

E-Tender Notice

Subject: Invitation for online tender for annual maintenance of computer and peripherals in Planning Commission and Economic Advisory Council to Prime Minister, Vigyan Bhavan - Reg.

Online tenders are invited from reputed/experienced firms/financially sound and registered Firms/Agencies for Comprehensive Annual Maintenance Contract for repair and maintenance of computers, Printers, laptops, scanners, servers etc. installed in Yojana Bhavan, EAC to PM, Vigyan Bhavan and at the residences of Sr. Officers of Planning Commission and EAC to PM Vigyan Bhavan. **No manual tender will be accepted.**

2. The details of rates are to be quoted and to be submitted in **Annex-I** in Indian Rupees. Any overwriting in Annex-I is not allowed and the bid will summarily be rejected.
3. The scanned copy of Earnest Money Deposit (EMD) of Rs.25000/- (Rupees Twenty Five Thousand Only) must be uploaded with the Tender and **original** in a sealed envelope superscribed with the words "**Tender for Annual Maintenance of Computer and peripherals related Items**" has to be dropped in the EMD Box placed in the Reception Area of Yojana Bhavan latest by 1300 hours on 15.02.2013.
4. All the required documents in support of eligibility criteria are also to be uploaded alongwith the tender documents.
5. The tender shall be closed to public at 13.00 hours on 15.02.2013 and opened on-line at 1530 hours on 15.02.2013 by the duly constituted Tender Opening Committee. The representatives of firms/agencies/companies who wish to be present to view the Tender Opening process may be allowed to do so.
6. The Planning Commission reserves the right to cancel the tender at any time/stage or relax/amend/withdraw any of the terms and conditions contained in the Tender Documents without assigning any reason, thereof. Any inquiry after submission of the bid shall not be entertained.
7. The validity of bid shall be 90 days from the date of opening of tender.
8. In case of withdrawal, the EMD stands forfeited.
9. Terms & conditions are at Annexure-II.
10. The first requirement of participation in e-tender is to have a digital signature. Instructions to the Bidders to submit the bids on line are also enclosed herewith as Annex-III.

J. Saravanan

Pl. do the needful

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11. Complete tender documents may be downloaded from the website of Central Public Procurement Portal (<http://cprocure.gov.in>) from the date of publication. The tender notice may also be downloaded from official website of Planning Commission <http://planningcommission.gov.in>).

12. Information on any issue of corrigendum related to this tender will be issued only on website/s mentioned in Para 11 above.

(J. Sriram Murty)

Under Secretary to the Govt. India

Tele No: 23042500, 23327446

Copy to: ✓ Director (C & I) with the request to upload the Tender Notice on the web site of Planning Commission.

FINANCIAL BID FOR ANNUAL MAINTENANCE CONTRACT FOR COMPUTER AND PERIPHERALS
INSTALLED IN PLANNING COMMISSION AND EAC TO PM, VIGYAN BHAVAN AND AT THE
RESIDENCES OF SR. LEVEL OFFICERS

No. D-19016/17/2012-Gen.I

Sl. No.	Hardware Items	Qty.	Price (Excl. taxes) in Rupees/ annum	Taxes if any	Total Price (incl. taxes) in Rupees/ annum
A.	Desktop Systems				
1	Computer (P-IV) INI 6100/6120/6340/6420 Series & others)	96			
2	Computer (HP P-IV) (DX2280/2280MT Series – INI7080/7180 INI7180/INI7220/INA7280/INA7380/8200 Sony/LM 18G Series etc.	218			
3	HP/Compaq dc 7800 Ultra-slim compact desktop with TFT	05			
4	HP DX7380 Microtower + HP 7900 Series – INA8000/900 Series	109			
B.	Laptop/Notebooks				
5	HP-NC8430, HP-8510P/HP-9704TX/HP-2210B Series	13			
6	Sony Vaio/Dell 1440/1340/PR12S make (05+04)	08			
7	IBM T7100/X61 Series Make	02			
8	Dell Latitude E6400 Series Notebook	18			
C.	Printers				
9	Laser Printers (HP 5000N/5200N/5550DN series	05			
10	HP Laserjet 1020/1022 Series	176			
11	HP Laserjet 1505/1522 Series	107			
12	HP Laserjet 2025-50N/2420/2500/2550L/2600/2700N	24			
13	HP 1312NFI/1522NFI Series MFP	16			
14	HP 3005 DN Printer	30			
15	HP Laserjet 4015/4350 Series Heavy-duty	19			
16	HP Laserjet 2210/3200/3390/3600N/3700/3745/3800 series	25			
17	HP C4388 Photosmart/CM3530FS	10			
18	Samsung 3-in-1/HP MFP2727NF/2840MFP	29			

