



Building Materials & Technology Promotion Council
Ministry of Housing & Urban Poverty Alleviation, Govt. of India
Core-5A, 1st Floor, India Habitat Centre, Lodhi Road, New Delhi-3

NOTICE INVITING TENDER

(No. BMT/MIS/ 01-02/2010-11)

BMTPC invites sealed offers separately for (i) Comprehensive Annual Maintenance Contract for Desktop Computers, Laptops, Servers, Scanners, Printers, UPS, LAN, etc. and (ii) Development, Maintenance and Upkeep of Website of BMTPC. Detailed Tender Documents are available on the website of the Council (www.bmtpc.org).

Last date: 15 days from the date of publication of the advertisement in the Newspapers. Last date and further changes, if any, would be intimated on the website of the Council.



Building Materials & Technology Promotion Council

Ministry of Housing & Urban Poverty Alleviation, Government of India
Core-5A, 1st Floor, India Habitat Centre,
Lodhi Road, New Delhi – 110003

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

TENDER ENQUIRY No. BMT/MIS/01/2010-11

Date: 11.01.2011

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 One year.

2. The intending bidders should have a minimum of three years experience in Hardware Sales/Annual Maintenance Contract field, duly supported by documentary evidence in support of their competence and infrastructure. The firm should have adequate qualified manpower having experience in the field.

3. Interested parties may submit their sealed bids using separate envelopes for "Technical Bid" as well as "Financial Bid". Each application should be submitted with an application fee of Rs.500/- (Rupees five hundred only) in the form of demand draft drawn in favour of "Building Materials & Technology Promotion Council" payable at New Delhi. 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/01/2010-11" may be sent by post/by hand in the Council's premises at Reception of Building Materials & Technology Promotion Council, Core-5A, 1st 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 15th day from the date of advertisement in newspapers. Pre-bid meeting/site inspection will be held on 7th day 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 and opening of Technical bids will also be announced on the Website of the Council (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 for the year 2007-08, 2008-09 and 2009-10	
3	Balance sheet for the years 2007-08, 2008-09 and 2009-10 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	

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	Applicable service tax	
					(in Rs.)	(in Rs.)	
1	Computers	IBM NetVista	2 nos.				
		IBM – Soft Form Factor	3 nos.				
		IBM ThinkCentre	31 nos.				
2	Servers	HP Invent	1 no.				
3	Laptops	IBM	12 nos.				
		Sony Vaio	3 no.				
4	Printers	HP CP1515N	2 no.				
		HP 1200	1 no.				
		HP 1007	6 nos.				
		HP 1505	1 no.				
		HP 1018	4 nos.				
		HP 2055DN	1 no.				
		HP 1010	2 nos.				
5	Scanner	HP (Flatbed)	2 no.				
		HP 5550DN	1 no.				
6	UPS	APC Symmetra 12 KVA UPS - Model SY4KEXI (with internal Power Module & Batteries) and Additional Power Module	1 no.				
		APC UPS 0.65 KVA	1 no.				
		APC UPS 1 KVA	1 No.				
		Kaveri Powertronics UPS 3 KVA	1 No.				
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	2 Nos.				
10	Data storage Box	Acuta(RAID)1TB	1 No.				
		CFI (RAID)1TB	1 No.				

Note: No Resident Engineer needs to be deployed and the Company can operate from their own premises.

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 one year from the date of awarding the contract. The same can be extended for a period of another one year, 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 ribbons, 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. 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. 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 10th 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 new 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 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. However, one months' notice will be given by the Council before termination of the contract. 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. The tendering firm must be registered with the Service Tax Department and must submit the latest Service Tax Clearance Certificate. In absence of the same, the tender is liable to be not considered.

27. 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.

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

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

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

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

32. The tenderers may represent themselves personally or through their authorized representatives, if any, at the time of opening of the tenders.
33. 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.
34. The firm should have their own in-house Technical Repair Centre and should be an authorized service provider for IBM/HP/Compaq/Dell/APC brand etc. for Delhi region for atleast last three years.
35. 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.
36. 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, 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.***
37. 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).

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TERMS OF REFERENCE FOR DEVELOPMENT, MAINTENANCE AND UPKEEP OF WEBSITE OF BMTPC

TENDER ENQUIRY No. BMT/MIS/02/2010-11

Date: 11.01.2011

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 Development, Maintenance and Upkeep of Website of BMTPC from the date of awarding the contract for a period of One year.

