



BHASKARACHARYA COLLEGE OF APPLIED SCIENCES

(University of Delhi)

Sector – 2, Phase – 1, Dwarka, New Delhi – 110075, Phone- 011-25087597
Website:<http://www.bcas.du.ac.in>, Email: bhaskaracharya.college@gmail.com

E-Procurement Tender Notice

The College invites ONLINE bids as per Two Bids System (Technical and Financial) from eligible bidders through e-procurement <https://eprocure.gov.in/eprocure/app>

Our Enquiry Ref No : BCAS/AMC2019_01	
Dated :	29/03/2019
Tender fee (Rs.) :	500/-
Bid download start Date and Time :	30/03/2019, 1000hrs
Bid submission start Date and Time :	01/04/2019, 1000hrs
Last date and time for Bid Submission :	22/04/2019, 1800hrs
Date and Time of Bid Opening :	24/04/2019, 1200hrs
Tender Value (Rs.) :	3,00,000/-
EMD(Rs.) :	20,000/-
Bid Validity :	30/06/2019

Subject: Invitation of ONLINE 2 fold bids for Annual Maintenance Contract of Computer hardware and its peripherals and IT equipment of the college.

Dear Bidder,

Only the online bids are invited for the Annual Maintenance Contract of Computer hardware and its peripherals and Wi-Fi equipments at **Bhaskaracharya College of Applied Sciences, Sector-2, Dwarka, New Delhi-110075**, as per college terms and conditions attached as per Annexure A and Annexure B.

S. No.	Name of the item	Requirement
1	AMC of computer hardware and its peripherals and IT equipments (hereinafter called AMC)	Annexure 'D'

IMPORTANT:

- All details regarding the subject tender are available on websites www.bcas.du.ac.in and <https://eprocure.gov.in/eprocure/app>. Any change/ modification in the Tender Enquiry/ Tender Document will be intimated through above websites only. Bidders are therefore, requested to visit the websites regularly to keep themselves updated.
- Bids shall be submitted online only at CPPP website: <http://eprocure.gov.in/eprocure/app>
- Manual bids shall not be accepted.
- For submission of E-Bids, bidders are required to get themselves registered with <http://eprocure.gov.in/eprocure/app>
- Bidder is advised to follow the instructions provided in the 'Instructions to the Contractors/Bidder' for the e-submission of the bids online through the Central Public Procurement Portal for e-Procurement at <https://eprocure.gov.in/eprocure/app>
- Bid documents may be scanned with minimum 100dpi with black and white option in pdf format.

It is required that the following instructions should be carefully followed including detailed terms and conditions attached overleaf as Annexure 'A' and Annexure 'B', while submitting your offer; otherwise your offer may not be considered.

- All the communication with the college should be addressed only to "**Principal, Bhaskaracharya College of Applied Sciences, Sector 2, Phase I, Dwarka, New Delhi- 110 075.**" (hereinafter called the Principal)
- Online Quotations will be two-fold (a) one technical bid consisting of all technical details and supporting documents (b) another financial bid containing price for the item mentioned in the technical bid. Bidders will not be permitted to alter or modify their bids after expiry of the deadline for receipt of bids.
- Financial bids of only those bidders will be opened and considered who qualify in their technical bid.
- Corrigendum, if any, will be published only on the above websites.

Yours Sincerely,

Principal

ANNEXURE 'A'

- I. The bids should be valid upto 30 June 2019.
- II. Non-refundable tender fee of **Rs. 500/-** and refundable Bid Security fixed amount of **Rs 20,000/-** should be remitted through DD or online through RTGS/NEFT to the following account separately. DD(s) must reach the college, sealed in original, before the bid submission date and time having tender and bidder details at its back. The College will not be responsible for any missing information and any postal or delay because of whatsoever reason.

Name of account holder	PRINCIPAL, BHASKARACHARYA COLLEGE OF APPLIED SCIENCES
Bank name	ANDHRA BANK
Branch name with complete address, telephone number and email	SECTOR-10, DWARKA, NEW DELHI-110075. 011-25075256, 011-25071813
IFSC Code	ANDB0001132
Is the branch also NEFT enabled?	YES
Type of bank account	SAVING
Complete bank account number	113210100039203
MICR code of bank	110011023

A copy of RTGS/NEFT transfer report should be submitted along with the bid submitted separately for tender fee and EMD. EMD exemption will be applicable as per Govt. rules.

