

E-TENDER NOTICE

Sub: **Comprehensive Annual Maintenance Contract for Computers & Networking Hardware, Refilling of Printer Cartridges at different locations of HITES within NCR (Delhi Region).**

E-tender are invited for **Comprehensive Annual Maintenance Contract (CAMC)** in regard to the subject line (Details attached in Annex-1).

The e-tender portal can be accessed through the link: <https://etender.lifecarehll.com> or through url: www.lifecarehll.com/tender

Locations:

| Sl.No | Entity | Location |
|--|-----------------|--|
| 1 | HITES-Noida | B-14A, Sec-62, Noida -201307 |
| 2 | Hindlabs | Sector-12(Near CGHS),R.K.Puram,New Delhi |
| 3 | Manesar Factory | Plot No- 71 , Sector -7 , IMT Manesar,Gurgaon, Haryana- 122050 |
| 4 | EU Office | 329-c ,Nirman Bhavan, New Delhi |
| Total (Details Listed in Annexure -1) | | |

Summary of Requirements

| S.No | Description | Remarks (if any) |
|------|---|---|
| 1 | Full time Resident Service Engineer with adequate technical qualification have to be posted at HITES - Noida office | Resident Engineer would be selected /approved on the basis of interview by IT Department- HITES Noida |
| 2 | *No. of IT Devices are indicative in nature & it may increase or decrease | List enclosed in Annexure 1 |
| 3 | Reconditioning & Refilling of Laser Printer Cartridges as per list | List enclosed in Annexure 1 |
| 4 | Service calls to other location except Noida office to be attended on CALL/NEED Basis. | None |

Period of contract: THREE Years (Initially for ONE year & extendable on Yearly basis based on Satisfactory performance with 5 % increase based on the basic cost of the previous year)

Important Dates:-

| Event | Date & Time | |
|---|---------------------------------------|---------------------------------------|
| Date & Time for Uploading the tender document | 01 st June 2016, 03:00 PM | |
| Closing Date & Time | (a) For EMD Submission | 24 th June 2016 , 01:00 PM |
| | (b) For Bid Submission (Tech + Price) | 24 th June 2016, 03:00 PM |
| Date and time of opening of Bids (Tech+Price) | 24 th June 2016 03:30 PM | |

The soft copy of the successful transaction with online receipt generated should be stamped, signed & e-mailed as an attachment to <ravishekhar@lifecarehll.com> or before 24th June 2016, 01:00 PM

The clarifications can be sought by the participating bidders on or before closing date & time of submission of bids.

General Instructions:-

1.Bidders should have valid Class 3 B Digital Signature Certificate.

- Please go through the bidders help document on e-tender web site link before proceeding for bidding.
- Detailed step-step tutorial video/ manual, Frequently asked Questions are available on the portal.
- On publishing of E-tender, bidders will receive an e-mail notification with user id and password for downloading & uploading tender document..

1.0 Bid specific Instruction to Bidders:-

The bid consist of TWO parts:

- a. Technical Bid
- b. Price Bid

2.0 Technical Bid:-

All Technical details requested (as mentioned below) should be attached in C-Folder of e-tendering site, failing which the tender stands invalid.

Bidders shall furnish the following information along with technical tender (in pdf format):

- i. Name, full address, telephone, email, contact person of the bidder;
- ii. Tax Payer's Identification Number (TIN) No.
- iii. Copy of the PAN card
- iv. Copy of certificate of incorporation
- vi. Copy of at least 02 purchase order of CAMC for computer hardware & networking devices during last ONE Year valuing not less than Rs. 20 lacs / annum in completed Financial Year(Not before 2013)

3.0 Price Bid:

Bidders are requested to submit their price bid through the portal. Please quote your basic price for each line item and other relevant charges and Tax codes against appropriate fields.

The bid of the supplier will be evaluated only on confirmation of receipt of the payment (EMD).

4.0 The Earnest Money Deposit (EMD) – Submission

4.1 Bidders needs to pay an EMD amount of Rs. 5,000/- (Rs. Five Thousand Only) to be deposited to the following bank account as given below:-

1. Bank Name: Corporation Bank
2. Branch: Noida Main Branch Sector 62 Noida
3. IFSC Code: CORP0000453
4. Account No: 045301601000624

4.2 The Earnest Money Deposit (EMD) may be forfeited, if the bidder withdraws his bid during the period of bid validity. The cost incurred towards bidding and submission of tender documents is the responsibility of bidders, regardless of the conduct or outcome of the tendering process.

4.3 The EMD amount of unsuccessful bidders would be refunded back after completion of tendering process.

SCOPE OF SERVICES:-

The successful bidder has to provide the following services to keep the equipment's covered under the contract in satisfactory working order.

- a. All the parts of the systems and peripherals shall be replaced at free of cost in case of any defects during the period of CAMC except consumables viz. Printer Ribbon (DMP) , UPS & Laptop Battery & Accidental Damage.
- b. Reconditioning & Refilling of Laser Printer Cartages & Toners as provided by HITES on progressive basis.

c. Preventive Maintenance: -

- Should be carried out every 02 months as per the schedule provided by the purchaser.
Following activities shall be carried out as a part of Preventive Maintenance :-
 - (i) Cleaning the internal /external parts like cabinet, monitor, keyboard, mouse, SMPS, Motherboard etc..
 - (ii) Check for proper functioning of CD/DVD drives.
 - (iii) Lubricate moving parts in the case of printers.
 - (iv) Check the output voltages and battery conditions of the Offline UPS.
 - (v) All Desktop/Laptop Computers should be virus free after preventive maintenance by running antivirus utility.
- d. All operating system / application softwares required for the installation/modification/up gradation will be provided by the purchaser only. No external such sources will be entertained under any circumstances.

