

Council for Advancement of People's Action and Rural Technology (CAPART)

(Under the aegis of Ministry of Rural Development, Govt. of India)

Zone-4B, UG Floor, India Habitat Centre,

Lodhi Road, New Delhi - 110 003

NOTICE INVITING e-TENDER (NIT)

Online tenders are invited from experienced and reputed Firms through two bid system for "Annual Maintenance Contract of Computers / Peripherals for one year – starting from November, 2016" (Manual tender will not be accepted).

Tender documents may be downloaded from CAPART's website www.capart.nic.in (for reference only) and CPPP site <https://eprocure.gov.in/eprocure/app> as per the schedule as given in CRITICAL DATE SHEET.

1. Bids shall be submitted online at CPPP website: <https://cprocure.gov.in/eprocure/app>. Bidders are advised to follow the instructions provided in the 'Instructions to the Agencies/Bidder for the e-submission of the bids online through the Central Public Procurement Portal for e-procurement at <https://eprocure.gov.in/eprocure/app>.
2. Not more than one tender shall be submitted by one contactor or agency having business relationship. Under no circumstance will father and his son(s) or other close relations who have business relationship with one another (i.e. when one or more partner(s)/director(s) are common) be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tenders of both parties liable to rejection.
3. Intending Bidders are advised to visit CAPART's website www.capart.nic.in and CPPP website <https://eprocure.gov.in/eprocure.app> at least 3 days prior to closing date of submission of tender for any corrigendum/addendum/amendment.
4. Bids will be opened as per date/time as mentioned in the **Tender Critical Date Sheet**. After online opening of Technical-Bid the results of their qualification will be uploaded on the site. The final result of selection of bidder based on the technical and financial bid will also be uploaded on the site.

Bidders may send the hard copy of the documents of technical bids and keep entire original documents ready for physical verification if needed.

CRITICAL DATES SHEET:

Tender No.	:	AMC/ITD/1/2016
Published Date and Time of e-Tender	:	23.09.2016 at 4:00 PM
Start Date and Time of download of Tender Document	:	23.09.2016 at 4:10 PM
Start Date & Time of submission of e-Tender	:	29.09.2016 at 10:00 AM
End Date & Time of submission of e-tender	:	13.10.2016 at 5:00 PM
Date & Time of opening of Technical bid	:	14.10.2016 at 11:00 AM
Date & Time of opening of Financial bid	:	17.10.2016 at 11:00 AM

**- Information Technology Division
CAPART
Zone-4B, UG Floor, India Habitat Centre,
Lodhi Road, New Delhi - 110 003
Tel.: 24645299**

1. Scope of the Work

Comprehensive Maintenance of desktops, servers, laptops, networking components, printers, etc. at CAPART Office premises in India Habitat Center, Lodi Road and Janakpuri. Services will also have to be provided (as and when required) at Data Centre of NICSI, Laxmi Nagar where two HCL rack-servers are co-located. The details of equipment that are proposed to be covered under AMC are given in **Annexure-A**. However, addition or deletion of equipment may be made to the existing list, for whole or part of the year, under same terms and conditions.

The terms 'equipment' shall mean and include computers, printers, servers, router, UPS etc. for which comprehensive maintenance services have to be provided by the Contractor under the Contract.

Services will include :

- i. Preventive Maintenance of Servers , PCs and Peripherals
- ii. Breakdown Maintenance of Servers,PCs and Peripherals
- iii. Maintain an adequate inventor of Spare Parts
- iv. Arrangement of all Software/drivers for PCs and peripherals under AMC
- v. Repair of physically damaged computer/peripherals or part thereof, which is not covered under AMC at Contractor's Service Centre on billable basis.
- vi. Operating System Support for Linux and Windows and any problem related to OS maintenance ,reloading of OS with all device drivers etc.
- vii. Maintenance of LAN/WAN, Router etc.
- viii. Network Management
- ix. Maintenance of antivirus through gup server.
- x. In case of virus attack in PCs/Server, instant cleaning with least through disk formatting.

2 General clauses :

1. The selected agency/firm will have to depute one qualified Engineer on full day basis in CAPART IHC, Lodhi Road , New Delhi from 09:00 hrs to 17:30 hrs on all working days. The Resident Engineer should have relevant experience to handle the task and should be capable to diagnose and provide quick solution especially for Network, Servers, Laptops and Desktops, Printers etc.
2. The AMC holder shall ensure 95% uptime of all machines.

3. Under the AMC the part turnaround time should not be more than 24 hours.
4. The Annual Maintenance Contract shall be comprehensive in nature and shall include servicing and repairs/fixing replacement of all electrical/electronic and/or mechanical components and parts of the computer system including Hard Disk, Tape drive, Media and Printers, Scanners, CD Writers, Modems etc. The scope of maintenance also cover possession of necessary device/driver for purpose of installation of computers and other components, wherever and whenever necessary. The term Maintenance shall also include cost of all parts/repairs/replacements necessary for the proper functioning of the aforesaid systems. No Extra charges for any wear and tear/spare parts etc. shall be made by CAPART.
5. All connecting cables including network cables, connectors etc should cover under AMC.
6. AMC shall cover all parts of the equipment plastic or non plastic. Only consumable items such as Toners/Ribbons/Cartridges will not be covered under AMC.
7. Experience of providing System Administrative support for Linux, Tomcat Server, Web hosting, LAN, WAN, Router etc. including client list must be provided for last 3 years.