- III. The successful bidder shall submit an additional sum of Rs 15000/- only through Demand draft towards the performance security, thereby making the total deposit to Rs 35000/- only which would be treated as the performance security for the entire duration of the contract. It would be refunded after the successful execution of the contract as per GFR norms. If the successful bidder is found to be exempted for bid security, she/he has to submit the performance security of an equal amount (i.e. Rs 35000/- only) before signing the agreement. GFR 2017 will be applicable in regard of bid and the performance security deposited.
- IV. **The successful bidder will be defined as the one who offers L1 price (Basic Rate and other charges like freight, installation, etc.) excluding GST. Normal GST rate will be applicable as per Govt. norms.**
- V. **If the successful bidder fails to execute contract for 80% of the duration ordered, the bidder will be blacklisted from the college for at least 2 years and the performance security deposit shall stand forfeited. The college reserve the rights to award the contract to successive bidders as per GFR.**
- VI. Bid submitted by a bidder who has been blacklisted in the college will be summarily rejected and its EMD for this tender shall stand forfeited.
- VII. Tenderer who has downloaded the tender from aforesaid sources **shall not tamper/modify the tender form including downloaded financial bid template in any manner.** In case if the same is found to be tampered/modified in any manner, tender will be completely rejected and EMD would be forfeited. Such tenderer is liable to be banned from doing business with the college.
- VIII. The final offered rate (only in the financial bid) shall be quoted by the bidder, for every item, in words and also in figure and shall match with the amount figure. If rates in words do not tally with rates in figure, then the rates which correspond to the amount shall be taken as correct. If the amount of an item is not worked out by the contractor or it does not correspond with the rates written either in figure or in words, then the rate quoted by the bidder in words shall be taken as correct.
- IX. The firm must be reputed and must be registered with Sales Tax/ Income Tax Authority.
- X. The following scanned and signed documents are to be furnished by the bidder along with **Technical Bid** as per the tender document. Incomplete bid is likely to be rejected with no claim whatsoever to the bidder.

- a. **Proof for payment of Tender document Cost (Tender Fee) and/or Earnest Money Deposit**
 - b. Certificates like Registration certificate, GST No., PAN No, TIN No, Service Tax registration, Sales Tax, Trade Tax Regn etc.
 - c. Proof of Annual Turnover, Net Profit for last three years. The bidder should have an average turnover of over Rs. 60.0 Lakhs or more for the last three years to be eligible to bid. The bidder should submit self attested documentary proof for their claim.
 - d. **Copy of Tender Acceptance Letter and/ or Letter of authorization to submit bid, if applicable.**
 - e. An undertaking (self-certificate) that the **agency hasn't been blacklisted** by a Central / State/UT Government/DU institution and there has been no litigation with any government department on account of IT services.
 - f. No near relative certificate
 - g. A copy of the cancelled cheque and/or any other document in support of the quoted item only with the technical bid of their respective offer.
 - h. Satisfactory report and/or Completion Certificate from the last Government Ministries/Departments/Organizations/PSU etc. in which the firm is engaged in computer AMC activities for the Last **five** years.
 - i. Recommendation letter/ Appreciation letter from any of the **last two** Government Ministries/Departments/Organizations/PSU etc. in which the firm is engaged in computer AMC activities for the last five years for a minimum period of one year in continuous.
 - j. The experience for a firm may be calculated w.r.t. work for an independent organization. Multiple work places during a calendar year may be counted separately. Minimum experience, calculated as mentioned, to be an eligible vendor is 12 yrs or 144 months for last three calendar years.
 - k. The Bidder should clearly mention valid TIN/TAN/PAN number, as per the Govt. Policy.
 - l. Technical bid undertaking in the format provided in the tender
 - m. The firm should have an authorization certificate from any one of the standard brands like Lenovo/ HP/ DELL/ Acer etc.
- XI. The schedule of financial bid in the form of BOQ_XXX.xls provided in the tender is to be furnished by the bidder along with **Financial Bid** as per the tender document.
- XII. The bidder shall bear all the costs associated with the preparation and submission of its quotation including samples, literatures etc. regardless of the conduct or outcome of the bidding process.
- XIII. Sealed bids submitted personally/ post and the bids sent by Fax/Email will not be considered. Only the specific clarification, if any, sought by the college may be replied electronically.
- XIV. All the pages of bid being submitted must be **Signed with Sealed and Sequentially** numbered by the bidder irrespective of nature of content of the documents before uploading.
- XV. The Principal reserves its rights to reject or accept wholly or partly the offer without assigning any reason(s). The Principal also reserves the right to cancel all Quotations without assigning any reason thereof.
- XVI. The Principal also reserves its right to terminate the maintenance contract at any time without assigning any reason. The contractor will not be entitled to claim any compensation against such termination. 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.
- XVII. The decision for the placement of Order is at the sole discretion of the Principal. Once an order is placed, it will be non-transferable/ sublet/ or outsource by the successful bidder to any other firm or bidder.

