



**DEPARTMENT OF OPERATIONAL RESEARCH
UNIVERSITY OF DELHI
DELHI-110007**

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**Tender No. DU/OR/AMC-2/2017
Dated 17, March 2017**

**TENDER NOTICE FOR AMC OF DESKTOP COMPUTERS, UPS, PRINTERS,
SWITCHES & LCD PROJECTORS**

Department of Operational Research, University of Delhi, for **South Campus Computer Laboratory** invites competitive two bids (Technical & Financial) online at: <https://eprocure.gov.in/eprocure/app> through e-procurement process for AMC of Desktops computers, UPS, Printers, Switches & LCD Projectors as per schedule and details given below:

1.	Tender Publishing Date and Time	17.03.2017, 04:30 PM
2.	Tender Documents Download Start Date and Time	17.03.2017, 05:00 PM
3.	Tender Acceptance Start Date and Time	17.03.2017, 05:00 PM
4.	Tender Submission End Date	25.03.2017, 05:00 PM
5.	Bid Opening Date	27.03.2017, 11.00 AM

Notes:

1. The tender document may be downloaded from the website, www.du.ac.in and <http://www.eprocure.gov.in/eprocure/app>
2. Tenderers can access tender documents on the website, fill them with all relevant information and submit the completed tender documents into electronic tender on the website <https://eprocure.gov.in/eprocure/app>.
3. Tender and supporting documents should be uploaded through e-procurement Portal. Hard copy of tender document will not be accepted.
4. If the date fixed for opening of bid is declared a holiday, the tender will be opened on the next working day following the holiday but there will be no change in the time for opening as indicated above.
5. Department of Operational Research, University of Delhi, Delhi reserves the right to reject or cancel any tender or relax any part of the tender without assigning any reasons whatsoever.
6. The tender must be valid for acceptance for at least a period of 90 days from the date of opening of the bids. However, this may be extended for the period approved by the University (subject to approval) with consent of the bidder.


HEAD

विभागाध्यक्ष / Head
संक्रिया विज्ञान विभाग
Department of Operational Research
दिल्ली विश्वविद्यालय
University of Delhi
दिल्ली-110007 / Delhi-110007

SPECIFICATIONS

S. No	Particulars	Quantity
01	HCL Intel Pentium D 3.4 Ghz Processor, 512/256 MB RAM 80 GB HDD, Key board, Mouse, TFT Screen	13
02	HP P-IV, 512 MB RAM, 80 GB HDD, Key board, Mouse, TFT Screen	01
03	HP Laser jet P 1505/ HP Laser jet 1010	02
04	Multi Functional Printer-HP Laser jet 3050	01
05	HP Scanner G3010	01

Notes:

1. This agreement shall remain in force for a period of one-year maintenance between 1000 hrs to 1700 hrs Monday through Saturday to keep the equipments in working order.
2. Break down maintenance shall include attending to all break down calls carrying out of necessary parts repairs including replacement of defective parts.
3. The service maintenance agreement covers the cost of replacement of applicable spares parts.
4. It is desirable that one person may be deputed throughout the working period to take on any emergency calls for breakdown of equipments.

INSTRUCTIONS FOR ONLINE BID SUBMISSION

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: **<https://eprocure.gov.in/eprocure/app>**.

Registration

1. Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: **<https://eprocure.gov.in/eprocure/app>**) by clicking on the link “Online bidder Enrolment” on the CPP Portal which is free of charge.
2. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
3. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
4. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA, India (e.g. Sify/nCode/eMudhra, etc.), with their profile.
5. Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC’s to others which may lead to misuse.
6. Bidder then logs in to the site through the secured log-in by entering their user ID/ password and the password of the DSC/e-Token.

Searching for Tender Documents

1. There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, other keywords, etc. to search for a tender published on the CPP Portal.
2. Once the bidders have selected the tenders they are interested in, they may download the required documents/tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS/e-mail in case there is any corrigendum issued to the tender document.
3. The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification/help from the Helpdesk.

Preparation of Bids

1. Bidder should take into account any corrigendum published on the tender document before submitting their bids.
2. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each document that need to be submitted. Any deviations from these may lead to rejection of the bid.

3. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document/schedule and generally, they can be in PDF/XLS/ RAR/DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
4. To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates, etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

Submission of Bids

“Technical Bid” shall be submitted as per Annexure I

“Financial Bid” shall be submitted as per Annexure II

1. Bidder should log into the site well in advance for bid submission so that they can upload the bid in time, i.e. on or before the end of bid submission time. Bidder will be responsible for any delay due to other issues.
2. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
3. Bidder has to select the payment option as “offline” to pay the tender fee/EMD as applicable and enter details of the instrument.
4. Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. 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 uploaded bid will be rejected.
5. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white colored (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
6. The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids, etc. The bidders should follow this time during bid submission.
7. All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 125 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key.

Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

8. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
9. Upon the successful and timely submission of bids (i.e. after Clicking “Freeze Bid Submission” in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
10. The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

Assistance to Bidders

1. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
2. Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.

Documents to be submitted by the Bidders

Submission of Tender

The tender shall be submitted online in two parts (Technical Bid and Financial Bid).

All the pages of bid being submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading.

