

Tender Document

for

Comprehensive Annual Maintenance Contract (CAMC)

For

**Servers, Desktop Computers, Laserjetprinter, Officejet printer ,
Plotter, Off-line UPSs, Local Area Network and Network Devices, etc.
At HYDROGRAPHIC WING.**



TENDER NO : IWA/Hy/2(14)/2000

INLAND WATERWAYS AUTHORITY OF INDIA
(Ministry of Shipping, Road Transport and Highways, Govt. of India)
A-13, Sector-1, Noida (U.P.), PIN : 201 301



INLAND WATERWAYS AUTHORITY OF INDIA
(Ministry of Shipping, Road Transport and Highways, Govt. of India)
A-13, Sector-1, Noida (U.P.), PIN : 201 301
Phone : 95-120-2549856

IWAI/HY/2(14)/2000

Dated.....

To,

.....
.....
.....

Subject : Comprehensive Annual Maintenance Contract for Server, Desktop Computers, Laserjet, printer, Officejet printer, Plotter Off-line UPSs, , Local Area Network and Network Devices, etc.

Sir,

Please find enclosed herewith one set of tender document for the work of Comprehensive Annual Maintenance Contract for Server, Desktop Computers, Laserjet, Officejet plotter, Off-line UPSs, Local Area Network and Network Devices, etc. for a period of three years However the contract shall be made for 1 Year and based on satisfactory performance same shall be extended for next 2 years.

The closing date for the receipt of the sealed tender is 22/09/2014 at 1500 Hrs.

The tender shall be submitted in the form and manner as stipulated in this document.

Yours faithfully,

HYDROGRAPHIC CHIEF

Encl: - As above

LIST OF CONTENTS

| <u>S.No.</u> | <u>Description</u> | <u>Page No.</u> |
|---------------------------|------------------------------------|------------------------|
| 1 | Notice Inviting Tender | 4 |
| 2 | Salient Features | 5 |
| 3 | General Conditions of the Contract | 6 |
| 4 | Special Conditions of the Contract | 9 |
| 5 | Agreement Form | 11 |
| 6 | Performance Security Form | 13 |
| 7 | Check List | 15 |
| 8 | Price Schedule | 16 |
| Total nos. of pages :16 . | | |

1. NOTICE INVITING TENDER



Inland Waterways Authority of India
(Ministry of Shipping, Road Transport & Highways, Govt. of India)
A-13, Sector-1, NOIDA – 201 301
Phone : 0-120-2549856

NOTICE INVITING TENDER

Sealed tenders in two cover system are invited from reputed firms who are ISO Certified / Authorised Service Provider of branded Servers and Computers like HP/Compaq/ IBM/HCL for CAMC of computers and peripherals for a period of three year. The tender form received by email / speed post to be submitted along with Rs 500/- (Five Hundred) as tender document cost in the form of DD (non-refundable) in favour of "IWAI FUND" payable at any nationalized bank at Noida or New Delhi. Pre bid meeting will be held on 11-09-2014 at 15.00 hrs . Last date for the receipt of sealed tender is 22/09/2014 at 15.00 hrs. Technical bid will be opened on the same day i.e. 22/09/2014 at 15.30 hours.

HYDROGRAPHIC CHIEF

2. SALIENT FEATURES

| | | |
|---|--|---|
| 1 | Name of work | Comprehensive Annual Maintenance Contract work for Server, Desktop Computers, Laserjet, Officejet plotter Off-line UPSs, Local Area Network and Network Devices, etc. |
| 2 | Period of work | Three Years contract shall be made for 1 Year and based on satisfactory performance same shall be extended for next 2 years. |
| 3 | Pre Bid Meeting. | 11-09-2014 at 1500 hrs. |
| 3 | Last date and time for the receipt of sealed tender | 22/09/2014 at 1500 hrs. |
| 4 | Earnest Money Deposit | Rs 7500/- (Seven Thousand five hundred only) |
| 5 | Date and time for the opening of Technical Bid | 22/09/2014 at 1530 hrs. |
| 6 | Cost of tender document | Rs` 500/- (Five Hundred only) |
| 7 | Tender document to be Submitted to | The Hydrographic chief Inland Waterways Authority of India (Ministry of Shipping) A-13, Sector-1, Noida (U.P) 201 301 |

3.

