

**DELHI URBAN SHELTER IMPROVEMENT
BOARD COMPUTER DIVISION**

Ref. No. : Comp. Div./DD(System)/2015/D- 518

Dated: - 17/04/2015

NOTICE INVITING TENDER

Delhi Urban Shelter Improvement Board invites financial bids from Computer Hardware maintenance Agencies for Annual Maintenance Contract (2015-16) for Computers, Printers, UPS and its accessories installed at DUSIB HQ, CIRCLES / DIVISIONS OFFICES at Raja Garden, R.P. Bagh, Maharani Bagh, Ranjit Nagar, Malkaganj, Dwarka Project Office, TIS HAZARI COURT / India Habitat Center / PARDAH BAGH / ZONAL OFFICES of DUSIB / Vikas Bhawan – II by Deputy Director(System) on behalf of CEO(DUSIB).

Tender Document containing Terms & Conditions can be downloaded from Delhi Government e-procurement web-site and **EMD of Rs. 25,000/- (Twenty Five Thousand Only)** in the form of Demand Draft / Pay Order/ Fixed Deposit in favour of DELHI URBAN SHELTER IMPROVEMENT BOARD, is to be submitted in the office of Dy. Director(System) latest by 11/05/2015(till 2.00 p.m.) and the Technical bid will be opened on 11/05/2015 at 3.30 p.m.

The agency intending to quote for the work shall have :

1. (a) The contracting agency shall submit the self attested copies of the PAN No. / Tin No., Service Tax No allotted by the Income Tax/Service Tax Deptt., / Registration with ESI, PF Department.

(b) The agency should have taken up similar AMC work for at least 200 (Desktops) in addition to laptop, printer, scanner (in any 3 No. Central Govt. Deptt. / PSU/ Delhi Govt. Department / located in Delhi) in the last 2 financial years. The self- attested copy of such work orders shall be submitted..

© The Agency should have annual turnover of at least Rs. 30 Lakhs in execution of AMC works in Central Govt./ PSU/ Delhi Govt. Department located in Delhi in the last financial year (2014-15).The Agency shall submit a self-attested Balance sheet depicting the same countersigned by the Agencies Chartered Accountant.

(d) The turnover shall be supported by work orders for AMC executed/being executed in the financial year 2014-2015 pertaining to Central Govt./ PSU/ Delhi Govt. Department located in Delhi including those quoted at Sr. No. 1(b)

(e) The enclosed copy of work orders quoted at 1 (b) & 1(c) should include at least 200 Desktops.

(f) The Agency shall be a authorized Server Provide of M/s H.P. or M/s Lenovo, copy of the self-attested certificates of the OEM valid for 2015-16 shall be enclosed.

(g) Tender without EMD shall summarily be rejected and the bids will not be opened.

The above **Clause 1 [(through (a) –(f)]** shall form the part of the Technical BID.

Sd/-

**DY. DIRECTOR.(SYSTEM),
Delhi Urban Shelter Improvement Board
Room No. 39, Punarwas Bhawan, I.P.
Estate, New Delhi-110002.
9717999265(M)
011-23378567(O)**

TERMS & CONDITIONS OF THE MAINTENANCE CONTRACT OF THE COMPUTER EQUIPMENTS & PERIPHERALS IN DELHI URBAN SHELTER IMPROVEMENT BOARD.

