

No.D-17016/01/2015-Gen-I
Government of India
Ministry of Social Justice & Empowerment
Department of Social Justice & Empowerment

Dated the 16 June, 2016

E-NOTICE INVITING TENDER
(Closing date 1500 hours 08.07.2016)

SECTION-I

On behalf of the President of India, Department of Social Justice & Empowerment invites online tenders from prospective Service Providers (preferably having an experience of maintenance of Computers, Printers, Scanners and Laptop having annual turnover of Rs. 10 Lakh or more during the last two years (viz. 2014-15 and 2015-16) and having qualified engineer/mechanic and having a valid contract for providing services to one or more Central/State Govt. Ministries/Departments, Public Sector Undertakings, reputed Private Ltd. Companies/Firms.

Tender No.	No.D-17016/01/2015-Gen-I
Tender Forms Available at website	www.socialjustice.nic.in http://eprocure.gov.in/eprocure/app
Date and time of issue/publishing	16.06.2016 14.30
Document Download start date & time	17.06.2016 14.30
Bid submission start date & time	18.06.2016 10.30
Bid Submission last date &	08.07.2016 15.00
Date and Time of opening of technical bid	08.07.2016 after 15.30
Place of opening of technical bid	Technical bid will be opened by Tender opening committee
Date of opening of financial bid	To be intimated later

2 Scope of Work and general terms and conditions of the contract is given in Annexure-I.

3 Details of Computers, printers, Scanners and Laptop is given in Annexure-II.

4 The tender is in two bid system i.e. Technical bid as in Annexure-III and Financial Bid as in Annexure-IV.

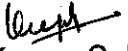
5 Instructions of the online bid submission and Tender acceptance letter are given in Annexure-V and Annexure-VI respectively.

6 The eligible bidders may download Bid Document from our website www.socialjustice.nic.in (for reference only) as well as CPPP website <http://eprocure.gov.in/eprocure/app> (for bidding prospective). Bidders shall have to deposit Rs. 20,000/- (Rupees Twenty Thousand only) as EMD in the form of Demand Draft in the name of DDO, D/o. Social Justice & Empowerment on or before bid submission closing date & time and drop in the tender box kept at Facilitation Centre, D/o. Social Justice & Empowerment, near ATM of State Bank of Patiala. **Scanned copy of Demand Draft has to submit online at <http://eprocure.gov.in/eprocure/app> along with the Technical & Financial bid.**

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7 The bid must be accompanied by DD for Rs. 20,000/- (Rupees Twenty Thousand only) as EMD and all the necessary documents. The rates quoted should be NET (exclusive of taxes) and no discount, free service/offers should be there in the rates, failing which tender will be rejected. The AMC/tender is not transferable and financial bids of only those firms/companies will be opened who qualify in the technical bid.

8 Department of Social Justice & Empowerment reserves the right to accept or reject any or all tenders or amend/withdraw any of the terms and conditions contained in the Tender Document, without assigning any reason.


(Deepak Kumar Sah)

Under Secretary to the Govt. of India

DEEPAK KUMAR SAH
Under Secretary
सामाजिक न्याय और अधिकारिता विभाग
Department of Social Justice and Empowerment
सामाजिक न्याय और अधिकारिता मंत्रालय
Ministry of Social Justice and Empowerment
नई दिल्ली
Govt. of India, New Delhi

Copy to:

1. All Ministries/Department of the Government of India, New Delhi requested that wide publicity of this tender notice may please be given to the contractor engaged by them for this job to submit their quotations through e-procurement process, if they are willing and fulfill the conditions.
2. NIC, Department, Social Justice & Empowerment, Shastri Bhavan with the request to load it on Department Website as well as Central Portal.
3. Notice Boards.
4. Reception Officer, Department of Social Justice & Empowerment, Shastri Bhavan, New Delhi – for information please.
5. Asstt. Commandant, CISF, Shastri Bhavan, New Delhi – for information please.


1 **Scope of Work**

- (a) Upkeep and maintenance of the hardware/software installed;
- (b) To provide and maintain the required drivers (CDs/DVDs etc.);
- (c) Repair to be carried out at the location of the equipment;
- (d) Stand-by arrangement to be made in case the equipment is required to be taken to workshop for repairs;
- (e) Support for users and troubleshooting of commercial software packages and removal of virus and re-installation of software, if corrupted;
- (f) Coordination with company (HP/DELL/HCL LENOVO/HCL etc) service providers for troubleshooting of the computer and other peripherals under warranty;
- (g) Any other maintenance work related to keeping the computers/printers and its peripherals functional.