The offers submitted by Telegram/Fax/E-mail/by hand shall not be considered. No correspondence will be entertained in this matter.

Technical Bid

The following documents are to be furnished (uploaded) by the bidder along with **Technical Bid** as per the tender document:

1. Signed and Scanned copy of PAN No. and Tender Acceptance Letter.
2. Signed and Scanned copy of list of all clients from Central Govt./State Govt./PSUs/CPSEs/Govt. Educational Institutions with their contact details where AMC has been supplied in last Three Years.
3. Signed and Scanned copy of Letter of Proposal. Signed and Scanned copy of **Compliance statement (Annexure III)** for all the items under the heading **Details of Items/Equipment for AMC**.

Notes:

1. If the bid is incomplete and/or non-responsive it will be rejected during technical evaluation. The bidder may not be approached for clarifications during the technical evaluation. So, the bidders are requested to ensure that they provide all necessary details in the submitted bids.
2. If any price details are found in the Technical Bid, the offer will be summarily rejected.
3. Vendor should quote for the equipment strictly as per tender specifications including complete technical details along with make, version, and complete specifications. Detailed compliance sheets along with supporting documents to be attached with Technical Bid for evaluation. Without detailed compliance sheet, offer shall be summarily rejected.

Price Bid

1. Schedule of price bid in the form of Annexure II.
2. The PRICE PART shall contain only schedule of rates duly filled in. NO stipulation, deviation, terms & conditions, presumptions etc. is permissible in price part of the bid. DU shall not take any cognizance of any such conditions and may at its discretion reject such price bid.

TECHNICAL BID

1. Name of the Company: _____

2. Address (with Tele No. fax No. & e-mail) :

3. Contact person Name and mobile number: _____

4. (a) The number of years of experience in dealing with Computers & UPS

(The Company should have a minimum experience of three years in dealing with such hardware).

5.

(a) PAN Number _____

(b) Service Tax Number _____

6. Technical details of Items/Equipment for AMC.

S. No	Particulars	Quantity
01	HCL Intel Pentium D 3.4 Ghz Processor, 512/256 MB RAM 80 GB HDD, Key board, Mouse, TFT Screen	13
02	HP P-IV, 512 MB RAM, 80 GB HDD, Key board, Mouse, TFT Screen	01
03	HP Laser jet P 1505/ HP Laser jet 1010	02
04	Multi Functional Printer-HP Laser jet 3050	01
05	HP Scanner G3010	01

7. Confirm the Attachment:-

S. No.	Document	Whether attached
1.	Whether the firm is in existence for three years or more in the trade in Central/State Govt/Autonomous bodies/etc in dealing with such hardware. Please attach necessary documents.	
2.	Have you attached a copy of authorization certificate?	
3.	Have you attached a copy of Service Tax Registration Certificate and PAN Certificate?	

4.	Have you attached details of complete address of the company office with names of contact person (s) and their telephone/mobile/fax numbers?	
5.	Have you attached a letter that company/vender has not been blacklisted by any state/central government/public section undertaking/university in India?	
6.	Have you attached a copy of the tender acceptance letter as per Annexure IV?	

Declaration

I hereby certify that the information furnished above are full and correct to the best of our knowledge. We understand that in case any deviation is found in the above statement at any stage, the company will be black-listed and will not have any dealing with the Organization in future.

**Authorized
Signatory with
Seal of Company**

Annexure II

FINANCIAL BID

S. No.	Description of Items	Qty.	Unit Cost (inclusive of all taxes)	Total Cost (inclusive of all taxes)
For Department of Operational Research, University of Delhi, Delhi				

Authorized Signatory
With seal of
company

Annexure III**Compliance statement table for Items/Equipment for AMC**

S. No	Specifications given by Department	Specifications accepted by Bidder	Compliance [Yes/No]
01	HCL Intel Pentium D 3.4 Ghz Processor, 512/256 MB RAM 80 GB HDD, Key board, Mouse, TFT Screen		
02	HP P-IV, 512 MB RAM, 80 GB HDD, Key board, Mouse, TFT Screen		
03	HP Laser jet P 1505/ HP Laser jet 1010		
04	Multi Functional Printer-HP Laser jet 3050		
05	HP Scanner G3010		

**TENDER ACCEPTANCE LETTER
(To be given on Company Letter Head)**

To,

Sub: Acceptance of Terms & Condition of Tender

Tender Reference No: _____

Name of Tender /Work:-

Dear Sir,

1. I/We have downloaded/obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely:

As per your advertisement, given in the above mentioned website(s).

2. I/We hereby certify that I/we have read the entire terms and conditions of the tender documents from Page No. _____ to _____ (including all documents like annexure(s), schedule(s), etc.), which form part of the contract agreement and I/we shall abide hereby by the terms / conditions/ clauses contained therein.
3. The corrigendum(s) issued from time to time by your department / organization too have also been taken into consideration, while submitting this acceptance letter.
4. I/we hereby unconditionally accept the tender conditions of above mentioned tender document(s)/corrigendum(s) in its totality/entirely.
5. I/we do hereby declare that our firm has not been blacklisted/debarred by any Govt. Department/Public Sector undertaking.
6. I/we certify that all information furnished by the our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your

department/organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours faithfully,

(Signature of the Bidder, with Official Seal)