- 1.1 The contracting agency shall truly & faithfully carry out the maintenance job as is done by the services / business houses in proper manner / standard fashion for preventive and comprehensive maintenance of the computers and peripherals / equipments of DUSIB HQ/CIRCLES /DIVISIONS / TIS HAZARI COURT/IHC/PARDAH BAGH/ZONAL OFFICES of DUSIB/JNNURM office, Raja Garden/Vikas Bhawan-II, annexed as Annexure 'A' to the extent of its satisfaction initially for a period of one year.
- 1.2 (a) The contracting agency shall submit the self attested copies of the PAN No. / Tin No., Service Tax No allotted by the Income Tax/Service Tax Deptt., / Registration with ESI, PF Department, Certificate of Registration of Firm in Delhi/NCR of Delhi.
- (b) The agency should have taken up similar AMC work for at least **200 (Desktops)** in addition to laptop, printer, scanner (in at least 3 No. Central Govt. Deptt. /PSU/ Delhi Government Departments) **all located in Delhi in the last 2 financial years.** The self-attested copy of such work orders shall be submitted.
- (c) The Agency should have annual turnover of at least **Rs. 30 Lakhs** in execution of AMC works in Central Govt./ Delhi Govt. Departments located in Delhi in the last financial year (2014-15). The Agency shall submit a self-attested Balance sheet depicting the same countersigned by the Agencies Chartered Accountant.
- (d) The turnover shall be supported by work orders for AMC executed/being executed in the financial year 2014-2015 pertaining to Central Govt./Delhi Govt. Department located in Delhi including those quoted above at sr. no.1.2(b)
- (e) The enclosed copy of work orders quoted at 1.2 (b) & 1.2(c) should include at least 200 Desktops.
- (f) The Agency shall be a authorized Service Provider of M/s H.P. or M/s Lenovo, copy of the self-attested certificates of the OEM valid for 2015-16 shall be enclosed.

The above **Clause 1.2 [(through (a) –(f)]** shall form the part of the Technical BID.

- 1.3 The service provider shall provide **Three Nos. trained Resident Engineers**, equipped with mobile phone, to the department as explained at para 1.4 during office hours from Monday to Friday and even on Saturdays depending on requirement. If there is any exigencies of work, the services can be extended beyond office hours and even on holidays without any additional cost. Three Nos., /One No. Engineer should have SPECIALIZATION in COMPUTER HARDWARE / SYSTEM SOFTWARE including LAPTOP / PALMTOP / NETWORKING / INTERNET etc. & One No. Engineer should have major expertise in REPAIR OF PRINTER / Plotter etc.

Two Nos. R.Es(Resident Engineers) will be deployed in DUSIB(HQ) offices at ITO and One No. in Vikas Bhawan-II at Civil Lines and the rest of the DUSIB offices will be serviced by the Agency's Common Pool of Engineers on receiving the complaints from DUSIB Offices.

- 1.4 The resident engineer to be posted in the department should have minimum diploma/certificate or a degree in computer engineering / science or relevant field from Govt./Reputed Private Polytechnic / Institution with minimum two years work experience. In case of frequent complaint of inefficiency of the RE's, the RE has to be replaced.
- 1.5 The intending firm shall on demand provide the CVs on demand of the Resident engineer to be posted in the Department along with photocopy of certificates and work experience.
- 1.6 The Resident Service Engineers deployed by the service provider shall work under direct control of the department. The Resident Engineers will be sent to our Circles / Divisions and other offices located in Delhi in case of extreme exigency only, the conveyance charges etc. will be borne by the Agency. The Resident Engineers will be provided with Mobile phones.
- 1.7 Depending on the maintenance requirements, the agency shall provide additional service engineers on call basis as and when required.
- 1.8 In case, the service engineer intends to proceed on leave, prior approval of and intimation to the department shall be taken and given, failing which the absence shall be treated as an unauthorized absence and penalty as given in the Penalty clause No. 2 shall be invoked.
- 1.9 AMC shall be on-site comprehensive maintenance, which includes preventive as well as corrective maintenance.**
- 1.10 The firm awarded with the maintenance contract shall carry out preventive maintenance of each equipment once in a month and shall maintain proper record thereof. Failure to do so shall attract penalty @ Rs.100/- (Rupees One Hundred) per machine unit per month for the delayed period. The scheduled preventive maintenance shall include:
- (i) Cleaning of Computers & peripherals.
 - (ii) Lubricating / oiling of mechanical parts.

- (iii) Checking and fixing of loose connections of computers/ peripherals.
- (iv) Checking of hard disk drives for any bad sectors and removal of the same, if feasible.
- (v) Defragmenting and cleaning the Hard Disk.
- (vi) Checking and cleaning of all viruses from Computer by vendor's own antivirus software.
- (vii) Checking of LAN connections/ connectivity and setting them right, if required.
- (viii) Checking output supply from UPS.
- (ix) Checking for proper earthing of equipments/ power supply; etc.
- (x) Any other activity to keep the machines/ peripherals in perfect & desired working condition.