J. Sivasubramanian

D.	Scanners				
19	HP Scanner A4 Size (5000/5590 Scanjet/3770/G-4050/7450/7800/8000/8200/8250 Series	24			
20	HP/Mustak (A-3 Size Series Scanner)	02			
E.	TFT/LCD Monitor				
21	Samsung/LG/Lenovo (19") make	21			
F.	Network Related WiFi Controller				
22	CISCO Aironet 1240 AG Sr. Access Point (for WiFi Wireless Network)	12			
23	High Speed 4400 WLAN Controller for 12 lightweight CISCO Access Points	01			
G.	Servers				
24	IBM Serves x series x 236 (M/s IBM) Xeon Server with Combo Drive, DDR ECC DRAM 3 x 1 GB 400 MHZ	01			
25	HP Proliant ML 3005 G5 Server (Library)	01			
26	HP Proliant ML 3005 G5 Intel Xeon Quad Core Server (with 8GB DDR3 RAM, 3x144 GB 15000 rmp Hot-plug ILU SAS HDD, 8xDVD ROM etc.)	04			
H.	UPS - 1.0/0.8/0.6 KVA (Home UPS)				
27	Power one /True power/Microtek/Luminous Make etc.	14			
28	APC Make 800 VA UPS	14			
29	Numeric 0.6 KVA UPS	02			
H.	Networking Switches				
30	CISCO - L2 Switches - 24 & 48 Ports	02			
31	Dlink - Network Unmanaged Switches (24 ports 27 Nos and 48 ports 13 Nos	40			
	Total annual contract value (both in figures and words)				

(J. Sriram Murty)

Under Secretary to the Govt. of India

Note : The quantity quoted against each equipment is tentative and may vary upward or downward and in that case, payment will be made on pro-rata basis.

2.- Rate should be all exclusive throughout the contract period.

Date:
Place:

Signature of authorized person of the tendering firm
with Name & Office Seal

I. Instructions to Bidders

1. Tender received after specified date and time will not be accepted. If the EMD is not submitted along with the tender document, the bid will be rejected. The earnest money of the unsuccessful tenderer will be refunded after finalization of the contract. No interest will be payable on the earnest money.
2. If any bidders withdraw his bid, the EMD stands forfeited.
3. The bidders shall quote their rates for all the items in prescribed proforma and as per the specifications indicated in **Annexure -I** failing which their bids shall be out rightly rejected. Any overwriting in Annexure - I is not allowed and the bid will summarily be rejected.
4. The validity of bid shall be 90 days from the date of opening of tender.

II. Eligibility Criteria

5. The Firms/Agencies/Companies must be registered with Service Tax Department for maintenance of computer and related hardware items. Copy of the proof has to be uploaded alongwith the bid.
6. The Registered Office or Branch Office of the Firm/Agencies/Companies should be located in Delhi/NCR Region. The tendering Firm/Agency/Companies should upload proof of its office address alongwith telephone number during the online bid submission.
7. The Company/Firm/Agency should have its own Bank Account, TIN Number, PAN Card. Copies of letter from bank stating that account is being maintained by the Company/Firm/Agency along with details like account number/s, TIN number and PAN card should be uploaded with the tender during the online bid submission.
8. The Company/Firm/Agency shall have a minimum experience of **three years** to Central Government Ministries/ Departments/Public Sector Undertakings/Public Sectors Banks in this field. Proof of experience certificates (at least **two** experience certificates during the period 2008-2011) are to be uploaded alongwith tender documents.
9. The tendering Company/Firm/Agency shall upload scanned signed copy of terms and conditions of tender document along with the bid as token of acceptance of terms and conditions.
10. The Company/Firm/Agency shall upload an undertaking that the Company/Firm/Agency has not been blacklisted by any Ministry/ Department/ Organization of the Central government/State Government and any Public Sector Undertaking.
11. The Firms/Contractors/Suppliers/anybody whose services were terminated by the Planning Commission before the expiry of the contract are not eligible to participate in the bid for a period of 3 years from the date of termination of the contract. A self attested certificate is to be uploaded alongwith the tender document.

