

**NATIONAL BACKWARD CLASSES FINANCE AND DEVELOPMENT CORPORATION,**  
**NEW DELHI**

No. : NBCFDC/CS-ADMN/Tender/IT/2014-15

Date : 19.03.2015

**TENDER DOCUMENT**

**(FOR YEARLY EMPANELMENT OF COMPUTER MAINTENANCE SERVICE PROVIDERS)**

Sealed Tenders are invited by NBCFDC (A Govt. of India Undertaking), 5th Floor, NCUI Building, August Kranti Marg, New Delhi in Two Bid System, viz, **‘Technical Bid’ and ‘Commercial Bid’** in separate envelopes from firms for empanelment **to maintain the IT equipments**, as per the following guidelines:-

**1.0 General Guidelines & Conditions:**

**1.1 Submission of Tender**

1.1.1 The tender must be submitted to **Company Secretary, NBCFDC, 5th Floor, NCUI Building, August Kranti Marg, New Delhi – 110016** in Two Part Bid System - Technical Bid superscribing ‘Technical Bid’ and ‘Commercial Bid’ superscribing ‘Commercial Bid’ in two separate envelopes. **These two separate sealed envelopes should be placed in another sealed envelope and submitted accordingly.**

1.1.2 Sealed tender shall be received in this office upto **11:00 hrs. on 01.04.2015.**

1.2 **The estimated annual value of the contract would be around 1,00,000/- only. The tenderer shall be required to deposit 5,000/- as Bid Security (refundable) alongwith the Tender Documents.** The amount may be paid in the form of Pay order/Demand Draft/Bankers Cheque in favour of National Backward Classes Finance and Development Corporation (NBCFDC) payable at New Delhi.

1.3 The technical bid of only such tenderer would be opened, who furnish the Bid amount. The Bid security shall be refunded to the tenderers who do not qualify subject to finalization of the Service provider.

**1.4 Opening of Bids:**

The Technical Bid will be opened on **01.04.2015 at 14:30 hrs.** in the presence of authorized representatives of firms, who are interested to be present during opening of the Tender, by Committee members constituted for the purpose. The procedure adopted by the NBCFDC for evaluation and comparison of Bids shall be final and binding on all Bidders

**1.5 Evaluation of Bids**

1.5.1 The technical bids will be evaluated by a committee formed by NBCFDC. The committee at its discretion might visit Agencies Office/Work Place to check infrastructure/relevant documents as available with the tenderer.

- 1.5.2 The Commercial Bids only of those firms, who qualify the Technical Bid, shall be opened subsequently on a day and time fixed by the Committee after completing the work as per 1.5.1.
- 1.5.3 Open/stapled/improperly sealed/received by fax/tenders received after stipulated time and day shall not be entertained.

## 2.0 **TECHNICAL/PREQUALIFICATION BID**

- 2.1 The firm should be registered with the Registrar of Companies and Sales/Trade tax department. Copies of PAN Number/Tan number/Sales tax number must be attached. Firm should be in existence for the last 5 years.
- 2.2 The firm should have minimum five years experience in maintenance of Computers/Laptops/UPSs/Printers and Servers with Central/State Govt. Ministry/Department/Organization/CPSU/MNC/Reputed Companies (mandatory experience in one Govt. organization for last five years to be attached). A list of clients should be enclosed along with work award contract.
- 2.3 Firm must have sufficient numbers of qualified and experienced engineers and a list of 5 regular engineers must be enclosed.
- 2.4 The firm should have its office in New Delhi/NCR.
- 2.5 The firm should be authorized sale or service partner of HP.
- 2.7 The firm/contractor must submit documentary evidence in support of fulfilling eligibility criteria mentioned above.

## 3.0 **Standard Terms & Conditions** - (enclosed in the Annexure)

In case your firm is interested and capable of giving the above services, you are requested to **submit your sealed quotations in two part bid system latest by 1100 hrs. on 01.04.2015**, alongwith the bid amount in envelope of Technical Bid, mentioning Phone No./Cell Phone No./Fax No. The quotation may please be dropped in the Tender Box at NBCFDC, 5th Floor, NCUI Building, August Kranti Marg, New Delhi office or may be sent by **Registered Post** to the **Company Secretary**, NBCFDC, 5th Floor, NCUI Building, August Kranti Marg, New Delhi -110016 superscribing the **“QUOTATION FOR PROVIDING AMC OF IT EQUIPMENT”** and sender’s name and address in full on the envelope.