- 1.11 The agency shall ensure recovery of data up to the maximum extent possible in case of hard disk crash or any other problem either in-house or from the market at no extra cost, as well as loading / re-loading of softwares, if required.
- 1.12 AMC shall cover each and every part of Computer/Printer/UPS/Plotter including plastic body and parts, computer & printer power cables, replacement of any part necessary for keeping the computer system active and free from any defects / disturbance, any unscheduled call for corrective and / or preventive maintenance services, taking appropriate measures / steps in time to set right the malfunctioning of the computer systems.

The replacement of all spares including plastic parts, c-MOS batteries, printer drum, printer head, Teflon, fuser, assembly, roller heads, scanner, vacuum fan, Ink supply unit etc. is included in the AMC and the vendor shall not raise any objection / condition in replacement of spares. **Printer ribbons, ink cartridges, toners, ups batteries will be treated as consumables which shall be paid for separately if procured through the vendor.**

Accessories including Monitor/Keyboard/Mouse etc. if not repairable will be replaced. The replacement of all defective parts with good quality and OEM branded/ approved parts, or as given in clause 1.22 of same or higher specifications will be done by service provider without any extra charge of any kind. Used / repaired parts of any other brand from any other source or of lower specifications shall not be accepted.

- 1.13 The agency shall provide required tools test equipments, crimping tools, gadgets and softwares to their engineers to run diagnostics at site itself. The agency shall also maintain a logbook of repair / preventive maintenance for all the machine in suitable format in consultation with the department. No charges shall be payable for the movement of Resident Engineer from one location to another for attending/ checking the equipments.
- 1.14 Fault intimated and / or noticed after award of the contract shall be rectified by the firm entrusted with the award of the contract at no extra cost.

- 1.15 The comprehensive maintenance shall be carried out primarily at the premises of DUSIB. On all working days during office hours and even beyond that. In case, the service provider feels that the equipment cannot be repaired at site, they will carry & deliver the equipment at their own cost and get it repaired within 24 hrs, failing which replacement shall be provided, if the replacement is not provided within 24 hours an amount of Rs.300/- per day per computer and Rs.200/- per day per printer shall be charged as penalty.
- 1.16 **The service provider shall not raise any condition with regard to the working environments including voltage, earthing, action of staff, pests, insects etc for the equipments covered under AMC including breakage of pins of mouse or in the various ports in the CPU.**
- 1.17 The equipment fault call shall be received centrally and shall be forwarded to the concerned service engineer by the concerned official of the department and shall be attended immediately on receipt of the same. The firm shall maintain proper service call sheets which will be duly signed by the engineer and the concerned official of the Department.
- 1.18 The company will ensure 99% uptime for the entire equipment failing which penalty as stated under clause 2 shall be imposed.
- 1.19 **Spare parts:** The agency shall maintain an inventory of at least 2 sets of Computers alongwith its peripherals at DUSIB site for day to day maintenance of equipment's to avoid disruption of work.
- 1.20 The service provider shall also be responsible for removal of virus of any nature and should have latest Anti-virus software with upgrades/ updates facilities.
- 1.21 Department shall not be responsible for any use of unlicensed anti-virus software, if any, used by the service provider. The responsibility shall vest with the service provider for using unlicensed softwares.
- 1.22 In case of replacement of components during AMC, the vendor shall deposit the old components with the department. Replacement of the following major component shall be as under :-

Monitor : - LENOVA/SAMSUNG/LG/HP
 Keyboard : - LENOVA/LOGITECH/iBall/Microsoft
 Mouse :- LENOVA/MICROSOFT/LOGITECH/COMPATABLE
 CPU : - INTEL
 Mother Board:- INTEL/GIGABYTE/ASUS/EQUIVALANT
 RAM :- KINGSTON/HYUNDAI/TRANSCEND/SIMTRONICS
 HARD DISK :- SEAGATE/MAXTOR/SAMSUNG/WD
 CD ROM :- SAMSUNG/EQUIVALENT
 SMPS :- INTEX/IBALL/QUANTUM/EQUIVALENT
 PRINTER :- HP / EQUIVALENT
 (All Models)
 UPS :- ELNOVA/UNILINE/APC/MINITRON/EQUIVALENT

The vendor shall submit to the department on demand, if possible, the certified copies of invoice / bill of the part replaced from the Manufacturer/ Authorized dealer of the replaced component.