J. S. Srinivasan

III. Earnest Money Deposit(EMD)

12. The scanned copy of EMD of Rs.25000/- (Rupees Twenty Five Thousand Only) drawn in favour of *Pay and Accounts Officer, Planning Commission* and payable at New Delhi in the form of Account Payee Demand Draft/Banker's Cheque/Fixed Deposit Receipts valid for a period of **forty five** days beyond the final bid validity period shall be uploaded during the online bid submission. Demand Draft/Banker's Cheque/Fixed Deposit Receipts drawn in favour of any officer other than Pay and Accounts Officer, Planning Commission, New Delhi will not be accepted and the tender will be rejected. **The original EMD, in a sealed envelope superscribed with the words "Tender for Annual Maintenance of Computer and peripherals related Items" has to be dropped in the EMD Box placed in the Reception Area of Yojana Bhavan latest by 1300 hours on 15.02.2013.**

IV. Bid Evaluation Criteria

13. The bid shall be opened on the scheduled date and time (at 1530 hours on 15.02.2013 in Room No. 412 of Yojana Bhawan, Planning Commission, New Delhi-110001 by Tender Opening Committee in the presence of the representatives of the Company/Firm/Agency if any, who wish to be present at the time of opening the tender. **The bid shall be evaluated by the constituted Committee.**
14. The rate should be inclusive of all type of taxes.
15. The L-1 (lowest bidder) bidder will be selected from those participating bidders whose total rate (inclusive of taxes) for all the items mentioned in Annexure-I will be lowest.
16. The successful bidder (L1) will deposit a Performance Security Deposit amounting to 10% of the tentative total contract value in the form of any Accounts Payee Demand Draft/Fixed Deposit Receipt (FDR) made in the name of the Agency and hypothecated to the Pay & Accounts Officer, Planning Commission, New Delhi or a Bank Guarantee from a commercial bank. The performance security deposit should remain valid for a period of **sixty days** beyond the date of expiry of the contract.
17. In the event of failure to accept the Offer of Contract and submission of performance security deposit by the successful bidder for whatsoever reasons(s), Earnest Money Deposit submitted by the bidding Company/Firm/ Agency shall be forfeited.

V. Specific Terms and Conditions

18. The selected bidder will be required to commence the work within 15 days of the award of the contract.
19. The Planning Commission reserves the right to cancel the tender at any time/ stage or relax/amend/withdraw any of the terms and conditions contained in the Tender Documents without assigning any reason, thereof. Any inquiry after submission of the quotation shall not be entertained.

VI. General Terms and Conditions

20. The contract will be awarded for a period of three years. The contract will be terminated on **one month** notice, if the performance of the contractor is found unsatisfactory.

J. Srivastava

21. The successful bidder will be required to do the work in the same part as had approved during the entire period of contract. In case, the successful bidder shows its inability at any stage after the contract is finalized, for whatsoever reason(s), for taking up the contract, the earnest money would be forfeited.
22. The contract for repair and maintenance of computers, laptops, printers, scanners, servers etc. is comprehensive, i.e., covers all the items like CPU, Memory, Monitor, Speakers, Microphone, Mouse, Key-board etc. No payment on account of any of these items will be made extra.
23. The firm will provide operating system support, device drivers support, Networking configuration, installation of M.S. Office software, internet service and other software support, configuration of all peripherals and Operating System (including installation, if needed), installation of computers, laptops, printers (proper printing from the printer), proper working of the scanners, servers, LAN support, modem related problems and supports etc., In case, the computers, laptops, printers, scanners, etc., are transferred to the other sections/rooms/residences of the officers, it is the duty of the firm to re-install/install the system (here system means computers, laptops, printers, Scanners, etc.) The firm will also ensure the retention of the data and no data is lost. Planning Commission does not take any guarantee regarding availability of the parts of the system. In such, cases proper maintenance of such system is the duty of the firm.
24. The computers, printers, modem etc. are also installed at the residences of the officers of Planning Commission and EAC to PM and the firm will attend to the complaints by own arrangement and no traveling cost will be paid by Planning Commission.
25. The selected firm should provide **four** experienced, well versed in maintenance of computers, laptops, printer, scanners, servers, WLAN, FMS (Facility Management Services), Wi-Fi Wireless Network, and well-mannered engineers who will be stationed in Planning Commission during 9.00 AM to 8.00 PM on all working days to take immediate care of the complaint(s) and ensure availability of service. The firm will provide maintenance and repair service on holidays and weekends also in case of emergency. The engineers should be equipped with functional Mobile Phones to ensure their availability and for urgent communications.
26. Any reported complaint will be taken up by the engineers within one hour on the same day. As far as possible, the repairs will be carried out on-site itself. In case, any of the computers, laptops, printers, scanners etc. cannot be repaired on-site and is required to be taken to the firm's workshop, stand-by arrangement will be provided by the firm without any extra charge. For this purpose, the firm will maintain appropriate stock of required equipments.
27. The firm will provide genuine parts of computers, laptops, printers (including multifunction printers), scanners, servers, etc. and in case, replacement of components, sub assemblies, and assemblies, they would be as per manufacturers' instructions and under supervision of NIC, Planning Commission.
28. The service engineer provided by the contractor shall maintain a daily record of complaints received/attended/non-attended whether received on line or otherwise and put up a report on each Friday to SO(Gen-I)/ Sr. Tech. Director, NIC and in case, Friday happens to be a holiday, then to the next working day.