- XVIII. Any dispute or disagreement will be interpreted and addressed under Indian Laws in the Hon'ble Courts of Delhi Jurisdiction only.
- XIX. Each bidder shall submit only one bid either by himself or as a partner in a joint venture. A bidder who submits or participates in more than one bid will be disqualified.
- XX. Canvassing whether directly or indirectly, in connection with bids is strictly prohibited and the bids submitted by the bidders who resort to canvassing will be liable to rejection.
- XXI. The college may ask the bidders for sample reviewing and demonstration free of charge and no obligation basis and reserves the right to reject before opening of the financial bids.
- XXII. The bidders will have to provide their complete bank details in the prescribed performa used above for EMD submission, in case the college desires to make the payment through ECS/RTGS.
- XXIII. In case of any deviation from the tender specification or any misconduct, the firm will be held responsible and may lose the Earnest Money Deposit with additional penalty imposed.
- XXIV. No advance payment will be made. TDS applicable for professional services will be deducted.
- XXV. In the event of non-execution of the order within the specified period, the Principal may impose a penalty of 0.5% per week and a maximum deduction of 10% of the total cost on the suppliers.
- XXVI. Tender conditions, other than those stated above, sent along with your offer shall not be binding on the college.
- XXVII. Any mismatch or contradictory information in your tender document may lead to cancellation of your bids.
- XXVIII. While submitting bids, the firm/company/s shall ensure that the terms/conditions mentioned in this document against which the bids are being given are acceptable to them.
- XXIX. The bidder submitting an offer in the response of this enquiry is assumed to have accepted our terms and conditions stated above.
- XXX. Vendor quoting "NIL" will be treated as non-responsive so will not be considered as a valid bid.

Annexure 'B'**Additional Tender terms and condition/ requirement for AMC****1. 'Maintenance' Means:**

- a. To ensure the proper working of the PC's inclusive of hardware and software.
 - b. Proper working of the LAN of the college and internal networking (Wi-fi equipments) and maintenance of subnets within the college.
 - c. Preventive maintenance of all items. For example dust removal, CD-Lens cleaning etc.
 - d. Preventive maintenance against viruses, spywares and all unwanted software for example cookies and removal of problems arising as a result of unwanted software.
 - e. All maintenance needs to be done between college timing i.e. from 9 AM to 5.30 PM on all working days i.e. Monday to Saturday (except college holidays). Henceforth "item" will refer to any equipment under the AMC contract including H/W e.g. PC, UPS etc. and operating systems e.g. Windows, Unix, Linux etc.
 - f. The item downtime is defined as: the time for which the item could not be utilized for its intended use. The item uptime is defined as: the time for which item can be utilized for its intended use.
2. **Cost of Consumable** items will be borne by the college. Consumables items are Cartridge, toner and batteries of UPS. All related expenditure like transportation, delivery, tax etc. of all items needs to be borne by the vendor. College will not make any payment other than AMC price as mentioned in its clause. No other consumable cost will be borne by the college. In case of non-functionality of an item due to non-consumable items, the expenditure would have to be borne by the vendor in totality. ***Consumable items would mean only Cartridge, Toner and Batteries of UPS and nothing else.*** Fused/broken Projector lamp and broken computer screen however will not be covered under AMC.
 3. UPS need to be maintained without batteries for the specified backup time. The cost of any type of replacement in UPS (except Battery) has to be borne by the vendor.
 4. In case of non performance/unsatisfactory service (Performance of the PC's is below 50% for a quarter) Bank Guarantee will be forfeited as penalty and the contract for AMC will be terminated with immediate effect.
 5. **If a part/item is not working and the same has to be rectified by replacement of part/item, then the expense of the replacement of part/item of same or higher configurations would have to be borne by the vendor.**
 6. **Quotation may be submitted after inspection of items by vendor before the due date.**
 7. Preference will be given to the vendor who has an ISO 9001:2008 certificate.
 8. The vendor will provide two qualified, resident service engineers from 9 AM to 5.30 PM on all working days i.e. Monday to Saturday (except college holidays). The Service engineers must be (MCSE/CCNA or equivalent) with experience of at least three years as computer technician. As and when the service engineer is appointed in the college for AMC, the vendor must inform and take prior approval of the Principal of the college. The Engineer shall be equipped with mobile phone to ensure his availability and able to access the INTERNET. An amount of Rs.100/- per day will be deducted if Service Engineer remains absent/leave without providing substitute. The salary of the resident engineers will be responsibility of the vendor.
 9. The period of AMC will be initially for maximum of one year and if found satisfactory, the contract may be extended to a maximum of 4 years (1+1+1+1) after review and satisfactory report from College Administration beyond the first year making maximum total of Five years contract on the same terms and conditions.
 10. The college reserves the right to accept or reject any quotations without assigning any reason thereof.
 11. Relocation of the items can be done by the college without any prior intimation.
 12. AMC for the items given in bid document is on a comprehensive Basis and not item wise. Single consolidated rate must be quoted for all the items.
 13. The final offered rate (only in the financial bid) shall be quoted by the vendor in words and also in figure and shall match with the amount figure. If rates in words do not tally with rates

- in figure then, the rates which correspond to the amount shall be taken as correct. If the amount of an item is not worked out by the contractor or it does not correspond with the rates written either in figure or in words then the rate quoted by the vendor in words shall be taken as correct.
14. **The vendors would be required to maintain a call register both at his end as well as at College, along with call report giving details of the maintenance work done and down time of Computer and its peripherals. There must be an online system of registering complaints, a complaint id must be issued and acknowledgement that complaint has been registered must be received by the college immediately online. All complaints must be attended to within 24 hrs of registering the complaints.**
 15. The comprehensive maintenance shall be carried out primarily at the premises of BCAS, during office hours. In case the vendor feels that equipment cannot be repaired at site, they will carry and deliver the equipment at their own cost and get it repaired promptly.
 16. **The system down time should not exceed 72 hours from the time at which the complaint was made. If the down time is more than 72 hours, the Vendor will provide a stand by system. In case the system is not repaired or an alternative system not supplied within the period of 72 hours from the time of failure report then the College may choose to get the same repaired by or replaced from any other agency and the cost and expenditure incurred therein shall be recoverable from the vendor.**
 17. The vendor will ensure 95% uptime for Items and other equipments failing which a penalty as proposed by the College will be imposed. The breakdown time will be worked as under:-
 - Total machines days (X) = No. of Items * No. of working Days in a quarter.
 - Break-down days (Y) = No. of Items * No. of breakdown days per machine.
 - Percentage uptime (Z) = ((X-Y)/X)*100.
 - Penalty Amount= ((95-Z)*quarter payment)/100).
 19. The comprehensive maintenance charges shall be payable to the vendor after every three months. For this the vendor would raise a bill and payment would be done after a satisfactory report is obtained from all the departments. No advance payments will be done.
 20. The successful vendors will have to provide their complete bank details in the prescribed Performa, in case the college desires to make the payment through ECS/RTGS.
 21. In case of any deviation from the tender specification or any misconduct, the firm will be held responsible and may lose the Earnest Money Deposit with additional penalty imposed.
 22. No advance payment will be made. TDS applicable for professional services will be deducted.
 23. In the event of non-execution of the order within the specified period, the Principal may impose a penalty of 0.5% per week and a maximum deduction of 10% of the total cost on the suppliers.
 24. Tender conditions, other than those stated above, sent along with your offer shall not be binding on the college.
 25. In case of non-compliance with the contract, BCAS reserves the right to cancel/rescind/ revoke the contract and impose penalty in proportion to damages.
 26. Acceptance of these terms and conditions should be submitted in original with the technical bid, otherwise the submission of the bid in the reference of this tender will assume the acceptability of the mentioned terms and conditions.
 27. Service engineer's presence in the college shall be ensured by maintaining attendance register.
 28. Tender conditions, other than those stated above, sent along with your offer shall not be binding on the college.
 29. While sending bids, the firm/company/s shall ensure that the terms/conditions mentioned in this document against which the bids are being given are acceptable to them. The vendor submitting an offer in the response of this enquiry is assumed to accept our terms and conditions stated above.
 30. All the items covered under AMC should be functional at the time of completion of this

