

NATIONAL SCHEDULED CASTES FINANCE AND DEVELOPMENT CORPORATION,
DELHI

No.:NSFDC/ADMN/TD/635R/2015-16

12/04/2018

TENDER DOCUMENT

**(COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF COMPUTERS, LAPTOPS,
PRINTERS AND OTHER ACCESSORIES, SOFTWARES AND NETWORKING SYSTEMS)**

Sealed Tenders are invited by NSFDC (A Govt. of India Undertaking), Scope Minar, 14th Floor, Core '1' & '2', Laxmi Nagar District Centre, Delhi – 110 092 in **Two Part Bid System**, viz, '**Technical Bid**' and '**Commercial Bid**' in separate envelopes from Company having a proven track record in the fields of Corporate Annual maintenance Contract of Computers, Peripherals and Networking systems with sufficient infrastructure, as per the details mentioned hereunder:

I. Scope of work and General Terms and Conditions

The tender must be submitted to **The Assistant Manager(Admn), NSFDC, 14th Floor, Scope Minar, Delhi – 110092** 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.**

The last day for submitting the Tender is **26/04/ 2018** upto 5 pm.

2. The Technical Bid shall be opened on **26/04/ 2018** at **5.30 pm** of those Tenderer who furnish the Bid Security amount, in the presence of representatives of firms who are interested to be present during opening of Tender.
3. The estimated annual value of the contract would be about Rs 3,50,000/-approx. The tenderer shall be required to deposit 2% of the estimated value i.e. Rs. 7,000/- 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 Scheduled Castes Finance and Development Corporation payable at Delhi. The Bid Security should be submitted alongwith Technical Bid. The Bid Security of the unsuccessful Tenderers shall be returned on finalization of the Tender. Micro and Small Enterprises (MSEs) registered with NSIC are exempted from paying Bid Security Amount provided copy of the registration letter is submitted.
4. The selected firm shall be required to deposit 10% of the estimated value i.e. Rs. 35,000/- as Performance security (non-interest bearing) in the form of Pay order/Demand Draft/Bankers Cheque in favour of National Scheduled Castes Finance and Development Corporation payable at Delhi. The Performance Security shall be refunded subject to satisfactory and timely completion of job.
5. The contract shall remain in force for a period of **one year**.
6. The firm shall provide maintenance service from 9:30 am to 6 pm on all working days to keep the machines/systems/software in good working condition. **One engineer shall be placed regularly/deputed by the agency through out the working hours on each working day at our Office.**

7. The payments will be released on quarterly basis after completion of each quarter, subject to satisfactory services by the service provider.
8. During the period of this contract, the firm will have to maintain the equipment in good working condition. The firm will correct the faults and failures in the equipment. In case where the fault is not removed within 48 hours stand-by equipment would have to be provided.
9. The repair of the equipments will be carried out only in the Office premises. However, if the equipment is required to be taken to the firm's workshop for some major repairs, the cost of any transportation and damage done to the equipments under repair in the firm's workshop will be borne by the firm.
10. The firm will also have to carry out preventive maintenance of the PCs, Peripherals and accessories like cleaning, dusting from inside the equipments, removing spelt out ink, if any from inside the printer etc. atleast once in every quarter, by a separate team.
11. The service consists of physical cleaning of the items to keep the items in a good presentable form.
12. All kind of problems whatsoever nature related to the machine shall be attended maximum within 24 hours from the time of complaint, failing which penalty @ Rs 200/- per day may be deducted after the stipulated period.
13. **It will be a Comprehensive Maintenance Contract covering all Software & Hardware items including repair/replacement of all parts including plastic parts but excluding burnt parts, consumables and recovery of data.**
14. Annual Maintenance Contract will include Desk Tops (PCs), Laptops, Accessories, Peripherals and Networking Systems etc. as mentioned in the **Annexure – I**.
15. The total cost quoted once, will be final and binding. No additional amount on account of any reason whatsoever shall be paid, unless there is some major change desired by the Corporation (NSFDC) at a later stage and the same is approved by the Competent Authority of the Corporation.
16. Bid Security deposited shall be confiscated by NSFDC if, tender once submitted is withdrawn by the party under any circumstances.
17. The committee constituted by NSFDC may at its discretion visit the premises of the tendering party to ascertain the infrastructure available, inspect the relevant documents etc.
18. The order must be executed within the stipulated period mentioned in the Annual maintenance Contract order.
19. The qualification and experience of the engineer deputed shall be intimated to NSFDC initially as well as changes, if any, during the contract period.