1. Background:

The Building Materials & Technology Promotion Council (BMTPC) is an inter-ministerial autonomous organization under the Ministry of Housing & Urban Poverty Alleviation, Government of India. The main aim and objectives of the BMTPC is to bridge the gap between laboratory scale development and large scale field application in the housing and building sector. To disseminate the information about the various activities of the Council, BMTPC is maintaining a website www.bmtpc.org.

2. A concise statement of objectives:

The objectives of this assignment is to design, develop, implement and upkeep the website for BMTPC and assist in hosting the website. Daily/Weekly/Monthly/quarterly updation of data, as per requirements and based on need.

3. An outline of the tasks to be carried out:

- Design, development and implementation of website with information provided by BMTPC
- Development and implementation of dynamic portal to monitor all services.

- Design appropriate security architecture for the website and implement this security mechanism for the interactive method through the website.
- Security auditing of the website by Government empanelled auditors (Internet Security)
- Testing of the website
- Maintenance and weekly up-dation of website
- Trouble shooting of Website
- Provide adequate training to staff to enable them to effectively operate, update and maintain the websites.
- Source code to be handed over to BMTPC.
- Development would be at BMTPC office premises.

The Website will, interalia, include:

- About BMTPC
 - Vision
 - Mission
 - Objectives
 - Thrust Areas
 - Major Services Offered
- Environment friendly, cost effective building materials & technologies
- Agro-industrial waste based materials & technologies
- Machine developed & promoted
- Disaster mitigation and management
- Performance Appraisal & Certification
- JNNURM & Other Ministry related Scheme
- Photo gallery
- Newsletters
- Publications
 - Unpriced
 - Priced
- Special Events
- Right to Information
- Citizen Charter
- Industry linkages
- Site Map

- Frequently Asked Questions (FAQ)
 - Feedback
 - Suggestions
 - Q&A
 - Linkages to other related sites i.e. MoHUPA, NDMA, etc.
- Additional matter may be included, as and when felt necessary.

4. How to submit the bids:

Interested parties may submit their sealed bids using separate envelopes for “Technical Bid” as well as “Financial Bid”. Each application should be submitted with an application fee of Rs.500/- (Rupees five hundred only) in the form of demand draft drawn in favour of “Building Materials & Technology Promotion Council” payable at New Delhi. The word “Technical Bid/Financial Bid for Website Development” should prominently be marked on the top of each envelop, sealed quotation, duly super-scribed “Quotation for Website Development T/E No. BMT/MIS/02/2010-11” may be sent by post/by hand in the Council’s premises at Reception of Building Materials & Technology Promotion Council, Core-5A, 1st 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 15th day 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 opening of Technical bids will also be announced on the Website of the Council (www.bmtpc.org).

Technical Bid should also include the complete profile of the tenderer - firm/consultants. The firm should furnish the details of Departments/Organisation where they have successfully completed the website development jobs in the proforma given below:-

S.No.	Name & address of the Departments/ Organisations with telephone number	Name of the website	No. of professionals involved	Period	Contract Value (in Rs.)
1	2	3	4	5	6

Work order copies from Central Govt. Departments/PSUs and certificates regarding satisfactory completion of the above work should be attached with the Technical Bid.

5. Schedule for Completion of Tasks:

Development of website : 3 months from the date of award.

Updation and Maintenance : For one year

6. Data, Services and Facilities to be provided by the Client :

All the static data's (in floppy / CDs) will be provided by BMTPC. The Council will provide the PC Terminals for its implementation.

7. Periodical reports to be furnished by the tenderer

Weekly Schedule and progress report should be submitted to BMTPC.

8. Composition of review committee and review procedure to monitor consultants work:

A Committee consisting of BMTPC Officers will review the progress on completion of the entire program or as and when necessary. The BMTPC reserves the right to cancel the assignment at any point of time if the performance is found to be unsatisfactory. The tenderer will report to the officer designated for this task by the BMTPC on a day to day basis.

9. List of Key positions firm / institution, whose Profile and experience would be evaluated:

The intending bidders should have a minimum of three years experience in website development and maintenance, duly supported by documentary evidence in support of their competence and infrastructure. The firm should have adequate qualified manpower having experience in the field.

