



## **Building Materials & Technology Promotion Council**

Ministry of Housing & Urban Poverty Alleviation, Govt. of India

Core – 5A, 1<sup>st</sup> Floor, India Habitat Centre

Lodhi Road, New Delhi

### **TERMS OF REFERENCE FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR DESKTOP COMPUTERS, LAPTOPS, SERVERS, SCANNERS, PRINTERS, UPS, LAN, OTHER PERIPHERALS**

**TENDER ENQUIRY No. BMT/MIS/01/2016-17**

**Date: 25.5.2016**

Sealed Tenders are invited on behalf of the Executive Director by the Building Materials & Technology Promotion Council (BMTPC), New Delhi (hereinafter referred to as "the Council") for Comprehensive Annual Maintenance Contract for Desktop Computers, Laptops, Servers, Scanners, Printers, UPS, LAN and other peripherals from the date of awarding the contract for a period of two years.

2. The eligibility criteria of the bidders should encompass the following:
  - i. The intending bidders should have a minimum of three years' experience in Annual Maintenance Contract/Hardware Sales field, duly supported by documentary evidence in support of their competence and infrastructure.
  - ii. The firm should have adequate qualified manpower having experience in the field.
  - iii. The bidder should have annual turnover of at least Rupees 25 Lakh (Rupees twenty five lakh only) during last three years ending 31.3.2016 in services only such as AMC of Desktop, printers, peripherals, & LAN. The firm will have to attach documentary proof in this regard.
  - iv. Bidder should submit their valid documentary proof of Sales Tax/VAT, Service Tax registration number and the details of Income Tax registration (PAN), copies all of these should be enclosed with the Technical Bid Offer failing which the bid would be rejected.
  - v. The bidder should have under taken at least three similar assignments of amount Rs.1.50 lakhs or above per year in the past three years for Govt. Deptt. / Undertaking / PSE etc.
  - vi. Attach successful completion certificate and copies of major work order executed for proof of experience.
  - vii. The Agency should have its main office in Delhi/NCR.
  - viii. Bidder should have Authorized Server Provider of HP/IBM/Lenovo/ Sony/HCL/APC/Apple etc.

3. Interested parties may submit their sealed bids using separate envelopes for “Technical Bid” as well as “Financial Bid”. The word “Technical Bid/Financial Bid” for AMC of Computers, should prominently be marked on the top of each envelop. Sealed quotation, duly super-scribed “Quotation for Comprehensive AMC for Computers T/E No. BMT/MIS/01/2016-17” may be sent by post/by hand in the Council’s premises at Reception of Building Materials & Technology Promotion Council, Core-5A, 1<sup>st</sup> Floor, India Habitat Centre, Lodhi Road, New Delhi – 110003, alongwith refundable EMD of Rs.5000/- in the form of Demand Draft in the name of BMTPC, New Delhi, keeping your offer valid for acceptance till two months. The Technical bids will be opened on the 15<sup>th</sup> day from the date of advertisement in newspapers. Pre-bid meeting/site inspection will be held on 7<sup>th</sup> day (1600 hrs.) from the date of advertisement in newspapers. Tenders will be opened in the presence of the tenderers or their authorized representatives, who may wish to be present. No late or delayed tender shall be accepted. The EMD will not carry any interest during the period. The dates for Pre-bid meeting/site inspection, opening of Technical bids or any other corrigendum will only be announced on the Website of the Council ([www.bmtpc.org](http://www.bmtpc.org)).

4. Technical Bid should also include the complete profile of the firm. The firm should furnish the details of Government Departments/PSUs where they have completed the AMC as per the proforma given below:-

S.No.	Name & address of the Govt. Department/PSUs with telephone number	Details of equipment & number of contract	No. of resident engineers provided	Period	Contract value (Rs. In lakhs)
1	2	3	4	5	6

5. The Documents to be submitted with Technical Bid:-

S.No.	Terms and conditions of technical bids	Page Number
1	Copies of PAN/Service Tax Number of firms. Latest service Tax clearance certification and Work Contract No.	
2	Performance Certificate issued by at least three Departments during	

	last three years	
3	Balance sheet for last three years alongwith Profit & Loss Statement	
4	The address of the Service Centers with contact person, name, telephone and fax numbers at New Delhi	
5	Self-Certificate that they have not been blacklisted by any Govt. Department	
6	List of Equipment, Software, machines & tools held to handle breakdowns / carry out preventive and rectification maintenances	
7	Authorized Service Provider from OEM – certificates	
8	Company Profile	