2 The list of computers, Laptops, Printers, Scanners and other related items/peripherals is given in Annexure-II. The new equipment purchased from time to time, after the expiry of warranty/guarantee period, will also have to be serviced/maintained at the same terms and conditions as in AMC and will be valid for the contract period. The payment for new equipment which will get included after expiry of warranty/guarantee will be made on pro-rata basis. The Department reserves the right to add/remove any item from AMC during the contract period.

3 The Terms and Conditions of AMC are as under:-

- (a) The firm/company should be registered as a firm/company with the Registrar of companies and must be have an ISO certified. The firm/company shall also be registered with different tax authorities. The firms/company required to submit self-attested copy of documents relating to registration of the firm/company, PAN/TIN, Service Tax, VAT etc.
- (b) The firm/company shall be in existence for over five years in the field of maintenance with a turnover of not less than 10 lakhs during the last two financial years viz. 2014-15 and 2015-16. The bidder shall enclose Income Tax Returns and the Balance Sheet for the last three years viz. 2013-14, 2014-15 and 2015-16.
- (c) The firm/company shall have the experience of maintenance of such equipment with Government Department/Public Sector Undertaking in Delhi of not less than 100 computers and its peripherals. The bidder shall submit details of AMC it is having in different offices of Govt. Department/Govt. Undertaking along with valid proof.
- (d) The replacement of any parts of the Computers/printer and its peripherals (except Hard Disk, mother board, SMPS, Printer Head, Teflon Film of laser Printer, monitor, picture tube, plastic items and consumables like ink, cartridge, ink-tonner, and batteries for UPS), whenever required, must be carried out by vendor (AMC holder) with the genuine part of same specification and warranty. If any firm is authorized agent/partner of any one or more manufacturer, then it shall submit authorization letter/MOU to this effect.



- (e) The firm shall maintain the equipment as per manufacturer's guidelines and shall use standard components for replacement. Until and unless written orders of Under Secretary (General Admn), Department of Social Justice & Empowerment are conveyed, the original specifications/ characteristics/ features shall not be changed. In case any damage is caused to any equipment due to negligence on the part of vendor/vendor's representative, the loss will be borne by the vendor.
- (f) In case of more than one bidder quoting the same rate resulting in tie, the lowest bidder will be decided on the basis of highest amount of contract handled during the last two years.
- (g) The vendor will provide one resident service engineer on all working days from 9.00 AM to 5.30 PM. The engineer shall also be available on holidays as per requirement of this Department. The service engineer shall be equipped with functional mobile phone to ensure his/her availability. In case the Service Engineer goes on leave, it will be the responsibility of the vendor to make alternate arrangement in advance under intimation to Under Secretary (General Admn) and Section Officer of General-I Section, failing which an amount of Rs.500/- will be deducted for each day for which the Service Engineer remains absent/not available.
- (h) The contract will be valid for a period of one year from the date of commencement. The contract will commence from the date on which acceptance is given by the vendor accepting the contract. The amount of AMC will be paid on Quarterly basis on completion of each quarter. In case payment is delayed for any administrative reason, no interest thereon will be paid.
- (i) 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. The AMC can be extended, if so desired by the Department based on the performance of the firm up to three year.
- (j) An Earnest Money Deposit (EMD) of Rs.20,000/- (Rupees twenty thousand only) through Bankers Cheque/Demand Draft from a Nationalised Bank located in Delhi/New Delhi drawn in favour of Pay & Accounts Officer (Sectt) Department of Social Justice & Empowerment, New Delhi shall be enclosed with the quotation. Quotation received without EMD or EMD addressed wrongly will be rejected out rightly. EMD received from the unsuccessful bidder will be returned within one month of the award of AMC. No interest will be paid on EMD. The successful bidder will be required to submit a performance guarantee as determined by the Department while awarding the contract for the fulfilment of performance of the terms and conditions of the contract. The security deposit will be refunded after successful completion of the contract after adjustment of dues, if any. If the successful bidder backs out in mid-term without explicit approval of this Department, the EMD, Performance Guarantee will automatically get forfeited.
- (k) The firms/company will ensure that minimum wages (including ESIC/EPF) are paid to its employees as per statutory rules in force from time to time.
- (l) During the contract period, the vendor will make periodic preventive checks of the machines to minimize the breakdown. The vendor shall plan the schedule in such a way that maintenance is carried out for each equipment once in three month. Vendor will submit a preventive maintenance report from the users to General Section for each of the equipment. Vendor will also prepare


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list of all the computer and its peripheral clearly indicating the machine number, make model, its location viz the officer/official branch etc. and will submit the same to General Section while submitting the bill, for record.

