

No.BT/A.13/003/2016
GOVERNMENT OF INDIA
MINISTRY OF SCIENCE & TECHNOLOGY
DEPARTMENT OF BIOTECHNOLOGY

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Room No.704, 7th Floor,
Block No.2, CGO Complex,
Lodhi Road, New Delhi

Dated: 13th May, 2016

TENDER INVITING NOTICE

**ANNUAL COMPREHENSIVE MAINTENANCE CONTRACT (ACMC) AND
SUPPORT PACK FOR COMPUTERS, SERVERS, LAP TOPS, LCD PROJECTORS,
PRINTERS, LOCAL AREA NETWORK (LAN) INSTALLATIONS AND UPSs IN THE
DEPARTMENT OF BIOTECHNOLOGY**

Sealed quotations are invited in two bids system for award of Annual Comprehensive Maintenance Contract (ACMC) and support pack for computers, servers, lap tops, LCD projectors, printers, Local Area Network (LAN) installations and UPSs as mentioned in **Annexure-I and Annexure-II** respectively in the Department of Biotechnology.

2. The bids will be submitted in two parts namely the technical and financial bids. The technical bid will contain the profile of the bidding firms, vis-à-vis past experience in ACMC to the Ministries/Departments of the Govt. of India, availability of infrastructure. It may, however, be noted that financial bids of the firms, which are successful in technical bids shall only be considered.

3. A Separate envelopes containing technical and financial bids must reach to the undersigned in Room No.704, 7th Floor, Block No.2, CGO Complex, New Delhi by 3.6.2016 **at 11.00 am** in sealed covers clearly indicating “Technical/Financial quotation Annual Comprehensive Maintenance Contract (ACMC) and support pack for computers, servers, Lap Tops, LCD Projectors, 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:-

- (a) FIRST COVER should contain the “Technical Bid” which shall contain the profile of the bidding firms vis-à-vis past experience in Computer and peripherals ACMCs and other important documents of the Ministries/Departments of Government of India. This cover should be superscribed “TECHNICAL BID for Annual Comprehensive Maintenance Contract (ACMC) and support pack for computers, servers, Lap Tops, LCD Projectors, Printers, Local Area Network (LAN) Installations and UPSs In the Department Of Biotechnology alongwith Tender No., Name and Date of opening” containing the following:

- i) Tender documents duly completed and signed.
 - ii) Earnest Money Deposit (EMD) amounting to Rs.40,000/- (Rupees forty thousand only) in the form of Demand Draft/ Pay Order in favour of Drawing and Disbursing Officer, Department of Biotechnology.
 - iii) Experience Certificate for atleast three years of experience in executing contract for similar services to Govt. Departments/ PSUs/ State Govt. / Quasi Govt. to be attached.
 - iv) The firm should be in existence for over 5 years in the trade with the business turn over of Rs.50 lakhs and above per annum during the last 3 years.
 - v) The firm must have previous experience in maintaining hardware and network and is in a position to produce a certificate in this regard from-
 - a) The Original Equipment Manufacturer (OEM) that the firm is authorized and competent to take up maintenance work. The firm should be a service provider/business partner with any two of the following OEM like HP, DELL, Lenovo, Acer, Samsung.
 - b) Performance certificates from the existing Govt. clients (organizations) must be attached.
 - vi) The firm must have expertise in preventive onsite maintenance and repair of servers, clients, stand alone computers, laser/inkjet printers, UPSs, network components such as L-3 switches, LAN connections, scanners, peripherals and other hardware parts and accessories. The firm also must have expertise and experience in LAN troubleshooting.
 - vii) The bidders should have executed satisfactorily minimum 3 AMCs of more than 200 computers connected in LAN under Novell/Windows NTG and Linux/Unix environment. A performance certificate from atleast two Govt. Departments/Public Sector Undertakings shall be furnished.
 - viii) The firm must be registered with Delhi Sales Tax/Vat Department and Service Tax Department.
 - ix) If the firm meets the above technical requirements, it may apply in the proforma placed at Annexure-II, in sealed cover
- (b) SECOND COVER should contain the “Financial Bid” for Annual Comprehensive Maintenance Contract (ACMC) and support pack for computers, servers, Lap Tops, LCD Projectors, Printers, Local Area Network (LAN) Installations and UPSs In the Department Of Biotechnology, which shall contain quotes in terms of rupees for the Annual Comprehensive Maintenance Contract (ACMC) for computers, servers, Lap Tops, LCD Projectors, Printers, Local Area Network (LAN) Installations and UPSs In the Department of Biotechnology. This cover should be superscribed “FINANCIAL BID” Annual Comprehensive Maintenance Contract (ACMC) and support pack for computers, servers, Lap Tops, LCD Projectors, Printers, Local Area Network (LAN) Installations and UPSs In the Department of Biotechnology.
- (c) THIRD COVER: Both the above mentioned covers should be sealed separately and thereafter, be kept in a third cover and again sealed. This cover should also be superscribed with the Tender No., date of tender opening as under:-

“TENDER FOR Annual Comprehensive Maintenance Contract (ACMC) and support pack for computers, servers, Lap Tops, LCD Projectors, Printers, Local Area Network (LAN) Installations and UPSs In the Department Of Biotechnology NOT TO BE OPENED BEFORE 3.00 PM ON 03.06.2016.