GENERAL CONDITIONS OF THE CONTRACT

1. Inland Waterways Authority of India herein after referred to "THE AUTHORITY" wishes to receive sealed tender for the Comprehensive Annual Maintenance Contract for Server, Desktop Computers, Laserjet, printer, Officejet printer, Plotter Off-line UPSs, Local Area Network and Network Devices, etc. (list enclosed).
2. The original tender document is to be duly filled in and submitted to the Authority along with the bid. EMD and other documents in accordance with these instructions to the bidder.
3. The bidder is expected to examine the tender document including all instructions, forms, terms, technical specifications etc. Failure to furnish all information required by the tender document or submission of a tender not substantially responsive to the tender documents in every respect will result in 'REJECTION OF TENDER BID' submitted by the individual bidder.
4. Prospective bidder requiring any further clarification on the tender document may notify Authority in writing not later than 4 days prior to the dead line fixed for the submission of tender.
5. At any time prior to the dead line for submission of tender, the Authority may for any reason whether by its own instigation or in response to clarification requested by a prospective bidder, modify the tender document by amendments.
6. The tender document filled by the bidder and correspondence and documents relating to bidder and the bid exchanged by the bidder and the Authority shall be written in ENGLISH.
7. Prices quoted by the bidder shall remain fixed and valid till the three (03) year.
8. EARNEST MONEY DEPOSIT : The bidder shall furnish as part of its tender **EMD of Rs 7,500/- (Seven thousand five hundred only)** in the form of a crossed DD drawn from a nationalized bank in favour of INLAND WATERWAYS AUTHORITY OF INDIA FUND payable at NOIDA/NEW DELHI. No bank Guarantee shall be accepted for EMD.
9. The EMD may be forfeited if; a bidder withdraws his bid during the period of bid validity specified on the bid form.
10. The EMD will be returned to the unsuccessful tenderer and no interest will be paid on EMD.

Submission of Tender: The tenderers are required to submit their tender in two parts in separate sealed envelope. Duly sealed cover containing financial bids will be put in a separate single cover which should be sealed and super-scribed as "Tender for Annual Maintenance Contract for Server, Desktop Computers, Laserjet, printer, Officejet printer ,

Plotter Off-line UPSs, , Local Area Network and Network Devices, etc. Don't open before 22/09/2014 at 1530 hours.

11. The offer complete in all respects should be submitted by 1500 hours on 22/09/2014 to the office of the Hydrographic Chief , INLAND WATERWAYS AUTHORITY OF INDIA, A-13, SECTOR-1, NOIDA (U.P.).
12. The Authority may at its discretion extend the dead line for the submission of bids.
13. Late bids will be rejected and returned unopened to the bidder.
14. Fax, e-mail and cable offers will not be considered under any circumstances.
15. The Authority shall not bind itself to accept the lowest bid and reserves the right to split the order if necessary and also to accept or reject any or all bids or part thereof without assigning any reason whatsoever, prior to award of contract without thereby incurring any liability to the affected bidder/bidders or any obligation to inform the affected bidders of the group for the Authority's action.
16. The Authority reserves the right at the time of award of order to increase or decrease the quantity of equipment specified in the price schedule without any change in unit prices or other terms and conditions. The bidder shall comply the same. The decision of the Authority in this regard shall be final.
17. The Authority will notify the successful bidder in writing that the bid has been accepted. The successful bidder will be required to enter into a contract with the Authority in the form given in these documents and has to furnish performance security in the form of Security Deposit for 10 % of contract value within 10 days of award of work valid for one year. Security deposit will be released after the completion CAMC period of deduction of any dues thereon.
18. The successful bidder shall sign the contract on stamp paper within 10 days from the date of issue of supply order. The contract shall be submitted in duplicate.
19. The firm should be in existence for over 5 years in the trade of the maintenance business (service business turn over) of more than Rs1.60 lakhs - per annum.
20. The firm must have previous experience in maintaining hardware and network systems in Govt. organization/PSUs.
21. The firm must have expertise in preventive on site maintenance and repair of servers, clients, stand alone computers, LAN, Laser/inkjet printers network components, scanners peripherals and other hardware parts and accessories.
22. The bidder should have executed at least
 - (i) One AMC of Computer Hardwares for a value more than Rs 162500/-
 - (ii) Two AMC of Computer Hardwares for a value mor than Rs 101600/-.