The team composition would include:

Web Designer - one

Programmer - two

The tenderer should have the following key personnel:

Programmer / Web Designer having B.E / B.Tech / MCA/ M.Sc in Computer Science or equivalent with minimum 3 years of experience in design, development and implementation of static and dynamic website.

10. Terms and Reference:

10.1 Performance Security Deposit:

A Performance Security Deposit of 10% of the price of the bidding amount will have to be deposited by the successful tenderer while accepting the offer, 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.

10.2. Schedule of Payment

70% payment will made after successful completion of website and 30% payment will be made on quarterly basis (10% for each quarter). Site will be updated and maintained by tenderer for remaining nine months.

10.3 Training

The tenderer has to impart training to the BMTPC, staff adequately for handling the uploading Programming and updating of data on website at his/her own cost.

10.4 Period of Validity of Bids

Bid shall remain valid for 90 Days from the date of opening of the bids. A bid valid for a shorter period shall be rejected by the purchaser being non-responsive. In exceptional circumstances, the Council may request the consent of the bidder for an extension to the period of bid validity. The request and the responses thereto shall be made in writing. The bid security shall also

be suitably extended. A bidder may refuse the request without forfeiting his bid security. A bidder accepting the request and granting extension will not be permitted to modify his bid beyond 90 days. The Council at its discretion may seek extension of validity period if required beyond 90 days.

10.5 Evaluation

- a) The Council shall evaluate the bids in two stages. In the First stage, the technical evaluation will take place to check for conformity and the eligibility condition of the bid with the technical specification mentioned in the tender document. The second stage will be the financial evaluation of the price bids.
- b) For the purpose of evaluation, Tender Evaluation Committee constituted for the purpose may seek a practical demonstration if necessary & the bidder has to organize the same.
- c) Based on the above, the bids which qualify the technical evaluation will be finalized. The bidders who are found eligible/Technically qualified based on the above will be intimated about opening of the financial bid.
- d) Evaluation of the tender will be done on the basis of grand total amount of Annexure-I. The grand total amount must be written in words and digits. In case of any discrepancy, the amount in written in words will be treated as the correct amount.
- e) Necessary technical specification related to website as per Annexure I.

10.6 Others

- a) Orders will be placed as per requirement and if the website development is not done within period of 3 months from the date of placing order, the Council will have the choice to cancel the tender or the same work will be got done from any other firm and the difference of cost, if any, will be recoverable from the approved tenderer.
- b) Tenderer should submit bills in duplicate for payment along with pre stamped receipt so as to enable this office for making payment of the

bills in time. The bill will be paid within one Month from the receipt of bill by crossed cheque/DD payable at New Delhi.

- c) Any attempt of influencing for the tender will cause their proposal to be rejected.
- d) Canvassing in any form is forbidden and will lead to disqualification.
- e) Tenderer has to ensure that Website is suitable for accessing through all popular web browsers and should be Compatible on Linux/Windows platform.
- f) The bidder shall give the total composite price inclusive of all levies and taxes i.e. sales Tax, Excise duties, forwarding and insurance charges etc.(wherever applicable).

11. Ownership:

The contents of the website will not be altered, updated or deleted without the prior written permission from the BMTPC. The tenderer shall not use the domain for any advertisements and personal use. The website will be under the direct supervision of the Executive Director, BMTPC through Systems Analyst, BMTPC.

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Annexure-1

FINANCIAL BID

S.No.	Works	Quantity	Cost per page (Rs.)	Total (Rs.)
1	Designing of Website (static or animated, as per requirement)	01 page		
2	Designing of web pages (static or animated, as per requirement)	100 pages		
3	Other web based dynamic pages (for minimum 25 pages)	01 page		
GRAND TOTAL (Rs.)				
<i>In Words Rs.:</i>				

Updation and Maintenance Charges for balance nine months	
Total Rs.	
In words Rs.	

Note:-

- i) *Tenders will be evaluated on the basis of rates quoted in Annexure-I only.*
- ii) *The sitting Programmer availability during the implementation period and also during maintenance and updation – The Programmer should have skills in VB Scripts, VD DOTnet, JAVA, ASP, JSP, MS SQL, Flash etc. He/She will also do the assigned works related to web development for Intranet. He/She should be available with BMTPC on all working Hours.*
- iii) *This staff will be principle employee of the vendor and all statutory liability like GPF/PPF contributions to be taken care by the Vendor.*

Signature of the tenderer with seal