**4. Scope of work**

1. The scope of work covers comprehensive maintenance of Laptops, Personal Computers, Scanner mentioned at Annexure-I
2. The scope of work also includes maintenance of Operating System(OS) and other relevant software installed in the computers and peripherals.
3. The scope of work covers deputing of technical staff as and when required in the NBCFDC office from 09:30 to 18:00 hrs. on all working days and if required, on Saturdays and Sundays and also after 18:00 hrs. on working days.
4. The engineers deployed shall be responsible for preventive maintenance with virus detection and corrective maintenance of the computers and peripherals under AMC and also maintenance of softwares.
6. The Bidder/firm shall maintain the equipments as per manufacture's guidelines and shall use standard and genuine components(HP/Compaq) for replacement.
7. The Firm/Bidder must be specialized in LAN troubleshooting.
8. Any reported fault would be taken up by the maintenance provider at the earliest. As far as possible, the repairs would be carried out on site itself. However, in case the equipment is taken to the workshop and if fault is not repaired within 24 hrs. then a standby equipment be provided by the firm.
9. If the equipment is required to be transported to the firm's/manufacture's service workshop for repairs, the same shall be undertaken at the risk and cost of the firm
10. The firm shall have the required drivers for maintaining the PCs and peripherals for configuring them.
11. It shall be the responsibility of the firm to make all the laptops/ computers/scanner work satisfactorily throughout the contract period and to hand over the systems in working condition to the NBCFDC after expiry of the contract.

## STANDARD TERMS & CONDITIONS

1. The management reserves the right to select or reject any quotation or entire Tender without assigning any reason thereof.
2. **The estimated annual value of the contract would be about Rs. 1,00,000/- only. The tenderer shall be required to deposit 2% of the estimated value i.e. Rs. 2,000/- as Bid Security (refundable) alongwith the Technical Bid of the Tender Document.** The amount may be made in the form of Pay order/Demand Draft/Bankers Cheque in favour of National Backward Classes Finance and Development Corporation payable at New Delhi. The Bid security shall be refunded to the tenderers subject to finalization of the Service provider.
3. The contract amount once fixed will remain in force for a period **of One year and no increase** on account of any reason, whatsoever, will be entertained during the contract period.
4. The selected firm shall be required to deposit 10% of the estimated value i.e. Rs. 10,000/- as performance security (non-interest bearing) in the form of Pay order/Demand Draft/Bankers Cheque only in favour of NBCFDC payable at New Delhi. The Performance Security shall be refunded after completion of AMC.
5. In case of unsatisfactory services, the NBCFDC has the right to cancel the contract, at any point of time, by giving one month's notice.
6. Tenders not conforming to prescribed requirements will be rejected and no correspondence thereof shall be entertained whatsoever.
7. All documents including Tender Document attached with the Tender should be signed by the tenderer with seal of Agency/Firm.
8. The Tenderer should take care that the rate and amount should be written in such a way that interpolation is not possible. No blanks should be left which would be otherwise making the tender liable for rejection.
9. Tenderer submitting a tender would be presumed to have read and fully understood all the terms and conditions and instructions contained in the tender documents and parts/annexure thereof. No inquiry, verbal or written, shall be entertained in respect of acceptance/rejection of the tender.
10. Any Act on the part of tenderer to influence any body in the Organization is liable to rejection of his tender.
11. The firm/company empanelled agency shall comply with all legal requirements involved/applicable in discharge of the assigned job/work.
12. The successful bidding Agency/Tenderer shall alone be responsible to provide all the statutory benefits to his staff and officials viz; PF, ESI, Bonus, Gratuity, Leave etc, employed by the contractor. The agency shall also comply with all Labour laws in force regarding deployment of Contract workers in respect of services provided.
13. The Quotations must be Un-conditional.

14. The successful bidding agency shall not engage any sub-contractor or transfer the contract to any other persons in any manner.
15. The Corporation reserves the right to cancel the contract and forfeit the EMD in case the quality of the service is not found to be of the desirable standard.
16. In case of delayed and unsatisfactory service, NBCFDC reserves the right to cancel the contract at any time.
17. NBCFDC reserves the right to postpone/recall/reject the full or part of the tender without assigning any reasons thereof.
18. NBCFDC shall not be responsible either for non-receipt of the quotation or its receipt after the stipulated date and time due to any reasons what so ever.
19. When deemed necessary, NBCFDC may seek clarifications on any aspect from the firm. However, that would not entitle the firm to change or cause any change in the substance of the tender submitted or price quoted.
20. The contract will come into effect from the date of issuance of the work order for 12 months. It may be extended for the further period of 24 months or less as per the terms & conditions on satisfactory performance and at the sole discretion of NBCFDC.
21. Payment of the contract will be released 50% in advance and balance 50% after completion of six(6) months of AMC subject to satisfactory services.
22. In case of any dispute, the decision of the MD of the NBCDC shall be final and binding.
23. All disputes or differences, whatsoever, arising between the parties out of or relating to the construction, meaning and operation or effect of this contract or the breach thereof, shall be settled by arbitration in accordance with the rules of arbitration of the Indian Council of Arbitration and the award made in pursuance thereof shall be final and binding. The Managing Director of the Corporation shall be the Competent Arbitration Officer for the purpose of this contract.