6. The Financial bid should contain the price quoted against each item separately. The format for furnishing price details is as under:-

S. No.	Item name	Make/Model	Quantity	Rate per unit for a year	Total cost		Remarks if any
					without service tax	With applicable service tax	
					(in Rs.)	(in Rs.)	
1	Computers	IBM Lenovo Thinkcentre	20 nos.				
		HP Compaq 8100 – Soft Form Factor	9 nos.				
		Dell 660s	7 nos.				
		HP Z400 Workstation	1 no.				
2	Servers	HP Invent	1 no.				
3	Laptops	IBM/SONY/DELL	9 nos.				
		Sony Vaio	3 no.				
4	Printers	HP CP1515N	1 no.				
		HP CP 2605DN	1 no.				
		HP 1200	1 no.				
		HP 1007	8 nos.				
		HP 1505	1 no.				
		HP 1018	4 nos.				
		HP 2055DN	1 no.				
		HP 1010	2 no.				
		HP 1108	3 nos.				
		HP 1606DN	1 no.				
		HP CP5550DN	1 no.				
5	Scanner	HP (Flatbed)	1 no.				
6	Plotter	HP Designjet T790 - 44-inch – PostScript ePrinter	1 no.				

S. No.	Item name	Make/Model	Quantity	Rate per unit for a year	Total cost		Remarks if any
					without service tax	With applicable service tax	
					(in Rs.)	(in Rs.)	
		(CR650A)					
7	LAN	Ethernet (Connecting all above computers, servers and network printers)	through Linksys Router				
8	Switches	3 COM (4400 SE & 3300 – Superstack II & III) Compex – PS2208B Dlink – Des1008D	4 Nos.				
9	Router	Linksys/D-link	4 Nos.				
10	Data storage Box	Acuta (RAID)1TB	1 No.				
11	UPS	APC Symmetra 12 KVA UPS - Model SY4KEXI (with internal Power Module) and Additional Power Module	1 no.				
		BPEE UPS 0.5 KVA	1 No.				
		Kaveri Powertronics UPS 3 KVA	1 No.				

*Note: One Engineer needs to be dedicated on the working days during office hours at the premises of the Council.*

7. New equipment as and when purchased by the Council will be included in AMC on expiry of its warranty period.

8. The AMC rates mentioned in this contract will be valid for two years from the date of awarding the contract. No demand for revision of rate on any account shall be entertained during the contract period. The AMC can be extended, if so desired by BMTPC, based on the performance of the vendor, with mutual consent on same prices and terms and conditions.

9. The system maintenance charges should not include the cost of consumables and supplied items such as media like magnetic tapes, toner cartridges, printer bands and printing heads, computer stationery and floppy diskettes, CDs, DVDs. Laser Printer maintenance charges include all parts except toner cartridges.

10. The MIS Section of the Council will keep a record of machine failure including the name of failure, date and time of booking the complaint and when the machine is set right and total down time. The records will be signed by the Company's Service engineer and MIS Section's representative.

11. The service engineers would take up any reported fault within one hour. As far as possible, the repairs would be carried out on-site itself. Whenever the system cannot be repaired on site within the specified time limits, the Company will have the option to take the equipment to their workshop / premises with prior permission from MIS Section and provide the alternative equipment of same or better specifications. The Council's equipment in any case will have to be repaired/set right within 3 days and returned to the Council. The firm will arrange their own transport, for which no extra payment will be made.

12. Four preventive maintenance checks of each system under AMC will have to be carried out by the firm on a quarterly basis and will have to be certified by the MIS Section's representative. Preventive maintenance with virus scanning and virus removal and special cleaning of the monitor, printer, key board, mouse etc. from outside with liquid cleaner and inside will be carried out on quarterly basis. A preventive Maintenance Report from the user would be submitted to MIS Section, failure of this, will lead to deduction from the payments.

13. A Performance Security Deposit of 10% of the price of the AMC contract will have to be deposited by the successful tenderer while accepting the AMC valid upto further six months after date of completion of contract, in the form of a Bank Draft / Performance Bank Guarantee payable to the Council. This will be refunded on Completion of the contract to the entire satisfaction of the Council. In case of any default, the total amount or a part thereof will be forfeited. The Proforma for Bank Guarantee shall be given to the successful tenderer at the time of award of the AMC.