1.23 Earnest Money:

The vendor shall provide an Earnest Money of Rs **25,000** in favour of Delhi Urban Shelter Improvement Board by way of Banker Cheque / Demand Draft payable at Delhi before opening of the bid. **Tender without EM shall summarily be rejected.** If the agency is shortlisted for AMC, the EMD will be adjusted in the security deposit.

- 1.24 Should any tenderer withdraw its offer during the period between tendering and award of work the entire amount of EM shall be forfeited.
- 1.25 The EM of successful bidder shall be retained by department until the period of Performance Guarantee is over whereas for all other unsuccessful bidders, it shall be returned / discharged after the case is finalised.
- 1.26 In the event of non-satisfactory conduct of maintenance services, Department shall have the right to terminate the maintenance contract on short notice.
- 1.27 The selected vendor shall not assign this agreement or any part thereof, or any benefit there under without the consent of DUSIB, to any other party.
- 1.28 It is clarified that all the equipments are operational under Controlled Power Supply and therefore, all defective equipments shall be rectified / replaced without any additional cost to the department in case of short circuit or otherwise.
- 1.29 The vendor who has been awarded the work shall hand over all the computers and peripherals in good working condition at the expiry of the contract or the extended period of this contract, whichever is later to the succeeding vendor to be appointed by the DUSIB.

The succeeding vendor shall deploy Engineer at HQ & Sites to take over the inventory from the present vendor within 15 working days, otherwise it will be presumed that the inventory has taken over in working conditions and certificate to this effect will be submitted by the succeeding vendor. The present vendor shall also deploy engineer at HQ & site and will co-ordinate with the succeeding agency to hand over the inventory, before release of final payment.

- 1.30 Before submitting the tender, the agency may inspect the computers / accessories for which tenders are invited installed at DUSIB HQ, CIRCLES/DIVISIONS/ at Raja Garden, R.P. Bagh, Maharani Bagh, Divisions at Ranjit Nagar, Malkaganj, Dwarka Project Office, TIS HAZARI COURT/India Habitat Center/ZONAL OFFICES/Vikas Bhawan -II of DUSIB. Office of Dy. Dir. (System) of DUSIB may be contacted for details. No escalation in rates of AMC will be accepted after submission of tender. Rates Quoted will remain firm and valid for six months.

1.31 Vendor shall ensure that the equipment is retained in its original or higher configuration and form. In the event of any downward alteration to the equipment by the agency or any attachment made thereto, the agency shall pay for any repair / replacement and adjustments required to restore the equipment to its original state.

1.32 Some Computers/accessories, are presently under warranty in the Department. As and when the warranty expires for the aforesaid Computer Hardware/accessories, the same will be included in the AMC on same rates quoted, as per the terms and condition of the Agreement on pro-rata basis. (Details of such Computer Hardware included in the inventory list shall be provided after short listing of the Agency).

1.33 Any Computer / Accessories not being used by the User Section or condemned by the department during/at the commencement of the AMC period will be excluded from the Inventory and pro-rata deduction will be made from the payment. DUSIB is in the process of condemnation of obsolete computers & its accessories including P-II, P-III, P-IV, Laser Jet Printer, Scanners etc. in the event of which same will be taken out of the current AMC inventory list.

2. PENALTY:

2.1 A penalty of Rs.300/-(Rupees Three Hundred) per day shall be imposed for an unauthorised absence of the resident engineer.