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**Prescribed Format for Technical Bid (Compulsory)**

<b>S.N.</b>	<b>Criteria</b>	<b>Whether minimum Eligibility criteria fulfilled (Yes/No)</b>	<b>Details of Supporting documents attached. (Page No.)</b>
<b>1</b>	The firm should be registered with the Registrar of Companies and Sales/Trade tax department. Copies of PAN Number/Tan number/Sales tax number must be attached. Firm should be in existence for the last 5 years.		
<b>2</b>	The firm should have minimum five years experience in maintenance of Computers/Laptops/UPSs/Printers and Servers with Central/State Govt. Ministry/Department/Organization/CPSU/MNC/Reputed Companies (mandatory experience in one Govt. organization for last five years to be attached). A list of clients should be enclosed along with work award contract.		
<b>3</b>	Firm must have sufficient numbers of qualified and experienced engineers and a list of 5 regular engineers must be enclosed.		
<b>4</b>	The firm should have its office in New Delhi/NCR.		
<b>5</b>	The firm should be authorized sale or service partner of HP.		
<b>6</b>	The Agency should furnish last 3 years Income Tax Returns.		
<b>7</b>	The Agency should not have been blacklisted by any Government Department in India. (Please attach an undertaking signed by the authorized representative of the Agency).		
<b>8</b>	Bid Security amount (refundable) of Rs. 5,000/- (Rupees Five Thousand only) in the form of Pay Order/Demand Draft/Bankers' Cheque in favour of NBCFDC payable at New Delhi.		
<b>9</b>	The enclosed certificates and documents should be self-attested by the Agencies.		

**Prescribed Format for Financial Bid (Compulsory)**

### Equipment to be covered under AMC

S.N.	Product Description	Qty.	Rate per Unit (Rs.)	Total (Rs.)
1	HP (Model Dx2280) Intel Pentium-IV 2.8 Ghz, Dual Core 512 MB SD RAM, 1 MB Cache, 160 GB HDD SATA, 4 USB Port, Combo Drive, 17" TFT LCD Display, MS Office 2003 Professional	8		
2	HP (Model Dx2480) Intel Core 2 Duo E4600, 2.4 GHz, 2MB L2 cache 2 GB DDR2 RAM with 4 GB expandability, 160 GB HDD SATA, DVD ROM Drive, 10/100/1000 Integrated Network Port 104 keys keyboard, 17" TFT Digital Colour Monitor, Integrated graphics, MS Office 2007 Professional	4		
3	HP (Model 7000 series) Intel Core 2 Duo E8400, 3 GHz, 6MB L2 cache 2 GB DDR2 RAM with 8 GB expandability, 250 GB HDD SATA, DVD ROM Drive, 10/100/1000 integrated Network Port 104 keys keyboard, 17" TFT Digital Colour Monitor, Integrated graphics, MS Office 2007 Professional Windows Vista Business preloaded	2		
4	HP (Model 8000 series) Intel Core i5-650, 3.2 Ghz, 4MB cache 2 GB DDR3 RAM with 8 GB expandability, 320 GB HDD SATA, 6 USB Port, DVD ROM Drive, 10/100/1000 integrated Network Port 104 keys keyboard, 18.5" TFT Digital Colour Monitor, Integrated graphics, MS Office 2003 Professional Windows 7 OS preloaded	11		
5	HP Scanner (HP ScanJet 5590)	1		
6	HP PROBOOK 4431s Intel Core i-7, 2.8 Ghz, 2 GB DDR3 RAM with 8 GB expandability, 500 GB HDD SATA, Integrated wireless, blue tooth, DVD Writer 10/100/1000 integrated Network Port 14" TFT, Integrated graphics, MS Office 2007 Professional	1		
7	HP PROBOOK 4530s/4430s Intel Core i5-520M, 2.4 Ghz, 3MB L2cache 2 GB DDR2 RAM with 8 GB expandability, 320 GB HDD SATA, Integrated wireless, blue tooth, DVD Writer 10/100/1000 integrated Network Port 14" TFT active Matrix Wide Screen Display, Integrated graphics, MS Office 2007 Professional Windows 7 OS preloaded	5		
8	D-Link 16/24 Port Network Switches with panel	2		
	<b>Service/Other Taxes</b>			
	<b>TOTAL</b>			