II Evaluation of Bids

1. The technical bids will be evaluated by a committee formed by NSFDC. The committee at its discretion might visit Agencies Office/Work Place to check infrastructure/relevant documents as available with the tenderer.
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 II (1).

- 3 Open/stapled/improperly sealed/received by fax/tenders received after stipulated time and day shall not be entertained.

III Technical Bid (Refer Annexure-II for Documentation)

1. The tenderer must be in the field of Computer Maintenance and Servicing for a minimum period of last **three years (Attach copy of Certificate of Incorporation/commencement of business/any other documentary proof).**
2. The Agency (tenderer) should have undertaken atleast 02 similar contracts having annual estimated value of 2.50 lakh and above, per contract, preferably PSUs/Govt. Organizations/Reputed Private Sector concerns. **(Please attach copy of Work Orders).**
3. Infrastructure Facility and details of full time engineers/Technicians with qualification and experience on the Payroll having diploma/degree in Hardware & Networking **(Please provide details).**
4. Details of Authorized Service Partner Certificate, if any, may be submitted.
5. Proof of Service Tax Registration alongwith PAN may be submitted.
6. List of Credentials & Clientele should be attached.

IV Financial Bid:

1. Quotation mentioning the Maintenance Cost of the items as indicated in **Annexure-III;** with the conditions mentioned above.
2. The firm may optionally mention provision of any other related services provided, apart from the aforesaid job, like supply of Capital/consumable items like toners/Cartridge for printer, fax etc on DGS&D rate contract or is an authorized dealer/partner of reputed make and model of items available in the market.

Standard Terms & conditions (Enclosed in the annexure)

In case your firm is interested and capable of giving the above service, you are requested to **submit your sealed quotations in two part bid system latest by 5 pm on 26/04/2018 in two separate envelopes mentioning 'Technical Bid' and 'Financial Bid' clearly,** 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 SCOPE Minar Office or may be sent by **Speed Post** to the **Assistant Manager (Administration), NSFDC, SCOPE Minar, 14th Floor, Laxmi Nagar District Centre, Delhi – 110 092** superscribing the envelope **“QUOTATION FOR ENGAGEMENT OF COMPREHENSIVE AMC OF COMPUTERS AND ITS PERIPHERALS”** and sender's name and address in full on envelopes.

STANDARD TERMS & CONDITIONS

1. The contract would be for one year and AMC charges would be paid in advance, provided Bank Guarantee of equivalent amount is provided. Otherwise the payment would be made on quarterly basis after expiry of each quarter.
2. Open/stapled/improperly sealed/late tenders shall not be entertained. Delay on account of any reasons, whatsoever, shall not be entertained.
3. Tenders not confirming to prescribed requirements will be rejected and no correspondence thereof shall be entertained whatsoever.
4. All documents including Tender Document attached with the Tender should be signed by the tenderer with seal of Agency/Firm.
5. 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.
6. **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.**
7. Any Act on the part of tenderer to influence any body in the Organisation is liable to rejection of his tender.
8. The contractor empanelled agency shall comply with all legal requirements involved/applicable in discharge of the assigned job/work.
9. The tenderer shall abide by the provision of the Minimum Wage Act, 1948 and other labour Laws applicable to him.
10. 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.
11. **The Tender must be Un-conditional.**
12. The NSFDC shall have the right to ask for the removal of any person of the agency, who is not found to be competent and orderly in the discharge of his duty.
13. The successful bidding agency shall not engage any sub-contractor or transfer the contract to any other persons in any manner.
14. Micro and Small Enterprises (MSEs) registered with NSIC are exempted from paying **Bid Security Amount provided copy of the registration letter is submitted.**