J. Srinivasan

29. Any damage or loss caused to the Computer laptop, Printer, Scanner etc. in part, due to negligence, mishandling shall be made good by the contractor firm either by payment, in cash, the prevailing market price of that item or by new one from OEM Company.
30. The firm shall be responsible for taking back up data and program available in computers before attending the fault and shall be responsible for reloading the same. The back up copies are to be returned to the users under acknowledgement from the user.
31. The firm shall carry out periodic check up of all the computers, laptops, printers, scanners, servers etc. under contract. Outer cleaning of all equipments would be done free of cost at least once in two months and a separate register to this effect would be maintained by the contracting firm.
32. It shall be the responsibility of the firm to ensure that all the computers, laptops, printers, scanners, servers etc. work satisfactorily throughout the contract period and also to handover, these hardware items to Planning Commission in good working condition on the expiry of this contract. In case, any damage on any of the items under contract of Planning Commission is found, compensation as decided by the Competent Authority in Planning Commission will have to be provided by the firm.
33. The bidder shall submit the bids in the prescribed format enclosed at "Annexure -I" of tender document. The total contract value for all the items must be calculated and indicated (both in words and in figures) at the end of the financial part of the tender document.
34. Each column of financial part of tender document at Annexure-I must be filled up.
35. The tenders/EMD received after due date and time will be considered as "Late bid" and shall not be entertained.
36. In case of breach of any terms and conditions attached to this contract, performance security deposit of the firm will liable to be forfeited by this Commission besides annulment of the contract.
37. Planning Commission reserves the right to terminate the contract at any time, if the services are not found satisfactory and\ or material supplied by the firm is of substandard quality. The Commission has the right to award the contract to any other agency at the cost, risk and responsibility of the bidder and excess expenditure incurred on account of this will be recovered by the Planning Commission from its Security Deposit or pending bills or by raising a separate claim.
38. The staff deployed by the bidder shall perform their duties at the premises with due diligence and take all precautions to avoid any loss or damage to the Government property.
39. If any incident of theft/pilferage by the worker of the contractor is reported causing pecuniary loss to the Government, the entire cost will be recovered from the contractor besides annulment of the contract.

J. Sriramamurti

40. If any action or inaction on the part of workers of the contractor causing damage to movable/immovable property of Planning Commission is reported then full amount equivalent to that of damaged article will be recovered from the contractor in addition to any other action as deemed appropriate by the Competent Authority.
41. Planning Commission will make no advance payment. The payment would be released on quarterly basis after satisfactory completion of each quarter. In case Planning Commission terminates the contract during the period of contract, the payment will be made on pro-rata basis. The selected firm will prefer triplicate pre-receipted bill for payment.
42. No advance payment will be made. Government tax, namely, Service Tax/VAT will be payable wherever applicable and the bill to be submitted by the contractor should bear valid Service tax registration number. Validity of the tax registration during the period of contract shall be sole responsibility of the contractor.
43. Any controversy or dispute arising out of this contract shall be referred to the sole arbitration of the HoD, Planning Commission, New Delhi or to any officer nominated by him. There shall be no bar to the reference of dispute to the arbitrator or such an officer as it nominated by the HoD even though the said officer is an employee of the Planning Commission, New Delhi might have dealt with the matter earlier or expressed his opinion thereon. In case the arbitrator to whom the matter earlier is originally referred to is transferred or vacates his office or is unable to act for any reasons, the HoD shall be competent to appoint another person as arbitrator, who shall be entitled to proceed with the reference, from the stage at which it was left by his predecessor. No person other than the one nominated by the HoD shall act as arbitrator. The decision of the HoD or the officer nominated by him shall be final and binding on the party/parties. The limitation for filing claim for arbitration is 90 days from the date of expiry of the contract period and in case no claim is filed within this period, it shall be presumed that there is no claim.
44. Subject to the above, the provisions of the Arbitration Act, 1996 or any statutory modification or enactment thereof and rules made there under and for the time being in force, shall apply to arbitration proceedings under this Clause.
45. The arbitrator may from time to time extend the time for making and publishing the award. He may do so without any need for obtaining the consent of the parties to the dispute.
46. Any notice/direction given to the Second Party under the terms of this agreement shall be considered to be duly served if the same have been delivered to, left for or dispatched by Registered Post to the Second Party at his last known address. Any notice to be given to the First Party shall be considered as duly served if the same is delivered to, left or dispatched by the Registered Post at his last known address. Any notice so posted shall be prima facie proof of service at the expiration of the time in which it reaches in the ordinary course of post.