- (iii) Three AMC of Computer Hardwares for a value more than Rs 81300
23. The firm must be registered with the Sales Tax Department for Works Contract Tax and Service Tax.
24. A Performance Certificate indicating successful completion of AMC from at least three existing Govt. Dept. Clients / reputed PSU's / companies / Private Organization Undertaking shall be furnished.
- 25.1 If the contractor fails to complete all items of works within the period(s) of completion as stipulated in the aforesaid tender or any extended period (not due to the fault of the Contractor) as may be agreed he shall without prejudice to any other right or remedy of the Authority on account of such default pay compensation (not by way of penalty) at the rate of 1/2% per week on the total value of the work. However, the L.D. will be imposed for the value of particular work i.e. in case of being defaulter in work of CAMC the L.D. shall be imposed on the total contract value of particular CAMC work subject to maximum 10% of the value of particular work. However, in case of default in mobilization, liquidated damage @ ½% per week or part of week of the total value of the contract subject to 10% of total value of contract shall be charged.
- 25.2 Should however, the contractor achieve the completion of the entire works as a whole under the contract within the time or in the extended time (not due to reasons of default on the part of the contractor) as may be accorded, the Authority will refund to him the amount of compensation recovered from him, if any, in respect of delay in the non completion of works (s) under the individual groups / sub-groups, as aforesaid in full, in this regard, the decision of the Engineer-in-Charge shall be final and binding.
- 25.3 The amount of compensation may be adjusted, withheld, deducted or set off against any sum due or payable to the contractor under this or any other contract with the Authority.
- 25.4 All sums payable by way of compensation under any of the conditions will be considered as reasonable compensation without reference to the actual loss or damage which will have been sustained.
- 25.5 Payment of such damages shall not relieve the contractor of his obligation to complete the work or from any other of his obligation or liabilities under the contract.

4. SPECIAL CONDITIONS OF THE CONTRACT

1. The Comprehensive Maintenance Contract includes the cost of repairing / replacement of the defective parts as well as maintenance support but does not include the cost of plastic parts, printer teflon, UPS batteries, scanner lamp, physical damages, Burnt items, Consumable items like the Floppies, CD's, Cartridges etc.
2. The Contract includes Preventive Maintenance, Corrective and Remedial Maintenance Service of Hardware and Software to set right malfunctions of the system.
3. This contract is inclusive of software support like installation of Operating System , MS Office, related software and tools for maintenance purpose etc, Network related maintenance, Firewall, leased line , Broadband and router configuration / setup and Limited Software Support on all systems covered under this contract.
4. **One Resident Engineer** to be provided (with Mobile Phone to ensure their availability) for hassle free services at all times. If Resident Engineer is on leave or absent then substitute Engineer to be provided immediately.
5. Tenderer requested to enter into a contract with the Authority in the form given in these documents and has to furnish performance security in the form of Security Deposit / BG for 10 % of contract value within 10 days of award of work valid for one year. Security deposit / BG will be released after the completion of one year.
6. The contract on stamp paper should be submitted within 10 days from the date of issue of work order. The contract shall be submitted in duplicate.
7. Warranty of the replaced parts shall remain valid for minimum twelve (12) months for work from the final acceptance.
8. No advance payment in any case would be made. However, quarterly payment after satisfactory completion of each quarter would be made.
9. Response time to the completion of complaint will be 24 to 48 hours,
10. Preventive maintenance of machine like cleaning, thorough checking has to be done every month.
11. In case repair work is delayed, Authority has full right to get the repair work done from outside agency and the bill amount will be adjusted in the AMC amount.
12. In case where repair is not feasible in our office and down time exceed 48 hrs. Standby equipment (computer etc.,) will be provided.
13. Contractor shall be responsible for the damages which may occur during transportation of computer, etc. while shifting the machines.