4 The engineer deployed shall be responsible for preventive and corrective maintenance of all PCs, peripherals and accessories. It should be carried out each equipments at least **once in six months**. A separate logbook should be maintained to record the preventive maintenance carried out each equipment, location wise. The schedule of preventive maintenance shall be as follows:-

- (a) Cleaning of all equipment using dry vacuum air, brush, and soft muslin clothes.
- (b) Running of test programme to ensure quality print/date reliability.
- (c) Checking of power supply source for proper grounding and safety of equipment.
- (d) Ensuring the covers, screws, switches etc. are firmly fastened in respect of each equipment.
- (e) Scanning of all types of virus and elimination and vaccination of the same.
- (f) Shifting of equipment within the building as and when required.
- (g) Service Engineer/machine should also provide their services while making presentation on Laptop by the Officers of Department in the Department or out sight the Department.
- (h) The firm shall also be responsible for deployment of necessary staff for regular cleaning of all hardwares using suitable cleaning material and equipment. Each equipment has to be cleaned **once in three month regularly**. A register shall be maintained showing the cleaning of each equipment and shall be produced daily to the Section Officer (Gen-I) for verification, after the job.
- (i) The firm shall also be responsible for deployment of necessary staff for regular cleaning of all hardwares using suitable cleaning material and equipment. Each equipment has to be cleaned **once in three month regularly**. A register shall be maintained showing the cleaning of each equipment and shall be produced daily to the Section Officer (Gen-I) for verification, after the job.

5 The last date for submitting Online Tender is 08.07.2016 at 3.00 PM. The bids will be opened at the 3.30 PM on 08.07.2016 by the Tender open Committee at Shastri Bhavan, New Delhi.



ANNEXURE-II

Details of Computers, Printers Scanners

Sl. No.	Items	Total No.
1	Desktop Computer	177
2	Printers	76
3	Colour Printers Multi-functional	05
4	Scanner	3
5	Laptop	10
6	UPS	177

Note: The above figure is tentative and not absolute. Adjustment in AMC amount will be made on prorate basis at the rate quoted by the successful bidder for increase/decrease in quantity of above items, if any.

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ANNEXURE-III

Application Proforma for Technical Bid

(Note: the papers/ documents shall also be enclosed in the following order)

1	Name of Firm/Company	
2	Date of Registration of the firms /company (enclosed copy of Registration Certificate)	
3	Complete Address of the Firm / Company & Telephone No.	
4	Name of Proprietor	
5	Contact Details of proprietor	
6	Name and Address of Ministries / Department / undertaking having AMC of Computer at present (enclose copy of AMC)	
7	Authorisation certificate from one or more of the following leading companies i.e. HP/ DeLL/HCL/Lenevo/LG etc (enclose copy)	
8	PAN No (enclose copy)	
9	Service Tax No. (enclose copy)	
10	VAT No. (enclose copy)	
11	ISO Certificate (enclose copy)	
12	Details of Earnest Money Deposit (EMD)	

Note : All the enclosed documents should be self-attested.

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ANNEXURE-IV

Application proforma for financial bid

Sl. No.	Computers & Peripherals	Total No	Rate per unit (in Rs.)
1	Desktop computer	177	
2	Printers	76	
3	Colour Printers	05	
4	Scanners	3	
5	Laptop	10	
6	UPS	177	

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Instructions for Online Bid Submission:

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal. More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link "Online bidder Enrollment" on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

[Handwritten signature]

PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as "offline" to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it

Accept

- online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- 6) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
 - 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
 - 8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
 - 9) Upon the successful and timely submission of bids (ie after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
 - 10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is 1800 3070 2232. Bidder can also get help at +91-7878007972 & +91-7878007973.

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TENDER ACCEPTANCE LETTER
(To be given on Company Letter Head)

Date: _____

To, _____

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: _____

Name of Tender / Work: - _____

Dear Sir,

1. I / We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely: _____

as per your advertisement, given in the above mentioned website(s).

2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. _____ to _____ (including all documents like annexure(s), schedule(s), etc .), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.

3. The corrigendum(s) issued from time to time by your department/ organisation too have also been taken into consideration, while submitting this acceptance letter.

4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.

5. In case any provisions of this tender are found violated, then your department/ organisation shall without prejudice to any other right or remedy be at liberty to reject this tender/bid including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal

