will be provided by the Department. The LAN cable complaint lodged should be attended within 24 hours positively. Failing which a penalty of Rs.200/- per day for the number of days not attended will be charged and deducted from the ACMC bill.
- h) If any hardware would be removed or included in the running CAMC, the cost for the maintenance will be deducted or added on pro rata basis as quoted in the tender

8. EMD AND PERFORMANCE SECURITY

- a) Exemption from submitting EMD: Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) will be exempt from submission of the EMD. However the MSE bidder has to enclose the documentary proof of its SME status.
- b) EMD of Rs.75,000/- in the form of Cross Demand Draft in favour of DDO, DBT need to be submitted alongwith the tender.
- c) The successful bidder will be required to deposit an amount equivalent to 10% of the annual contract value in this Department through Demand Draft favouring Drawing and Disbursing Officer, Department of Biotechnology as Performance Security.

9. TERMS & CONDITIONS FOR THE ACMC TENDER

- 1) Technical and Financial bids should be submitted in the prescribed format only as per Annexure-I and Annexure-II respectively. Failure to do so will make the bid liable to be rejected.

- 2) Bids submitted by fax/email or after the due date and time will not be accepted.
- 3) While submitting the tender for this work the tenderers shall be deemed to have read, understood and accepted all the terms and conditions stated in the tender document. Any doubts or clarifications with regard to the interpretation of the Terms & Conditions stipulated in this Tender Notice, shall be got clarified in the **pre-bid meeting**. Requests for postponing the tender opening date for the same shall not be accepted.
- 4) Interested Agency/Firm shall attend the Pre-Bid Meeting as per schedule through its authorised representative at its own cost.
- 5) The tenderer shall treat the tender specifications and contents thereof as confidential
- 6) One Resident Service Sr. Engineer should be qualified with B.Tech/MCA/BCA and two resident Engineers with one year Diploma in computer hardware and networking having knowledge of CISCO network with minimum 3 years of experience in maintenance of computer hardware and networking, need to be provided.
- 7) On finalisation of contract, the L1 firm may send a list of qualified and experienced engineers with their resumes. The shortlisted engineers will be called for an interview by the Department before finalisation of CAMC personnel.
- 8) Scrutiny of the documents furnished by the firm will be done by the technical committee and the qualified vendor will be eligible for the financial bid. On finalisation of L1 firm before award of contract, all the documents submitted will be checked for its authentication.
- 9) Absence of any document will not be fulfilled after opening of tender.
- 10) The ACMC staff should be equipped with Mobile phone to ensure their availability and easy communication.
- 11) The software maintenance shall include loading, reformatting of software like latest version of Windows 7, 8, 10 and above with latest versions of MS Office's, language software, Internet explorer, outlook express, live mail and any other type of OS presently installed, data transfer and retrieval, device driver software, system/network configuration and installation of software purchased by the DBT of the aforementioned category from time to time. All the Engineers should be provided with latest digital LAN tester, one TB External hard disk for data transfer etc. and all the engineers should be provided with one pen drive.
- 12) The contract will be comprehensive and cover free replacement of all defective parts except consumables like cartridges and plastic components. All the defective parts should be replaced with new ones.
- 13) RJ 45 connector and IO box to be provided by the firm during the ACMC period.
- 14) The firm must prepare proper LAN diagram including IP Nos. and connectivity to L2 Switches with port No. of all nodes within the first quarter of being allotted to the CAMC, failing which performance of the firm w.r.t. LAN support will be treated as poor.