14. During the period of the AMC, all spare parts will be replaced by firm free of charges.
15. The Firm has to provide services in Inland Waterways Authority of India, Noida .
16. In case of equipment's / computers are added/removed, AMC charges would change accordingly.

5. AGREEMENT FORM

AGREEMENT NO. IWAI/.....

The contract made the ...day of...2014. between M/s. Inland waterways Authority of India, A-13, Sector, 1, NOIDA-201301 [UP] (herein after "the Authority") of one part and M/S.....
.....of..... (herein after "the Contractor") of the other part WHEREAS the Authority is desirous that certain computers hardwares & peripherals as identified in the list of equipments and price schedule and has accepted a Bid by the Contractor for the Annual Maintenance Contract of the..... for the sum of Rs.....(.....) (herein after "THE CONTRACT PRICE")

(PRICE SHALL NOT BE FILLED IN HERE)

Now in this contract witnessed as follows: -

1. The contract shall consist of this contract form and the following documents and the exhibits, specification and other documents referred to therein (herein after called the "contract document") all of which by this reference are incorporated herein and made part thereof.
 - a] Work Order
 - b] Price schedules
 - c] Tender document containing:
 - General conditions of contract
 - Special conditions of contract
 - d] Correspondence between Contractor & Authority from date of submission of tender to signing of agreement.

This contract sets forth the entire contract and agreement between the parties pertaining to the AMC of the equipment described herein and supersedes all earlier verbal or written agreements pertaining to the AMC of computers hardware and peripherals. This contract shall prevail over all other contract documents. In the event of any discrepancy or inconsistency within the contract documents then the documents shall prevail in the order listed above.

2. In consideration of the payments to be made by the Authority to the Contractor, the Contractor hereby covenants with the Authority to AMC of computers hardware & peripherals and to remedy defects / replacement therein in conformity in all respects within the provisions of the contract.

3. The Authority hereby covenants to pay the Contractor in consideration of the provision and AMC of the equipment and the remedying of defects/ replacement therein the contract price of such other sum as may become payable under the provisions of the contract, at the times and in the manner prescribed in the contract.

4. Any notice under this contract shall be in the form of letter, telex, fax or cable. Notices to either party shall be given at such address or addresses as such party shall specify from time to time by written notice to the other. In the absence of such notice to the contrary, notice to the Authority shall be properly addressed to: -
Hydrographic Chief.

Inland Waterways Authority of India
A-13, Sector-1, NOIDA-201 301 (UP).

(Contractor address, fax number and cable address)

A notice shall be effective when delivered or on the notice's effective date, whichever is later.

In WITNESS WHERE OF the parties hereto have caused this contract to be executed in accordance with their respective laws the day and year first above written.

Signature of Authority (seal)

Signature of Contractor

Signed sealed and delivered by the said (for the Authority)
in the presence of Signed. Sealed and delivered
by the said (for the Contractor) in the presence of
.....

6. PERFORMANCE SECURITY FORM

To:

INLAND WATERWAYS AUTHORITY OF INDIA
A-13, SECTOR-1, NOIDA-201301 (U.P), DISTT. GAUTAM BUDH NAGAR, herein after called the
Authority

M/s.....hereinafter called "The Firm" has undertaken to Annual Maintenance Contract of computers hardwares & peripherals as identified in the list of equipments and price schedule and has accepted a Bid by the Contractor in pursuance of Contract No. dated 2014 hereinafter called "the contract".

AND WHEREAS it has been stipulated by you in the Contract that the Firm shall furnish you with a Bank Guarantee by a Nationalised Bank for the sum specified therein as security for compliance with the Firm's performance obligations in accordance with the Contract;

AND WHEREAS we have agreed to give the Firm a Guarantee;

THEREFORE WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Firm, up to a total of Rupees..... (.....) and We,..... further agree that if demand is made by the Authority for honouring the bank guarantee, we, have no right to decline to in cash the same for any reason whatsoever and shall cash the same within a maximum period of 2 days from the date of serving notice to the bank from the date of such demand. The fact that there is disputes of any nature whatsoever between the contractor and the Authority is no ground for us..... to decline to honour the bank guarantee in the manner aforesaid is a sufficient reason for the Authority to enforce the bank guarantee unconditionally without any reference to the contractor. We, further agree that a mere demand by the Authority is sufficient for us to pay the amount covered by the bank guarantee in the manner and within the time aforesaid without reference to the contractor and any protest by the contractor shall not be valid ground for us, to decline or fail or neglect the payment to the buyer in the manner and within the time aforesaid. Any such demand on the Bank shall be conclusive as regards the amount due and payable to the Authority by the Bank under this guarantee.

We further agree that the bank guarantee herein contained shall remain in full force and effect, till the completion of work to the complete satisfaction of the Authority as per Special condition of the contract dated..... and that it shall continue to be enforceable till all the dues of the Authority under or by virtue of the said contract have been fully paid and its claim satisfied or discharged in full or till the Authority certifies that the terms and conditions of the contract have been fully and properly carried out by the contractor and accordingly discharge the guarantee. Unless a demand or claim under this guarantee is made on us in writing on or before the, we shall be discharged from all liability under this guarantee thereafter.

We, further agree that the Authority shall have the fullest liberty without our consent and without effecting in any manner our obligations hereunder, to vary any of the terms and conditions of the contract or to extend the time during which the contract is to remain valid and or the time for performance by the contractor of its / their obligations under the contract from time to time or to postpone for any time or from time to time any of the powers exercise by the Authority against the contractor and to forbear or enforce any of the terms and conditions relating to the contract and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the contractor or any indulgence by the Authority to the contractor or by any such matter or thing whatsoever which under the law relating to sureties would but for this provision have effect of so relieving us,

The executor to this bank guarantee has resolved that it will not have recourse to any civil court for enforcement/cancellation of this bank guarantee to which, we also agree.

This Guarantee shall be valid up to including from the date of issue.

This Guarantee will remain in force up to and including 180 days after period of validity of this guarantee and any demand in respect thereof should reach the Bank not later than such date.

We, lastly undertake not to revoke this guarantee during its currency except with previous consent of the Authority in writing.

date the day of 2014.

Signature

SEAL

7. CHECK LIST

| <u>S.No.</u> | <u>Description</u> | <u>Yes/No</u> | <u>Page No.</u> |
|--------------|--|---------------|-----------------|
| 1 | Authorised Service Provider Certificate of Manufacturer / ISO certified | | |
| 2 | Whether firm is in existence for more than five years in the trade and having AMC for more than ` 2.50 lakhs per annum. | | |
| 3 | Performance Certificate from at least three existing Govt. Dept. Clients / reputed PSU's / companies / Private organization. | | |
| 4 | Details of Earnest Money Deposit | | |
| 5 | Details of Service Engineers | | |
| 6 | Previous Experience on Maintenance of Computers & Peripherals | | |
| 7 | Previous Experience in Maintenance of Server & Network | | |
| 8 | Work Contract Tax/Service Tax with Sales Tax Dept. | | |

8. PRICE SCHEDULE

BOQ1 for 1st year of CAMC

| <u>Sl.No</u> | <u>Description of Items</u> | <u>Details of conf.</u> | <u>Quantity In No.</u> | <u>Rate/ Year</u> | <u>VAT (Rs.)</u> | <u>Service Tax (RS.)</u> | <u>Total Price</u> |
|--------------|---|--|----------------------------|-----------------------|---------------------------|----------------------------------|------------------------|
| 1. | <u>Computers</u> P-IV Desktop Computers Hp | 2 GB RAM , 80 GB HDD | 10 | | | | |
| 2 | Core 2 Duo Desk Computers | 2GB RAM,200 GB HDD | 3 | | | | |
| 3. | HP Server | 160GB,HDD RAM 1,048,056 KB | 3 | | | | |
| 4. | <u>Printers</u> | 2nos 1020,1 No1280c,2 Colour LaserJetCP1215,1 Colour LaserJet CM1312 nfi MFP,1 Colour Laser JET M1213nfMFP,1HP-Office jet 4355 all in one. | 8 | | | | |
| 5. | <u>UPS 1.0KVA</u> | APC1000 | 12 | | | | |
| 6. | <u>UPS 0.5KVA</u> | AMI | 2 | | | | |
| 7. | <u>HP Design jet plotter T7100</u> | MODEL NO CQ106A,S/N MY21D5900J | 1 | | | | |
| 8. | <u>One resident Engineer.</u> | | 1 | | | | |
| 9. | Total | | | | | | |
| 10. | Price in words | | | | | | |