14. The firm will check all the Computers, printers, scanners and laptops, etc. under AMC along with MIS Section representative before 10<sup>th</sup> of each month and submit a report.

15. The AMC includes formatting and maintenance of Computers, Laptops, LAN, Internet, Data recovery and re-installation including the Software used in the office. Also, to load and upgrade anti-virus software, if need arises.

16. The upgraded items (Memory, HDD etc.) purchased by the Council and upgraded into the existing systems/machines will also be included in AMC with the Company as soon as warranty period expires. This will be done through Addendum signed by the Council.

17. In case of intermittent failures and repetitive problems due to improper diagnosis or repair, the system will be treated as continuously down.

18. The equipment will be returned in good working condition to the Council. In case the AMC holding party fails to return the machine back in working condition to the Council, it will have to pay the contemporary price prevailing in the market of the same model and make. The Council shall have full liberty to deduct such amount from the pending/ensuing bills or the Performance Security Deposit.

19. To monitor the maintenance activity and to discuss other related matters, a monthly meeting between the MIS Section of the Council and representatives of the Company may be held in the Council.

20. The Company's personnel will comply with all the data security and security regulations in the Council. Any breach of this condition will render the entire contract as null and void.

21. The engineer/technician deputed for preventive maintenance and rectification shall report to MIS Section of the Council; carry out all the activities under the control and technical supervision of the in-charge of the MIS Section.

22. SERVICE FOR ALL COMPUTERS, PRINTERS, SCANNERS, PERIPHERALS ETC.

Maximum acceptable downtime will be one day excluding holidays from the time of registration of the complaint. In case, Company fails to adhere to the downtime stipulated herein, penalty clause as detailed below in Para 23 below will apply.

23. PENALTY:

- (i) Penalty for not attending the calls as per Para 22 of Service Assurance will be Rs. 100/- per working day for each system, printer, Laptops, Scanners etc.
- (ii) Penalty for failure of doing Scheduled Preventive Maintenance (PM) and submission of Reports in time will be Rs. 175/- per machine.

24. PAYMENT TERMS:

The payment will be released on a quarterly basis after satisfactory completion of service. The company will submit quarterly bills alongwith the downtime statement and the PM report within one month of completion of the quarter to the MIS Section of the Council.

25. The Council reserves its right to accept/terminate/extend the maintenance contract at sole discretion of BMTPC. The contractor will not be entitled to claim any compensation against termination of contract at any time. However, while terminating the contract, if any payment is due to the contractor for maintenance services already performed in terms of the contract, the same would be paid to it as per the contract terms.

26. All the firms participating in the tender must submit a list of their owner / partner etc. alongwith their contact telephone numbers and a certificate / undertaking

to the effect that the firm is neither blacklisted by any Government Department nor any criminal cases registered against the firm.

27. Present strength of qualified engineers in the bidding firm should be mentioned.

28. The firms should mention company PAN No. and Work Contract No.

29. No advance payments will be made under any circumstances.

30. A Technical Committee may be constituted to scrutinize/evaluate technical soundness / competence of the firm/Company.

31. The tenderers may represent themselves personally or through their authorized representatives, if any, at the time of opening of the tenders.

32. The Committee in order to satisfy itself may conduct a spot enquiry or ask to furnish more details to verify soundness, capability and viability of the firm.

33. The firm should have their own in-house Technical Repair Centre and should be an authorized service provider for IBM/HP/Compaq/Dell/Sony/APC brand etc. for Delhi region for atleast last three years.

34. A copy of the terms and conditions duly signed by the tenderer in token of having understood and agreed to the same should be attached along-with the tender.

35. **Evaluation Criteria** : The Financial bid will be evaluated on the basis of the total bid amount quoted in bundle price consisting of the Computers, Servers, Laptops including its batteries, Printers, Scanners, LAN all clubbed in a single lot and not the items-wise lowest rates quoted by the bidders. ***However, in the case of UPS, lowest rates quoted by the bidders will be considered separately for both options such as with batteries or without batteries.***

36. Financial bid shall contain price only and no other documents shall be enclosed with the financial bid. This should be in the prescribed format (Para 6 refers).

The Chief (PMT & Admin.)  
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