15. The Corporation reserves the right to cancel the contract and forfeit the Performance Security in case the quality of the service is not found to be of the desirable standard.
16. In case of any dispute, the decision of the CMD, NSFDC shall be final and binding.
17. In case of delayed and unsatisfactory service, NSFDC reserves the right to cancel the contract at any time.
18. NSFDC reserves the right to postpone/recall/reject the full or part of the tender without assigning any reasons thereof.
19. NSFDC 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.
20. When deemed necessary, NSFDC 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.

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Specification of Items

Annexure-I

Sl. No.	Items Name	Items (In Nos.)
1	PCs – Operating System Windows XP & Win.7, Win. 10.	61
i	COMPAQ EVO D-510/530 (2 Nos) Intel P-IV @ 1.7 GHZ, 256 KB L2 Cache, 845 G Chipset Motherboard Integrated 4x AGP with 32 MB RAM 1 GB DDR RAM, 15” SVGA Colour Monitor, 40 GB HDD, 1.44 MB FDD, 48x CD ROM Drive, 100 MBPS Ethernet Card, Mouse, Key Board	
ii	HP D330 M (2 Nos) Intel P-IV @ 2.8 GHZ, 512 KB Cache, Intel 865 G Chipset , 1 GB SD RAM , 40/80/160 GB HDD, CD Drive, LAN Card, FDD, Keyboard, Mouse, 15 Inch Color Monitor (2 Nos. Monitor 17")	
iii	HP Compaq DX6120 (15 Nos.) Intel P-IV @ 3.00 GHZ with 1 MB L2 Cache, 915 G Chipset Motherboard Integrated Graphics 2PCI, 1GB DDR RAM, 17” SVGA Digital Colour Monitor, 80 GB Serial ATA HDD , 1.44 MB FDD, CD ROM Drive, 10/100 MBPS Ethernet Card, Mouse, Key Board.	
iv	HP DX7380 (06 Nos.) Intel core 2 Duo 4300, 1.8 GHZ, 2 MBL2 Cache and 800 MHZ, 1GB RAM , 160 GB, 7200 rpm Serial ATA HDD, DVD Writer, 43.2 Cm SVGA Digital Color Monitor, 10/100 MBPS Ethernet Card, Mouse, Key Board.	
v	HP- 8100 (4 Nos.) Intel (R) core (TM) i3-2100 CPU @ 3.10 GHZ , 2GB RAM, 320 GB HDD DVD Writer, 18.5-inch LCD/LED Monitor, 10/100 MBPS Ethernet Card, Mouse, Key Board.	
vi	HP -8200 (10Nos.) Intel (R) core (TM) i7-2100 CPU @ 3.10 GHZ , 2GB RAM, 320 GB HDD DVD Writer, 18.5-inch LCD/LED Monitor, 10/100 MBPS Ethernet Card, Mouse, Key Board.	
vii	HP -8300 (7 Nos.) Intel (R) core (TM) i7-2100 CPU @ 3.10 GHZ , 2GB RAM, 320 GB HDD DVD Writer, 18.5-inch LCD/LED Monitor, 10/100 MBPS Ethernet Card, Mouse, Key Board.	
viii	HP -202 MT (6 Nos.) Intel (R) core (TM) i5-4570T CPU @ 3.10 GHZ , 4GB RAM, 320 GB HDD DVD Writer, 18.5-inch LCD/LED Monitor, 10/100 MBPS Ethernet Card, Mouse, Key Board.	
ix	HP -280 MT (4 Nos.) Intel (R) core (TM) i5-6500 CPU @ 3.2 GHZ , 8GB RAM, 1 TB HDD DVD Writer, 18.5-inch LCD/LED Monitor, 10/100 MBPS Ethernet Card, Mouse, Key Board.	
x	HP -600 G2MT (5 Nos.) Intel i5-6500 CPU @ 3.2 GHZ , 8GB RAM, 1 TB HDD DVD Writer, 18.5-inch LCD/LED Monitor, 10/100 MBPS Ethernet Card, Mouse, Key Board.	