2.2 Any Machine / peripheral down for more than 8 hours (working hours) and for which no replacement has been provided within the prescribed time limit, a penalty at the rate of Rs.300/- per day per computer and Rs.200/- per day per printer shall be imposed. For other peripherals such as Modem, Mouse, Key Board, UPS etc., Penalty @ Rs.100/- per day shall be charged.

2.3 If preventive maintenance of any machine unit is not carried out in any Quarter a penalty @ Rs.100/- (Rupees One Hundred) per machine shall be imposed for the delayed period. One machine unit will comprise of one computer plus associated UPS & Printer.

2.4 Any Machine / peripherals which cannot be repaired by the agency due to which critical / urgent work is held up, same will be got repaired / replaced by outside agency and the bill amount will be debited to the quarterly payment at clause 6.1.

3. PERFORMANCE GUARANTEE

- 3.1 The firm awarded with the maintenance contract shall deposit a performance guarantee within 20 working days of award of contract in the form of Security Deposit equal to 10% of the total work order value less the EMD amount in the form of Bank Guarantee / Banker cheque / Draft in favour of Delhi Urban Shelter Improvement Board valid for a period of 15 months from the date of award of contract. No interest shall be paid on the Security Deposit/Performance Guarantee.
- 3.2 In case the contract is awarded, the Earnest Money shall be adjusted with Performance Guarantee. If the agency backs out after the award of contract, the PG would be forfeited and the agency shall be debarred from further tendering in the department for the period of two years. After 3 months of the expiry of AMC, the balance Performance Guarantee shall be returned to the agency.
- 3.3 If the successful tenderer does not submit the Performance Guarantee within stipulated period mentioned in the letter of intent / award, the entire amount of the EM shall be forfeited.

4. CONTRACT PERIOD

- 4.1 The agency shall enter into an agreement with department on a non judicial stamp paper of value Rs.50/- within 20 working days of placing the letter of intent / award. However, this agreement shall come into force as soon as work order / award letter is placed by the department.
- 4.2 The validity of the contract shall be initially for one year from the date of award of the contract. This can be extended further subject to satisfactory services by the service provider at same rates , T&C. However, final decision shall rest with the department.
- 4.3 The department has the exclusive right to terminate the contract by giving short notice to the firm.
- 4.4 The company has to give three months notice in advance before cancellation of the contract. Contravention of the same would lead to forfeiture of Performance Guarantee along with all outstanding dues.

4.5 Foreclosure of agreement :

In case of work being abandoned by the vendor for continuous period of 15 days, the contract shall be liable to be terminated with a 7 days show cause notice by the department and the performance guarantee and the EM shall be forfeited.

- 4.6 **Court:** This contract is subject to the jurisdiction of the NCT of Delhi.
- 4.7 **Arbitration:** Any dispute, differences or questions arising at any time between the parties in respect of this agreement or concerning provision herein contained shall be referred within 30 days of such dispute to sole Arbitration of a person appointed by CEO(DUSIB) and the award of the arbitrator shall be final and binding on both the parties.
5. **RATE :**
- 5.1 The vendor should quote the rate as per the annexure at "A".
6. **PAYMENT TERMS:**
- 6.1 The comprehensive maintenance charges shall be payable to the service provider in four equal quarterly installments and shall be paid on the completion of each quarter of AMC period after deducting penalties, if any. **The agency shall submit the latest preventive, Corrective maintenance report of the inventory under AMC before release of quarterly payment.**
- 6.2 Any increase or decrease in taxes, duties or prices of component, etc. will not affect the AMC rates during the entire period of AMC.
- 6.3 **Statutory Taxes, if any, should be mentioned separately in the quote, failing which it will be presumed that the quote is inclusive of all taxes.**
- 6.4 CEO(DUSIB) reserves the right to accept or reject any or all quotations without assigning any reason.
7. **The Agency shall provide quote for Anti Virus Software(Quick Heal Total security Solution) and install the same on the designated Desktops.**
8. Conditional Tender, non submission of documents mentioned at clause No. 1.2, & 1.23 will be rejected without assigning any reason.