Signature & Full Address of Tenderer

- **NOTE:**

Evaluation will be done on the Total Given for BOQ1 and individual rates are only asked for information. In case of any difference in rate between individual price and total, total price will be prevail and incase of difference between number and words, words will prevail.

BOQ2 for 2nd year of CAMC

| <u>Sl. No</u> | <u>Description of Items</u> | <u>Details of conf.</u> | <u>Quantity In No.</u> | <u>Rate/Y ear</u> | <u>VAT (Rs.)</u> | <u>Service Tax (RS.)</u> | <u>Total Price</u> |
|----------------------|---|--|-------------------------------|--------------------------|-------------------------|---------------------------------|---------------------------|
| 1. | <u>Computers</u> P-IV Desktop Computers Hp | 2 GB RAM , 80 GB HDD | 10 | | | | |
| 2 | Core 2 Duo Desk Computers | 2GB RAM,200 GB HDD | 3 | | | | |
| 3. | HP Server | 160GB,HDD RAM 1,048,056 KB | 3 | | | | |
| 4. | <u>Printers</u> | 2nos 1020,1 No1280c,2 Colour LaserJetCP1215, 1 Colour LaserJet CM1312 nfi MFP,1 Colour Laser JET M1213nfMFP,1H P-Office jet 4355 all in one. | 8 | | | | |
| 5. | <u>UPS 1.0KVA</u> | APC1000 | 12 | | | | |
| 6. | <u>UPS 0.5KVA</u> | AMI | 2 | | | | |
| 7. | <u>HP Design jet plotter T7100</u> | MODEL NO CQ106A,S/N MY21D5900J | 1 | | | | |
| 8. | <u>One resident Engineer.</u> | | 1 | | | | |
| 9. | Total | | | | | | |
| 10. | Price in words | | | | | | |

Signature & Full Address of Tenderer

BOQ3 for 3rd year of CAMC

| <u>Sl. No</u> | <u>Description of Items</u> | <u>Details of conf.</u> | <u>Quantity In No.</u> | <u>Rate/Y ear</u> | <u>VAT (Rs.)</u> | <u>Service Tax (RS.)</u> | <u>Total Price</u> |
|----------------------|---|--|-------------------------------|--------------------------|-------------------------|---------------------------------|---------------------------|
| 1. | <u>Computers</u> P-IV Desktop Computers Hp | 2 GB RAM , 80 GB HDD | 10 | | | | |
| 2 | Core 2 Duo Desk Computers | 2GB RAM,200 GB HDD | 3 | | | | |
| 3. | HP Server | 160GB,HDD RAM 1,048,056 KB | 3 | | | | |
| 4. | <u>Printers</u> | 2nos 1020,1 No1280c,2 Colour LaserJetCP1215, 1 Colour LaserJet CM1312 nfi MFP,1 Colour Laser JET M1213nfMFP,1H P-Office jet 4355 all in one. | 8 | | | | |
| 5. | <u>UPS 1.0KVA</u> | APC1000 | 12 | | | | |
| 6. | <u>UPS 0.5KVA</u> | AMI | 2 | | | | |
| 7. | <u>HP Design jet plotter T7100</u> | MODEL NO CQ106A,S/N MY21D5900J | 1 | | | | |
| 8. | <u>One resident Engineer.</u> | | 1 | | | | |
| 9. | Total | | | | | | |
| 10. | Price in words | | | | | | |

Signature & Full Address of Tenderer