- (d) The first cover i.e. Technical Bid shall be opened on the date of tender opening i.e. 03.06.2016. 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).
4. The other terms and conditions shall be as under: -
- i) The firm will provide three qualified experienced graduate having worked in Central Government Ministries/Department and experienced resident engineers having minimum graduation. Out of which one should be Degree holder of computer science and another engineer should be graduate in the field of computer & networking, with relevant certificate course from CISCO/Microsoft, etc., all the days from 9.00 am to 5.30 pm including holidays(Saturday/Sunday), if required. The engineers would be equipped with Mobile phone to ensure his availability. The other engineer/diploma holder having good experience will exclusively operate projection equipment such as LCD projectors, Laptops, Plasma screens and teleconferencing system at the conference halls of the Department.
 - ii) An amount of Rs.1000/- per day will be deducted from AMC payable if any of the engineers remains absent/leave without providing substitute.
 - iii) 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.
 - iv) 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.
 - v) The awardee 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.
 - vi) The firm will prepare separate log books for each of the machine to be taken under the CAMC and Preventive maintenance with virus detection and special cleaning of the Monitor, printer, key board etc. from outside with liquid cleaner and inside will be carried out on quarterly basis. A preventive maintenance report from the user would be submitted to Administration Section of this Department failing which an appropriate penalty would be imposed. The quarterly payment will be made on the basis of satisfactory report from the SO (Admin).
 - vii) The service engineer would take up any reported fault within one hour. As far as possible, the repairs would be carried out on-site itself.

However, in case the equipment is taken to the workshop, the firm would provide a stand-by for the same.

- viii) Also 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 machine, 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.
- ix) The software maintenance shall include loading, reformatting of software like latest version of Windows XP, Vista, 7, 8 and latest versions of MS Office's, language software, Internet explorer, outlook express (antivirus software) any other type of OS presently installed, data retrieval, device driver software, system/network configuration and installation of software purchased by the DBT of the aforementioned category from time to time.
- x) The firm would carry out preventive maintenance of such machines once in every three months. Failure to do so shall attract penalty as deemed fit.
- xi) The items that are defective and need to be replaced would be first checked by the Department before being declared as defective. The defective equipment/item will be replaced by the equipment/spares of the same specification/make and, in case these are not available, the equipment with higher specification will have to be installed.
- xii) The firm and its engineers shall be responsible for data back up and data security in case of system failure and crashing of hard drive/disc of any computer system under the maintenance contract. The engineers will not change the setting of any computer without seeking prior permission of from the Department.
- xiii) The contract will be comprehensive and cover free replacement of all defective parts except consumables like printer heads, ribbons, carat ridges and plastic components.
- xiv) The necessary support for maintaining Virus free computer environment in the Department in coordination with DBT NIC Cell and help in upgrading the software's/virus detection mechanism would be provided by the firm.
- xv) It may also be noted that in case of contract backing out in midstream without any explicit consent of this department, he will be liable to recover 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 contract through alternativeness.
- xvi) The above act of backing out would automatically debar the firm from any further dealing with this Department & the EMD amount would also be forfeited.
- xvii) No advance payment in any case would be made. However, quarterly payment after satisfactory completion of each quarter would be made.

- xviii) 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 payable to the firm.
- xix) 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.
- xx) The firm would also required to submit copy of PAN, Service Tax Registration Certificate along with the Technical Bids failing which the quotation shall not be considered.
- xxi) Apart from regular service to the UPSs, the firm will be responsible for doing preventive maintenance to all the UPSs in quarterly basis and proper log sheet will be maintained duly signed by the concerned user. In case of non compliance of preventive maintenance penalty will be made as per the set procedure of computer penalty maintenance clause. Small patch cords of 2.5 meters length for LAN connectivity to be provided by the firm and this should cover under the contracts.
- xxii) 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 allotting the AMC. Failing which performance of the firm w.r.t. LAN support will be treated as poor.
- xxiii) The bids not accompanied with the 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.
- xxiv) 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.
- xxv) 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.
- xxvi) Any incomplete or ambiguous terms/conditions/quotes will disqualify the offer.
- xxvii) DBT reserves the right to accept/reject any or all bids without assigning any reasons thereof.
- xxviii) Any set of terms and conditions from the Vendors will not be acceptable to DBT.
- xxix) DBT reserves the right to stop the tender process at any stage and go in for fresh tendering without assigning any reasons.
- xxx) DBT reserves the right to impose and recover penalty from the vendors who violate the terms & conditions of the tender including refusal to execute the order placed on them for any reasons.
- xxxi) A firm black listed by any Govt. office will not be eligible to participate in this tender procedure.
- xxxii) 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.
- xxxiii) 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 Ministry will not be responsible for damage caused to equipments due to electric fluctuations. As such rates quoted should take care of such damages. The firm shall replace/repair equipments damaged due to power fluctuations at their own cost.