- e. Breakdown maintenance will include the following activities.
 - i. Diagnose the hardware and software
 - ii. Rectify hardware/software faults
 - iii. Replace defective parts.
 - iv. Update of software periodically (if required)
- f. If the defective item is taken for contractor's site for service in the case of failure in rectifying the problem at purchaser's site, an item which technically comprises the defective item (equivalent or higher) should be provided within 06 hours after informing the problem. The defective item should be returned after service within minimum period of time.
- g. In the event of formatting the hard disk drive the representative of the contractor should ensure that whether the data backup has been done properly. This can be ensured with the users also.
- h. All replaced items should be of the same make of the faulty items and the quality of the replaced item is subjected to the inspection by the Purchaser.
- i. If the party is not able to repair the faulty items within 06 working days, the same will be repaired by HLL and the cost incurred will be deducted from the charges for CAMC during that period.
- l. The terms and conditions should not be affected in the case of following
 - i. Shifting of systems and peripherals under CAMC within HITES offices .
 - ii. Replacing or upgrading some of the parts of the items under CAMC based on purchasers need.
 - iii. Shifting of IT Items at the residences of Senior executives.
- j. Call Report, Preventive maintenance report, break down report, verified by the representative of purchaser at corresponding location, should be submitted separately on the 5th of every month at HITES,Noida.
- k. The LAN issues of the mentioned locations are to be solved in the CAMC without any extra cost. (There are around 400 Network points).

l. List of standby items for HITES Noida office are as follows:-

Desktop Computer (02 Nos.): Intel Pentium Dual Core/Corei3 Processor, 2 GB RAM, 320/500 GB HDD
Laser Printer (01 Nos.): A4, USB & Network connectivity
SMPS for Desktops- (03 Nos.); SATA HDD for Desktop: 320GB/500 GB - (01 Nos.)
USB Keyboard: (05 Nos.); USB Optical Mouse: (05 Nos.)

1. Terms & Conditions:-

- a. The period of CAMC is **for ONE year for** all the items from the date of award of contract., extendable in blocks of ONE year upto a total of THREE years , based on satisfactory performance **with 5 % increase based on the basic cost of the previous year**
- b. The Price Bids of Techno-Commercial Responsive bidders would only be opened & evaluated.
- c. Vendors have to download the soft copy of the price bid, fill the same thru online mode & upload it. Any changes in the price format will lead to disqualification.
- d. The Lowest Bidder would be determined by the total basic value (excl. Taxes & Duties) for all the line items(IT Devices & Printer Cartridges Reconditioning & Refilling)
- e. It's mandatory that bidders need to quote for all the line items. In case of incomplete price bids , the entire price bid would be deemed REJECTED and hence would not be evaluated .
- f. The bidder should be an Indian company and in continuous business in the maintenance of computer hardware resources during the last THREE (03) years prior to the bid opening.
- g. The respective bidder should enclose the following documents along with the bid :-
 - Copy of at least 02 purchase order of CAMC for computer hardware & networking

devices during last ONE Year valuing not less than Rs. 20 lacs / annum in completed Financial Year(Not before 2013). Documentary evidence like work orders, certificate from the clients to be submitted to prove the same.

- Certificate of Incorporation.
 - Performance certificate from minimum 03 organisations, where the party has successfully completed AMC works in the last 3 (Three) years.
 - Self-certificate stating that the bidder has not been blacklisted / debarred by any institution of the central/state Government/PSU.
- h. **Performance Security :-** The successful bidder is required to furnish a Performance security deposit equal to 5% (Five) of the total order value by the way of DD from a Nationalized/Registered/Scheduled bank in favour of “HLL Infra Tech Services Ltd” payable at New Delhi & no interest shall be payable on the security deposit (OR) the bidder to submit a Bank Guarantee for the same and the security deposit shall be valid till successful completion of the contract.
- i. **Evaluation Criteria: -** The Ranking of the acceptable bids would be done by totaling Group-1 (Hardware) & Gp-2 (Cartridge Refilling) only.
- j. **Bidders are required to quote for EACH line items. Any Line items not quoted would result in disqualification of bids.**

Incomplete Bids would stand automatically rejected.

2. Payment:-

Payment will be released in SIX equal installments on successful completion of CAMC for the relevant TWO months period. Party has to submit the following.

- (a) Original invoice. The Invoice should clearly mention the PAN/VAT/ CST No / Banker's details (A/c no , IFSC , MICR Code)
- (b) Preventive /Break down Maintenance report duly signed by IT Dept., Noida.
- (c) Delivery Challan of Reconditioned & Refilled Cartridges with acknowledgement.

3. Other Conditions:-

- HITES reserves the right to withdraw the CAMC for some items or whole. In the event, payment would be based on the actual number of items and its effective period.
 - If the purchaser is not satisfied with the performance of the contract during CAMC, Contract will be terminated by giving 01(One) month prior notice to the contractor. The payment towards the CAMC shall be paid on pro rata basis till the date of termination of CAMC services
 - HITES may upgrade or replace some of the items based on need. This should, however, not affect the terms and conditions of CAMC.
 - **HITES Limited has the right to increase or decrease the quantity of the items without assigning any reason whatsoever.**
 - The taxes applicable to be clearly mentioned in the offer.
 - All statutory deductions are applicable as per the prevailing rules.
 - The prices quoted shall be valid for a period of 60 days from the date of opening of bids.
 - HITES reserves the right to reject any or all of the bids without assigning any reason whatsoever.
 - No fax/email bids will be accepted.
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