3.0 TECHNICAL QUALIFYING CRITERIA:

- 3.1 Bidder must have ISO-20000 certification.
- 3.2 Bidder must have annual turnover of at least Rs. Five crores for last three years . (CA certified copies may be enclosed as a proof)
- 3.3 The bidder must have executed similar type of AMC in last three years with Govt./ Semi Govt./PSU. The copy of Work Orders & Performance certificates issued by the concern authority for each year may be enclosed.
- 3.4 Technical Competence of the bidder will be judged by the committee which will be based on the performance certificate(s) provided by the bidder.
- 3.5 The bidder should be either original OEM or have tie up arrangement from OEM i.e. HP-Compaq or other reputed IT company of etc., documentary evidence thereof.

- 3.6 The bidder should not have been banned/de-listed/ black listed/ de-barred from business by any PSU / Govt. Department during last three (03) years.
Self-declaration in this regard is to be submitted by the bidder.
- 3.7 Bidder should submit copy of CST/TIN registration No., Service Tax registration No. (If Applicable) and PAN Card.
- 3.8 Bidder should give undertaking to take AMC of all the items.

4. Financial

- 4.1 The duly filled financial bid as per proforma given in the tender document at Annexure-A will have to be submitted electronically/online. Conditional price bid shall be summarily rejected. If the financial bid file is found to be modified by the bidder, the bid will be rejected. The Financial Bids of only those agencies who have qualified in the Technical bids shall be opened.
- 4.2 The bidders are required to submit a Financial Bid undertaking as per format at Annexure-B.

5. Terms and Condition:

- 5.1 EMD of all the bidders will be returned and performance guarantee of 5% AMC cost will have to be deposited by the successful bidder.
- 5.2 The validity of offer shall be 120 days from the date of opening of tender. A bid valid for a shorter period may be rejected by the corporation as being non responsive.

6. Bid Submission

The bid shall be submitted online at CPPP website: <https://eprocure.gov.in/eprocure/app>. All the pages of bid including Annexures/ Supporting Documents being submitted must be signed by the bidder and in absence of it, the bids will be rejected.

The complete tender under 2-bid system is to be submitted online containing the documents mentioned in the tender.

7. Performance Guarantee:

A security deposit of an amount equivalent to 5% of the total value of the contract amount should be deposited by the successful bidder with CAPART towards Performance Guarantee, which shall be refunded after getting No Objection Certificate (NoC) from CAPART-ITD after the date of expiry/completion of the contract without any interest payable thereon. After depositing the Performance Guarantee, EMD amount would be released to the successful bidder. During the AMC period, if the agency failing to comply with any provision of the contract, CAPART reserves the right to forfeit the Performance Guarantee.

The work order will be issued after depositing Performance Guarantee.

8. ARBITRATION

- 8.1. In case of dispute (if any) all matters shall be referred to the Director General, CAPART for appointing sole arbitrator under the Indian Arbitration & Conciliation Act 1996, as applicable to the parties and the decision given by the arbitrator shall be binding on both the parties. Both the parties shall bear the cost of arbitration in equal proportion. Both the parties (i.e. CAPART and the agency) shall make all effort to resolve any dispute by way of reconciliation.
- 8.2. There will be no objection that the Arbitrator is a person who has dealt with the matters to which the contract relates and/or in the course of his duties he has expressed any view on any matters in dispute or differences. The award of the Arbitrator shall be final and binding on the parties.
- 8.3. Notwithstanding any dispute between the parties, the agency shall not be entitled to withhold, delay or defer his obligation under the contract and the same shall be carried out strictly in accordance with the terms and conditions of the contract.
- 8.4. The Arbitrator shall give speaking and reasoned award with respect to the matter referred to him by either of the parties.

9. TERMINATION OF CONTRACT

CAPART reserves the right to terminate the contract by giving one month notice at any time or stage during the period of contract without assigning any reason and without any financial consideration/implication.

10. TAX DEDUCTION AT SOURCE

Taxes shall be deducted at source from the running bills as per applicable Tax rules by CAPART.

11. RISK & COST

If the agency does not carry out the work in full or part thereof at the stipulated time, the same may be got done by CAPART at the risk & cost of the agency.

12. SUBLETTING

Subletting of the contract is not permitted.

- 13.** Bidders are requested to **send duly signed and stamped hard copy** of the documents(Subject:Technical Bid Documents for AMC of Computers etc.-2016) which have been uploaded against the technical bid at following address :

Systems Manager, ITD
CAPART, UG Floor, Core 4B,
India Habitat Centre, Lodhi Road, ND-3

14 EMD

The agency/firm should submit a demand draft of Rs.10,000/- (Rupees ten thousand only) in favour of CAPART payable at New Delhi as EMD alongwith technical bid. Only those bidder who submit requisite EMD shall be considered for evaluation of their bids except those exempted from paying EMDs as per Government of India norms. Original demand draft may be send along with hard copy of technical bid in the address given above at Sr.no.13.

15. Clarification of Bidding Documents:

- 15.1 Any clarification regarding tender document may be sought through email or phone at helpdesk@capart.nic.in / 011-24645299) with the subject matter : **"Annual Maintenance Contract of Computers / Peripherals for one year – starting from November, 2016"**.
- 15.2 Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be clarified from the 24x7 CPP Portal Helpdesk 0120-4200462, 0120-4001002.

FINANCIAL BID UNDERTAKING

From: (Full name and address of the Bidder) _____

To,

Dear Sir/Madam,

1. I submit the Price Bid for **"Annual Maintenance Contract of Computers / Peripherals for one year – starting from November, 2016"** and related activities as envisaged in the Bid document.
2. I have thoroughly examined and understood all the terms and conditions as contained in the Bid document, and agree to abide by them.
3. I offer to work at the rates as indicated in the price bid.

(Signature of the Bidder, with Official Seal)
(Name and Designation of the authorized signatory)