2	Laptops – Operating System Windows XP & Win.7,Win. 10	
i	Laptop (5 Nos.) Dell Latitude E-5430 Intel ® core ™ I5- 540M, 2.53 GHZ, 3M cache (Dual Core) 2 GB SD RAM, 7200 RMP SATA 320 GB HDD, 14’’ LED Monitor, DVD-RW, 10/100 Fast Ethernet, Wireless LAN with adaptor	5
ii	Laptop (4 Nos.) Dell Latitude E-5410 Intel ® core ™ I5- 540M, 2.53 GHZ, 3M cache (Dual Core) 2 GB SD RAM, 7200 RMP SATA 320 GB HDD, 14’’ LED Monitor, DVD-RW, 10/100 Fast Ethernet, Wireless LAN with adaptor	4
iii	Laptop (1 No.) Dell Inspiron 1018 Mini Notebook, Intel Atom 1.6 GHZ 2 GB SD RAM, SATA 250 GB HDD, 10.1’’ LED Monitor, 10/100 Fast Ethernet, Wireless LAN with adaptor	1
iv	Laptop (3Nos.) HP 430 G2 Intel ® core ™ i5- 4210U, 2.53 GHZ, 3M cache (Dual Core) 4 GB SD RAM, 1 TB HDD, 14’’ LED Monitor, , 10/100 Fast Ethernet, Wireless LAN with adaptor	3
v	Laptop (8Nos.) HP 430 G3 Intel ® core ™ i5- 4210U, 2.53 GHZ, 3M cache (Dual Core) 8 GB SD RAM, 1 TB HDD, 14’’ LED Monitor, , 10/100 Fast Ethernet, Wireless LAN with adaptor	8
vi	Laptop (1No.) Lenovo Yoga 500 Intel ® core ™ i7- 5500U, 2 GB Graphics card, 8 GB SD RAM, 1 TB HDD, 14’’ LED Monitor, , 10/100 Fast Ethernet, Wireless LAN with adaptor	1
vii	Laptop (2Nos.) Dell 2 in 1 touch laptop, Inspiron 5368, Intel ® core ™ i7- 5500U, 2 GB Graphics card, 8 GB SD RAM, 1 TB HDD, 14’’ LED Monitor, , 10/100 Fast Ethernet, Wireless LAN with adaptor	2
3	Printers	Deskjets HP LJ1320 -5 Nos. HP LJ P1005- 3 Nos. HP LJ 1020- 8 No. HP LJ 1606dn-4 Nos. HP LJ1108- 10 Nos. HP LJ 2055-2 Nos. HP LJ P1007-5 Nos. HP Color LJ Pro M 252dw-1No.
4	High Speed Printer	Dot Matrix Printer Wipro Printronix PSA3 P7005- 1 No.
5	Scanner	5 Nos.(HP Scanjet)
6	External Hard Disk 80 GB (Seagate Make)	3 Nos.
7	Networking	24 Port switch (DES 3641 9 Master), DES3624/E Switch (Slave) 24 Port Jack Pannel (D-Link), Floor Stand Movable 17u Rack with Accessories, I/O with face plate and gang box, HUB: 24 Ports Jack Panels 4 Nos., 24 Port Switch 3 Nos., 16 Port Switch 2 Nos.,

		9 U Rack 1 No., 6 U Rack 1 No
8	Softwares	Windows XP, Windows 7, Windows 10, MS Office XP Standard & Professional, MS Office 2003, MS Office 2007, 2010 & 2013 Standard & Professional Plus, Fox pro. 2.6, Visual Foxpro, Visual Studio, Crystal Reports, VB Net, APS Corporate etc.