- 15) The bids not accompanied with the EMD amount in the form of above Pay order/Demand Drafts, shall be summarily rejected. The EMD of unsuccessful bidders will be returned to them on completion of the tender process.
- 16) No interest shall be paid on the EMD. If any of the selected bidders, refuses/ or is unable to execute the order, the EMD will be forfeited.
- 17) The bids will be examined by a Committee of officers including technical officers of the Department which may call for clarifications/ additional information from the vendors which must be furnished to the Committee in a stipulated time.
- 18) Any incomplete or ambiguous terms/conditions/quotes will disqualify the offer.
- 19) Any set of terms and conditions from the Vendors will not be acceptable to DBT.
- 20) DBT reserves the right to stop the tender process at any stage and go in for fresh tendering without assigning any reasons.
- 21) A firm black listed by any Govt. office will not be eligible to participate in this tender procedure.
- 22) Quotations received without separate sealed cover and rates not quoted in specified proforma will not be accepted. The Department reserves the right to reduce or increase the number of items offered for maintenance contract during the currency of AMC. The Department also reserves the right to reject any quotation without assigning any reason.
- 23) The rates quoted should be net and no discount, free services/offers quoted will be considered for the purpose of clarity. It is brought to the notice of the firms that this Department will not be responsible for damage caused to equipment due to power fluctuations. As such, rates quoted should take care of such damages.
- 24) A check-list of Technical bid vis-à-vis page number of tender documents should accompany the Technical Bid in the prescribed format (Annexure-I). Failure to do so will move the tender liable for rejection.
- 25) The Company must enclose a list of engineers employed by them with their qualifications and no change of staff without prior approval of the Department is allowed.
- 26) The awardee firm will be required to provide services at the premises of this Department and also at the residence of Senior officers of the Department at different locations in New Delhi as and when required.
- 27) The interested firm may submit their documents satisfying the technical bid requirements in a sealed cover as stated above to Shri J.K. Dora, Under Secretary to Government of India, Room No.519, 5th Floor, Block No.3, CGO Complex, Lodhi Road, New Delhi 110003 by 11.00 am on 11.00 am

(J.K. Dora)

Under Secretary to the Govt. of India.
Tele: 011-2436 3989

TECHNICAL BID
(CHECK LIST)**TECHNICAL BID FOR ANNUAL COMPREHENSIVE MAINTENANCE CONTRACT (ACMC) FOR COMPUTERS, SERVERS, LAP TOPS, PRINTERS, LOCAL AREA NETWORK (LAN), UPSs Etc. IN THE DEPARTMENT OF BIOTECHNOLOGY**

Sl. No.	Description	Yes or No	If Yes, Page No. of tender document
1.	Whether check-list is accompanied in the Technical Bid		
2.	The tender should be accompanied by Earnest Money of Rs.75,000 (Seventy Five Thousand only) in the form of DD drawn in favour of DDO, DBT payable at New Delhi		
3	Minimum 10 years of Experience in Government Organization/ Undertaking/ PSUs/ reputed private firms in rendering Comprehensive CAMC/AMC of Computer Hardware & Networking (Performance certificate/work orders required		
4.	The Bidders must be registered with GST Copies of documentary proof of the same must be enclosed		
5.	Bidders must have PAN No./PAN Card		
6.	The bidders must have filed income tax return of last three years (2015-16, 2016-17, 2017-18). Copies of returns to be attached.		
7.	The firm should have minimum 10 years of experience in Govt. organisation undertaking/PSUs/ reputed private firms and must have executed similar contract for minimum three years with contract value of not less than Rs.25 Lakhs per annum with deployed man power of minimum 05 Engineers in Government Organizations/Undertaking/PSUs (Pl attach copy of proof).Audited balance sheet should be enclosed.		
9.	Bidders must submit an undertaking on its letter head that they have not been blacklisted by any State/Government/ Central		