DY.DIRECTOR. (SYSTEM)

DELHI URBAN SHELTER IMPROVEMENT BOARD		
COMPUTER DIVISION		
		(Annex-"A")
	The AMC Inventory (2015-16) :	
	TYPE OF COMPUTERS AND ITS ACCESSORIES	QUANTITY
(A)	COMPUTERS	
	PENTIUM (P-III)	1
	PENTIUM [(P-IV) + ACER + HP DUAL CORE + CORE 2 DUO]	90
	LAP TOPs (COMPAQ, ACER , HP)	3
	H.P. 3000 Series dual core	10
	H.P. 8000 Series intel v pro /i-5	7
	H.P. 3090 MT dual core	1
	LAPTOP DELL, I E-6410, i-7	1
	LAPTOP Lenovo, i-5	23
	H.P. pavilion, dv67206TX, LAPTOP i-5	1
	H.P. Pro book 4430-S, laptop, i-5	1
	H.P. Pro book 4000, laptop, i-5	1
	Dell Optiplex 990Dt Desktop	2
	Lenovo i5-2400 Desktop	84
	HP i-5 Desktop	3
	HP envy all in one	2
	SUB TOTAL (Computers):->	230
(B)	PRINTERS	
	TYPE OF PRINTERS	QTY.(Nos.)
	HP LJ,1000, 1010, 1020,1005,1007	70
	MFM (Multi Functional Machine) 3050 HP	2
	MFM (Multi Functional Machine) HP 1216 MFP	2
	MFM (Multi Functional Machine) SAMSUNG MFP SCX4521F	1
	Printers H.P.L.J. 2025DN	1
	Printers H.P.L.J. 2055DN	1
	Printer HP LJ 2700-N	1
	Printer 1213 nf MFP	3
	Printer 375 nw MFP COLOR	2
	HP LJ 5200-N	3
	HP D.J, K-7108	2
	H.P.OJ. 5610	1
	H.P.L.J. P1606 dn .	12
	H.P.C.L.J. CM 1415 nf MFP	2
	H.P. laserjet pro M400 Colour M451Nw	3
	Scanners(1No. Scanner 5590)	3

DELHI URBAN SHELTER IMPROVEMENT BOARD	
COMPUTER DIVISION	
	(Annex-"A")
The AMC Inventory (2015-16) :	
TYPE OF COMPUTERS AND ITS ACCESSORIES	QUANTITY
Scanners(camnon) DR-C130L-ADF	4
Brother HI-2130 Printer	34
HP Laserjet PRO P-1566	10
HP officejet Pro 8600 + Aio Printer	3
HP 2410 A4 SIZE SCANNER	2
HP S-200, FLAT BED	15
HP Laserjet PRO P-1108	12
Printer 1136 MFP	2
Printers H.P.L.J. M425DN, MFP	1
SUB TOTAL (Printers & Scanners):->	192
(C) U.P.S.	
TYPE OF UPS	QTY.(Nos.)
(ELNOVA, ELEGANT, APC, UNILINE, DATAVISION, MICROTEK, AARAKEY, ACER, LUMINOUS MGMGK, SUPRA) (600/650 VA)	85
UPS 800 VA (Paradyne/Pulstech)	36
1 KVA Online UPS	1
UPS (Paradyne make, 650 VA)	46
	3
	2
UPS (PARADYNE MAKE, 10 KVA)	2
	3
SUB TOTAL (UPS):->	173
(D) Anti Virus (Quick Heal) Total Security (Single User/ 1 Year)	60
(E) NETWORKING EQUIPMENTS	
DESCRIPTION	QTY.(Nos.)
HUB - 16 PORT	1
HUB - 8 PORT	2
JACK PANEL - 24 PORT	1
JACK PANEL - 16 PORT	1

DELHI URBAN SHELTER IMPROVEMENT BOARD	
COMPUTER DIVISION	
	(Annex-"A")
<u>The AMC Inventory (2015-16) :</u>	
TYPE OF COMPUTERS AND ITS ACCESSORIES	QUANTITY
I/O BOXES	25
SUB TOTAL (Net Working Equipment):->	30
TOTAL AMOUNT :->	