- xxxiv) A check-list as per specimen should accompany the Technical Bid.
- xxxv) The tenderer firm/company must be ISO 9001 Certified.
- xxxvi) The tenderer must have back to back agreement with OEM i.e. M/s.HP, HCL, Sansung, Lenova, DELL, or Acer for supply of spares and supports.
- xxxvii) The tenderer must submit authorization letter from M/s. HP, HCL, Sansung, Lenova, DELL, or Acer clearly stating that the tenderer has the authority and competence to provide services for HP make equipment and that HP will extend all support to them in discharging their contract.
- xxxviii) The technical bids without HP HCL, Sansung, Lenova, DELL, or Acer authorization letter will not be considered.
- xxxix) Performance certificates from the existing Govt. clients (organizations) must be attached.
- xl) Regarding support pack, the computers and printers are under warrantee till March, 2017.
- xli) As regards support pack, the engineer will directly coordinate with the company and solve the problem.

3. 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.704, 7th Floor, Block No.2, CGO Complex, Lodi Road, New Delhi by 11.00 am on 03.06.2016.

(J.K. Dora)

Under Secretary to the Govt. of India.
Tele: 011-2436 9888

CHECK LIST

ANNUAL COMPREHENSIVE MAINTENANCE CONTRACT (ACMC) FOR COMPUTERS, SERVERS, LAP TOPS, LCD PROJECTORS, PRINTERS, LOCAL AREA NETWORK (LAN) INSTALLATIONS AND UPSs IN THE DEPARTMENT OF BIOTECHNOLOGY

Sl. No.	Description	Yes or No	If Yes, Page No.of tender document
1.	Whether the firm is in existence for more than 5 years in the trade and also with an yearly turn over for more than Rs.50 lakhs during the last 3 years		
2.	The tender should be accompanied by Earnest Money of Rs.40,000 (Rupees forty Thousand) in the form of DD drawn in favour of DDO,DBT payable at New Delhi		
3.	Previous Experience		
4.	The Bidders must be registered with Dept. of VAT, Govt.of Delhi for local Sales Tax/VAT . Copies of documentary proof of the same must be enclosed		
5.	The bidder should have Trader Identification No. TIN. Copies of documentary proof of the same to be enclosed.		
6.	Bidders must have Sales Tax Clearance Certificate (STCC) for a the last financial year 2014-15 copies of documentary proof.		
7.	Bidders must have PAN No.		
8.	The bidders must have Service Tax Registration Certificate.		
9.	The bidders must have filed income tax return of last three years.		
10.	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		
11.	The Bidders should have experience of working with Government organisations during last three years.		
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		

Details of Ministry/Department in which the Agency had worked earlier for the last three years:

S.No.	Name /contract number of the officers of client/Ministry /Department	Details of equipment and Nos. (Network servers and clients) and stand alone PCs, Laptops, printers, other peripherals.	No. of resident engineers provided	Period of contract	Contract value (Rs.in lakhs)

This is to certify that the above facts are true, complete and correct to the best of my knowledge and belief. This is also certified that this 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 I/We have read and understood the terms and conditions of this Tender Notice.

(Signature of proprietor)

Comprehensive Annual Maintenance Contract**FINANCIAL BID**

Sl.No.	Items	Quantity
1.	P-4, P-D, Core2 duo PC	102
2.	i3 PC	79
3.	HP Tower Servers	8
4.	Laserjet Printers	131
5.	Colour Laserjet printer	6
6.	Deskjet Printers	9
7.	Scanners	3
8.	Multifunctional Printers	21
9.	Projectors	1
10.	LAN Switches(Cisco delink)	15
11.	Cisco Router 2000 series	1
12.	LAN Nodes	240
13.	UPS 10 KVA	1
14.	UPS 6 KVA	2
15.	UPS 3 AND 2 KVA	3
16.	UPS 500 VA to 1 KVA	168

Support Pack

Total number of computers and printers which are under warrantee for support pack is given below:

Sl. No.	Items	Quantity
1.	Computers Lenovo M 73 model	78
2.	Printers ML 2161 Samsung	40
3.	Old Laptop	22
4.	New Laptop	47

Minimum three resident engineers are required.