	Government/PSU Department in India		
10	The firm must have prior experience in maintaining hardware and network, maintenance of CISCO network systems (minimum 300 nodes). Copy of proof may be attached.		
11	Whether the firm has capability to maintain the blade server, rack server and tower server.		
12.	Details of bidders profile of the firm including details of their product and services.		
13.	All pages of the tender document and all enclosures should be serially numbered and signed by the bidder		
14.	Past work experience of LAN cabler		
15.	List of minimum 20 Engineers in its payroll presently working with them with their qualification and experience (documentary proof to be attached)		
16	The firm must have executed similar contract for minimum two years with contract value of not less than Rs.25 Lakhs per annum with deployed man power of minimum 05 Engineers in Government Organizations/ Undertaking/ PSUs (Pl attach copy of proof).		
17.	Does the firm have previous experience in maintaining hardware and network, maintenance of CISCO network systems (minimum 300 nodes).		
18	The bidder should be authorized partner/Channel partner/service provider of at least two OEMs of HP/HPE/DELL/ Lenovo/Samsung/ Canon/Acer. (Please attached the evidence for valid certificates issued and the same is in existence at the OEM web site Provide URL for evidence).		
19	One Resident Service Sr.Engineer should be qualified with B.Tech/MCA/BCA and two resident engineers with one year Diploma in computer hardware and networking and having minimum 3 years of experience in maintenance of		

	computer hardware (Pl. attach list with proof)		
20.	Performance certificates from the existing Govt. clients (organizations) must be attached.		
21.	The firm should have ISO/IEC 20000-1:2011 and ISO 9001:2015 with valid URL at internet.		
22.	The Company must enclose a list of engineers employed by them with their qualifications and experience		

This is to certify that the aforementioned facts are complete and correct to the best of my knowledge and belief. This is also certified that our firm/agency is not black listed by any Government nor any criminal case is registered/pending against the Agency/Firm or its owner /partner anywhere in India. It is certified that have read and understood the terms and conditions of this Tender Notice.

(Signature of proprietor)

Comprehensive Annual Maintenance Contract**FINANCIAL BID**

SL. No.	Items	Qty.	Rate per unit + GST @ %)	Total (including GST (3 x 4)
1	2	3	4	5
3.	Core2 duo Desktop PC	86		
4.	Lenovo i7 (M73) Desktop PC	79		
5.	HP i3 Desktop PC	79		
6.	HP i5 Desktop PC	2		
7.	HP Laptop i5	42		
8.	HP Prolient ML 330 G6 Server	2		
9.	HP Prolient DL 580 G7 Server	1		
10	Dell PowerEdge R620 Server	1		
11	HP LaserJet Pro M203Dw Printer	10		
12	HP LaserJet Pro 104A printer	17		
13	LaserJet Printers	115		
14	Samsung ML 2161 Printers	40		
15	Colour LaserJet printer	8		
16	Aten CL 1000N LCD Console	1		
17	HP Scanjet Scanners	6		
18	Multifunctional Printers	25		
19	D Link Wifi Device	8		
20	CISCO WiFi (AIR-CAP 3720I-D-K9)	26		
21	CISCO Catalyst 2960 Network Switches	25		
22	CISCO Catalyst PoE 8 Port Switch 2960	5		
23	CISCO 3580 NM-4-1G Series Switch	1		
24	CISCO Catalyst 3550 series	1		
25	UPS 10 KVA online	1		
26	UPS 6 KVA online	2		
27	UPS 3 AND 2 KVA online	3		
28	Numeric 2 KVA Offline ups	4		
29	Microtek 1 KVA Offline ups	4		
30	UPS 500 VA to 1	168		
31	Logitech BCC 950 Web HD Camera	03		
30.	Samsung Xpress C480FW colour printer	10		
31.	HP Laserjet Prom 403d	10		
32.	HP Laserjet Pro MFP 128 Fn	05		
33.	HP Laserjet P1108	05		
34.	HP ScanJet Pro 2500 F1 scanner	43		
35	All in one Desktop HP Q202 IN 27"	03		
36.	All in one Desktop HP Q202 IN 27"	03		

Manpower						
Sl. No.	Manpower	Basic wages (as per minimum wages notified by Govt. of NCT of Delhi	P.F @%	E.S.I. @%	GST..... %	Total
1.	Resident service Sr.Engineer with B.tech/MCA/BC A					
2.	Resident Engineer-I with Diploma in Computer hardware and Networking					
3.	Resident Engineer-II with Diploma in Computer hardware and networking					
	Total					

Note: Currently approx. 400 numbers of Internet Connectivity Nodes are working.