J. Sriram Murthy
(J. Sriram Murthy)

Under Secretary to the Govt. of India
Tele No: 23042500

Copy to:-

Director (C&I), Planning Commission with the request to upload the tender notice in the Planning Commission's website.

Instructions for Online Bid Submission
Instructions to the Bidders to submit the bids online
through the eProcurement site
<https://eprocure.gov.in>

- 1) Bidder should do the registration in the tender site using the "Click here to Enroll" option available.
- 2) Then the Digital Signature of SIFY/TCS/Code or any Certifying Authority is to be registered after logging into the site.
- 3) Bidder can use "My Space" area to update standard documents in advance as required for various tenders and use them during bid submission. This will facilitate the bid submission process by reducing time.
- 4) Bidder may read the tenders published in the site and download the required documents/tender schedules for the tenders he is interested.
- 5) Bidder then logs in to the site using the secured log in by giving the user id/ password chosen during registration and password of the DSC/token.
- 6) Only one DSC should be used for a bidder and should not be misused by others.
- 7) Bidder should read the tender schedules carefully and submit the documents as asked, otherwise, the bid will be rejected.
- 8) If there are any clarifications, this may be obtained using clarifications, or during the pre-bid meeting. Bidder should take into account of the corrigendum's published before submitting the bids online.
- 9) Bidder must in advance prepare the bid documents to be submitted as indicated in the tender schedule and they should be in required format. If there are more than one documents, they can be clubbed together.
- 10) Bidder should prepare the EMD as specified in the tender. The original should be posted/couriered/given in person to the specified location as per Tender Document, latest by the last date of bid submission.
- 11) Bidder selects the tender which he is interested using search option & then moves it to the my favourites folder.
- 12) From the my favourites folder, he selects the tender to view all the details indicated.
- 13) The bidder reads the terms & conditions and accepts the same to proceed further to submit the bids.
- 14) The bidder has to select the payment option as offline to pay the EMD as applicable.
- 15) 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 bid submitted will not be acceptable.

- 16) The bidder has to enter the password of the ID Rector and the required documents have to be uploaded one by one as indicated.
- 17) The rates offered details have to be entered separately in a spreadsheet file (xls) in the space allotted and should be updated as BOQ.xls file for each tender after the financial bid. The BOQ file, if found modified by the bidder, his bid will be rejected.
- 18) The tendering system will give a successful bid updation message & then a bid summary will be shown with the bid no & the date & time of submission of the bid with all other relevant details. The bidder has to submit the relevant files required as indicated in the cover content. In case of any irrelevant files, the bid will be rejected.
- 19) The bid summary has to be printed and kept as an acknowledgement as a token of the submission of the bid.
- 20) The bid summary will act as a proof of bid submission for a tender floated and will also act as an entry point to participate in the bid opening date.
- 21) For any clarifications with the TIA, the bid number can be used as a reference.
- 21) Bidder should log into the site well in advance for bid submission so that he submits the bid in time i.e. on or before the bid submission time. If there is any delay, due to other issues, bidder only is responsible.
- 22) Each document to be uploaded online for the tenders should be less than 2 MB. If any document is more than 2MB, it can be reduced by scanning at low resolution and the same can be uploaded. However, if the file size is less than 1 MB, the transaction uploading time will be very fast.
- 23) The time settings fixed in the server side & displayed at the top of the tender site, will be valid for all actions of requesting, bid submission, bid opening etc., in the e-Procurement system. The bidders should follow this time during bid submission.
- 24) All the data being entered by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered will not be viewable by unauthorized persons during bid submission & not be viewable by any one until the time of bid opening.
- 25) The confidentiality of the bids is maintained since the secured Socket Layer 128 bit encryption technology is used. Data storage encryption of sensitive fields is done.
- 26) Any documents that are uploaded to the server are subjected to symmetric encryption using a generated symmetric key. Further, this key is subjected to asymmetric encryption using the buyer's public keys. Overall, the submitted tender documents become readable only after the tender opening by the authorized individual.
- 27) For any queries, the bidders are asked to contact by mail cphp-nic@nic.in or by phone: 1-800-233-7315 well in advance.