contract.

Jurisdiction

Any dispute or disagreement will be interpreted and addressed under Indian Laws in the Hon'ble Courts of Delhi Jurisdiction only.

Note:

1. *Single Consolidated rate must be quoted for all the items mentioned in bid document. The rates must be inclusive of all type of taxes and should not exclude any item of bid document.*
2. *The college reserves the right to include an item during the AMC period whose rate of maintenance will be decided afresh, depending on configuration and AMC tenure, by mutual consent of the vendor and college.*
3. *The decision of the college shall be final and binding on the vendor.*

ANNEXURE 'C'**(Response should be supported by proper proof/ documents as an attachment)**

Technical Bid for the AMC Contract for Computers, Peripherals and IT items at Bhaskaracharya College of Applied Sciences	
Name of the Firm	
Address	
Mobile No., Email ID	
Authorize Dealing person details	
Election Voter ID No.	
PAN No., GST No, TIN No, EPFO No	
Compliance with the terms and conditions mentioned in the tender document as per Annexure 'A' and Annexure 'B'.	YES/ NO
Bid Security of Rs 20000/- submitted	YES/ NO/Exempted Details of the EMD Submitted
Blacklisted by a Central / State/UT Government/DU institution and there has been litigation with any government department on account of services	YES/ NO
An average turnover of over Rs. 60.0 Lakhs or more for the last three years	YES/ NO If Yes, Pl specify the turnover and submit necessary proof.
Recommendation letter/ Appreciation letter from any of the Government Ministries/ Departments/ Organizations/ PSU etc. in which the firm was engaged in computer AMC activities for the last five years for a minimum period of one year in continuous	YES/ NO Pl specify the numbers of such recommendations submitted
Any near relative working at the institute	YES/NO
Work experience for the firm (Multiple work place during a calendar year may be counted separately) for last three calendar years	_____ Years
Authorization certificate from any one of the standard brands like Lenovo/ HP/ DELL/ Acer etc.	Yes/ No

Signed and Stamped by the Vendor

Bidder's Letter Head

UNDERTAKING to be submitted with the Technical bid of the tender

From: (Full name and address of the Bidder)
To,

The Principal
Bhaskaracharya College of Applied Sciences
University of Delhi
Sector 2, Phase I, Dwarka
New Delhi- 110 075

Dear Sir,

1. I/ we, the undersigned bidder, hereby submit the Technical and Financial Bids for your tender reference no _____ for the _____ and related activities as envisaged in the Bid document.
2. I/we have thoroughly examined and understood all the terms and conditions as contained in the Bid document, and agree to abide by them.
3. I/we offer to execute the work at the rates as indicated in our Financial Bid as per the award of contract, if applicable.

Yours Faithfully,

Signature and Seal for Bidder

BID CHECKLIST to be submitted with the Technical Bid

Sl. No.	Item Description	Yes/No	Bid Reference
1.	Tender Fee Enclosed and/or EMD Enclosed		
2.	Tender Acceptance Letter as per the format		
3.	Technical Bid as per Annexure 'C'		
4.	Signed copy of Annexure 'D'		
5.	Financial Bid as per BOQ_XXX.xls format		