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Tender – COMPREHENSIVE AMC OF COMPUTERS, LAPTOPS, PRINTERS AND OTHER ACCESSORIES, SOFTWARES AND NETWORKING SYSTEMS)**Prescribed Format for Technical Bid (Compulsory)****SECTION I: Compliance with Minimum Eligibility Criteria**

Sl. No.	Criteria	Whether minimum Eligibility criteria fulfilled (Yes/No)	Details of Supporting documents attached. (Page No.)
1.	Documentary proof of certificate of Incorporation/Establishment/commencement of business towards 03 years of operation.		
2.	Copy of Work Orders of 02 similar ongoing contracts having annual estimated value of Rs. 2.50 lakh and above, per contract, preferably PSUs/Govt. Organizations/Reputed Private Sector concerns.		
3.	The Agency should have adequate Infrastructure to carry out all types of Repair and Maintenance Work. Please attach list indicating infrastructure/facilities.		
4.	The Agency should have sufficient professionally qualified man-power to render the services efficiently. (Please attach details of personnel working with the agency).		
5.	Details of authorized service partner certificate, if any, may be submitted.		
6.	The agency should be registered with the Department of Service Tax / other Statutory Bodies, as applicable. (Please attach documentary proof alongwith PAN Number).		
7.	Declaration/Undertaking towards the Agency not having been blacklisted by any Government Department in India, Acceptance of terms & conditions and Authenticity of the Documents. (Annexure - III)		
8.	Bid Security amount (refundable) of Rs.7,000/- (Rupees Seven thousand only) in the form of Pay Order/Demand Draft/Bankers' Cheque in favour of NSFDC payable at Delhi.(MSE registered firm is exempted)		
9.	List of Credentials & Clientele should be attached.		
10.	Whether registered as MSME vendor. If yes, copy of Registration Certificate to be enclosed.		

**Tender: C0mprehensive AMC of Computers, Laptops, Printers and others
Accessories, Software and Networking Systems)**

Prescribed Format for Financial Bid (Compulsory)

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4	High Speed Printer	Dot Matrix Printer Wipro Printronix PSA3 P7005- 1 No.		
5	Scanner	5 Nos.(HP Scanjet)		
6	External Hard Disk 80 GB (Seagate Make)	3 Nos.		
7	Networking	24 Port switch (DES 3641 9 Master), DES3624/E Switch (Slave) 24 Port Jack Pannel (D-Link), Floor Stand Movable 17u Rack with Accessories, I/O with face plate and gang box, HUB: 24 Ports Jack Panels 4 Nos., 24 Port Switch 3 Nos., 16 Port Switch 2 Nos., 9 U Rack 1 No., 6 U Rack 1 No		
8	Softwares	Windows XP, Windows 7, Windows 10,MS Office XP Standard & Professional, MS Office 2003, MS Office 2007 ,2010 & 2013 Standard & Professional Plus, Fox pro. 2.6, Visual Foxpro, Visual Studio, Crystal Reports, VB Net, APS Corporate etc.		
9	Cost for hiring one Engineer including ESI/EPF etc.	01		
10	Total Cost			
11	Taxes, as applicable (GST)			
	Grand Total			

UNDERTAKING

1. I _____ Proprietor/Director/authorized signatory of the agency/Firm, mentioned above, would like to inform that till date our agency has not being blacklisted by any Government Department in India.
2. I have carefully read and understood all the terms and conditions of the tender and undertake to abide by them;
3. The information / documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I / we, am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

Signature of authorized person

Date:

Full Name:

Place:

Seal:

