E-Tender Notice

For and on behalf of the President of India, e-tender (online tenders) are invited from the empanelled agencies/ Agency providing similar kind of work in Government Department of GOI/UT/State Government/ Autonomous Body/ Grantee Institutions of Govt. of Delhi for **Annual Maintenance Contract (With Parts) of Computers**, printers and other accessories in the various Homes/Institutions/ICDS/JJB/CWC/WCD (HQ) of the Department Women & Child Development GNCTD. The NIT has been uploaded and available along with terms and condition and detailed specifications. All the bidders should apply online before the Last Date and Time. Further information can be seen at: https://govtprocurement.Delhi.gov.in

<table>
<thead>
<tr>
<th>Estimated Cost</th>
<th>Rs. 5 Lac</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date of release of tender through E-procurement solution</td>
<td>06-May-2014</td>
</tr>
<tr>
<td>Last date / Time of receipt of tenders Through e-procurement solution</td>
<td>29-May-2014 11:30 hrs</td>
</tr>
<tr>
<td>Date of opening of bid online after</td>
<td>29-May-2014 12:00 hrs</td>
</tr>
</tbody>
</table>

Note:- The firm who desires to participate against e-tender is advised to electronically register themselves on the above website for which they would require to obtain Digital Signature Certificate. Online E-tender is mandatory at https://govtprocurement.delhi.gov.in. For help in e-tender contact at E-procurement cell 6 th Floor, C- Wing, Vikas Bhavan-II, (Near Metcalfe House), Civil Lines, Delhi-110054 Phone 011-23813523 (Monday - Friday, 09:30 AM to 06:00 PM). Further if any amendments or corrigendum made to this NIT can only be seen on http://www.wcddel.in/tenders.html and https://govtprocurement.delhi.gov.in, therefore bidders are advised to follow up with the website.
NIT for Annual Maintenance Contract (With Parts) of Computers, printers and other accessories

SERVICES
INSTRUCTIONS TO BIDDERS
1. GENERAL:-
   1.1 The present tender is being invited for Annual Maintenance Contract (With Parts) of Computers, printers and other accessories under which the contractor shall provide trained I.T. personnel with all parts of the Computers and Printers etc. in Department of Women & Child Development, Government of NCT of Delhi.

2. ELIGIBLE BIDDERS:-
   2.1. All agencies who are providing similar kind of services for at least last three consecutive years and having annual average turnover of Rs.1,50,000 (30% of Estimated Value) during the last three financial years.

   2.2. The bidder should have the experience of completion of similar works in any of the Departments/Autonomous Institutions/Universities/Public Sector Undertakings of the Government of India or Government of NCT of Delhi or any other State Government or Public Sector Banks or Local Bodies/Municipalities as follows:
   (a) Three similar completed works costing not less than Rs 2,00,000/-; (40% of Estimated Value)
   (b) Two similar completed works costing not less than Rs 2,50,000/-; (50% of Estimated Value)
   (c) One similar completed work costing not less than Rs 4,00,000/-; (80% of Estimated Value)

3. QUALIFICATION OF THE BIDDERS:-
   3.1. The Bidder, to qualify for award of contract, shall submit a power of attorney authorizing the signatories of the bid to commit each member of the Partnership/Consortium/Joint venture.
   3.2. (a) Memorandum of Understanding shall be provided in case the Bidder comprises of Joint venture/Consortium/Partnership.
   (b) Nomination of one of the members of the partnership, consortium or joint venture to be in charge and this authorization shall be covered in the power of attorney signed by the legally authorized signatories of all members of consortium/joint venture/partnership firm;
   (c) Details of the intended participation by each member shall be furnished with complete details of the proposed division of responsibilities and corporate relationships among the individual members.

   3.3. The bidder shall submit full details of his ownership and control or, if the Bidder is a partnership, joint venture or consortium, full details of ownership and control of each member thereof.

   3.4. Bidder or members of a partnership, joint venture or consortium shall submit a copy of PAN card No. under Income Tax Act.

   3.5. Bidder must submit copies of all required documents, duly self-attested, along with technical bid of the tender.

   3.6. Each Bidder (each member in the case of partnership firm/joint venture/consortium) or any associate is required to confirm and declare with his bid that no agent, middleman or any intermediary has been, or will be, engaged to provide any services, or any other item or work related to the award and performance of this contract. They will have to further confirm and declare that no agency commission or any payment which may be construed as an agency commission will be paid and that the tender price will not include any such amount. If the Department of Women & Child Development subsequently finds to the contrary, the Department reserves the right to declare the Bidder as non-compliant and declare any contract if already awarded to the Bidder to be null and void.

   3.7. Canvassing or offer of an advantage or any other inducement by any person with a view to influencing acceptance of a bid will be an offence under Laws of India. Such action will result in the rejection of bid, in addition to other punitive measures.

4. ONE BID PER BIDDER:-
Each bidder shall submit only one tender either by himself or as a partner in joint venture or as a member of consortium. If a bidder or if any of the partners in a joint venture or any one of the members of the consortium participate in more than one bid, the bids are liable to be rejected.

5. COST OF BID:-
The bidder shall bear all costs associated with the preparation and submission of his bid and the Department will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the tender process.

6. VISIT TO DEPARTMENT:-
The bidder is required to provide AMC to this Department and is advised to visit and acquaint himself with the area and operational system. The costs of visiting shall be borne by the bidder. It
shall be deemed that the contractor has undertaken a visit to the Department and is aware of the operational conditions prior to the submission of the tender documents.

7. TENDER DOCUMENTS:-

7.1. Contents of Tender Documents.

7.1.1. The Tender Invitation Document has been prepared for the purpose of inviting tenders for providing Annual Maintenance Contract (With Parts) of Computers, printers and other accessories. The Tender document comprises of:
(a) Notice of Invitation of Tender.
(b) Price Bid.
(c) Terms and Conditions.
(d) Tender form for providing Annual Maintenance Contract (With Parts) of Computers, printers and other accessories (Annexure-I)
(f) Details of Manpower required (Annexure-II)
(h) Check list for Pre-qualification Bid (Annexure-IV)
(i) Check list for Technical Evaluation (Annexure-V)
(j) Undertaking (Annexure-VI)
(k) Form of Bank Guarantee for Bid Security (Annexure-VII)
(l) Form of Agreement (Annexure-VIII)
(m) Form of Bank Guarantee for Performance Security (Annexure-IX)

7.1.2. The bidder is expected to examine all instructions, Forms, Terms and Conditions in the Tender document. Failure to furnish all information required by the Tender document or submission of a tender not substantially responsive to the Tender document in every respect will be at the bidder’s risk and may result in rejection of his bid.

7.1.3. The bidder shall not make or cause to be made any alteration, erasure or obliteration to the text of the Tender document.

7.2. CLARIFICATION OF TENDER DOCUMENT:-

7.2.1. The bidder shall check the pages of all documents against page number given in indexes and, in the event of discovery of any discrepancy or missing pages the bidder shall inform this Office.

7.2.2. In case the bidder has any doubt about the meaning of anything contained in the Tender document, he shall seek clarification from the Office of Asstt. Programer (HQ) Department of Women & Child Development not later than two weeks before submitting his bid. Any such clarification, together with all details on which clarification had been sought, will be copied to all bidders without disclosing the identity of the bidder seeking clarification. All communications between the bidder and the Department shall be carried out in writing.

7.2.3. Except for any such written clarification by the Department, which is expressly stated to be an addendum to the tender document issued by the Office of Caretaking Branch, no written or oral communication, presentation or explanation by any other employee of the Department shall be taken to bind or fetter the Department under the contract.

8. PREPARATION OF BIDS:-

8.1. Language.

The bids and all accompanying document shall be in English or in Hindi. In case any accompanying documents are in other languages, it shall be accompanied by an English translation. The English version shall prevail in matters of interpretation.

8.2. Documents Comprising the Bid.

Tender document issued for the purposes of tendering as described in Clause 7.1 and any amendments issued shall be deemed as incorporated in the Bid.

8.2.1. The bidder shall, on or before the date given in the Notice Inviting Tender, submit his bid through e-tendering. The bidder shall submit the technical bid in sealed envelopes clearly marked with the name of the Tender.

8.2.2. One copy of the Tender document and Addenda, if any, thereto with each page signed and stamped shall be attached to acknowledge the acceptance of the same.

8.2.3. The contractor shall deposit Bid Security (Earnest Money Deposit) for an amount of Rs. 50,000/- in the form of an Account Payee DD, Fixed Deposit Receipt from a commercial bank, or Bank Guarantee from a commercial bank in an acceptable form in favour of Director Department of Women & Child Development along with the Tender document. The Bid Security will remain valid for a period of forty-five days beyond the final bid validity period. Bid securities of the unsuccessful bidders will be returned to them at the earliest after expiry of the final bid validity and latest on or before the 30th day after the award of the contract.

8.2.4. These shall be addressed to the Dy. Director (CTB) Department of Women & Child Development and submitted in Caretaking Branch at the address given in the Tender document.

8.2.5. The Bidder (each member in case of joint venture/consortium/partnership firms) shall furnish the details regarding total number of works, as stated in Clause 2.2(a)(b) and(c), completed in preceding three years, which were similar in nature and complexity as in the present contract
requiring Annual Maintenance Contract (With Parts) of Computers, printers and other accessories.

8.3. BID PRICES:-
8.3.1. Bidder shall quote the rates on the basis of rates as per financial Bid in Indian Rupees for the entire contract on a ‘single responsibility’ basis such that the Tender price covers contractor’s all obligations mentioned in or to be reasonably inferred from the Tender document in respect of the Annual Maintenance Contract (With Parts) of Computers, printers and other accessories at Department of Women & Child Development. This includes all the liabilities of the contractor such as cost of all other statutory liabilities (like Minimum Wages, ESI, PF contributions, service charges, all kinds of taxes etc.) which should be clearly stated by the contractor.

8.3.2. Conditional bids/offers will be summarily rejected.

8.4. FORM OF BID:-
The Form of Bid shall be completed in all respects and duly signed and stamped by an authorized and empowered representatives of the Bidder. If the Bidder comprises a partnership firm, consortium or a joint venture, the Form of Bid shall be signed by a duly authorized representative of each member of participant thereof. Signatures on the Form of Bid shall be witnessed and dated. Copies of relevant power of attorney shall be attached.

8.5. Currencies of Bid and Payment:-
8.5.1. The Bidder shall submit his price bid/offer in Indian Rupees and payment under this contract will be made in Indian Rupees.

8.6. Duration of Contract:-
The contract shall be valid initially for two years and the Department reserves the right to curtail or to extend the validity of contract on the same rates and terms and conditions for such period as may be agreed to, but not beyond four years.

8.7. BID SECURITY:-
8.7.1. The contractor shall deposit Bid Security (Earnest Money Deposit) for an amount of Rs.50,000/- in the form of an Account Payee DD, Fixed Deposit Receipt from a commercial bank, or Bank Guarantee from a commercial bank in an acceptable form in favour of Director Department of Women & Child Development, payable at New Delhi along with the Tender document. The Bid Security will remain valid for a period of forty-five days beyond the final bid validity period.

8.7.2. Any Tender not accompanied by Bid Security shall be rejected.

8.7.3. Bid securities of the unsuccessful bidders will be returned to them at the earliest after expiry of the final bid validity and latest on or before the 30th day after the award of the contract.

8.7.4. Bid security of the successful bidder shall be returned on receipt of Performance Security by the Department and after signing the agreement.

8.7.5. Bid Security shall be forfeited if the bidder withdraws his bid during the period of Tender validity.

8.7.6. Bid Security shall be forfeited if the successful bidder refuses or neglects to execute the Contract or fails to furnish the required Performance Security within the time frame specified by the Department.

8.8. Format and Signing of Bid:-
8.8.1. The bidder shall submit one copy of the Tender document and addenda, if any, thereto, with each page of this document signed and stamped to confirm the acceptance of the terms and conditions of the tender by the bidder.

8.8.2. The documents comprising the bid shall be typed or written in indelible ink and all pages of the bid shall be signed by a person or persons duly authorized to sign on behalf of the bidder. All pages of the bid, where entries or amendments have been made, shall be signed by the person or persons signing the bid.

8.8.3. The bid shall contain no alterations, omissions or additions except those to comply with instruction issued by the Department, or are necessary to correct errors made by the bidder, in which case such corrections shall be initialed/signed and dated by the person or persons signing the bid.

9. Submission of Bids:-
9.1.1. The bidder shall submit the Pre-Qualification Bid /Technical Bid in a separate sealed cover envelop and the Financial / Price Bid to be filled on-line only (Read Price Bid care fully before filling online) duly superscripted as “Tender for Annual Maintenance Contract (With Parts) of Computers, printers and other accessories in Department of Women & Child Development” and all these sealed covers envelopes are to be put in a bigger cover envelops which should also be sealed and duly superscripted.

9.1.2. The sealed cover envelop of Pre-qualification / Technical Bid should consist of the following documents:-
(a) Bid Security (Earnest Money Deposit) for an amount of Rs.50,000/- in the form of an Account Payee Demand Draft, Fixed Deposit Receipt from a commercial bank, or Bank Guarantee from a
commercial bank in an acceptable form in favour of Director, Department of Women & Child Development.;
(b) Self attested one recent passport size photograph(s) of the authorized person(s) of the firm/agency with name, designation, Office/Residential address and office Telephone numbers, whether the bidder is a sole proprietor/partnership firm and if partnership firm, names addresses and telephone numbers of Directors/Partners also; as per Annexure-I
(c) Self attested copy of PAN No. card under Income Tax Act;
(d) Self attested copy of Service Tax Registration Number;
(e) Self attested copy of Valid Registration No of DVAT the Agency/Firm;
(f) Proof of Average Annual turnover as stated in Clause 2.1.
(g) Proof of experience as stated in Clause 2.2.(a), (b) and (c) supported by documents from the concerned organizations;
(h) Duly filled and signed Annexure-IV, V and VI.
9.1.3. The Price Bid should be submitted on line only.
9.1.4. All the sealed covers shall be addressed to the Dy. Director (CTB) Department of Women & Child Development and will be put in the Tender Box which is available in the office of the Incharger Caretaking Branch Department of Women & Child Development, at the above address.
9.1.5. The tender shall remain valid and open for acceptance for a period of 120 days from the last date of submission of tender.
9.1.6. All above documents scan copy and tender relevant documents must be submitted online also.
9.2 Late and Delayed Tenders:-
9.2.1. Bids must be uploaded electronically and a copy these of received in the Department at the address specified above not later than the date and time stipulated in the NIT. The Department may, at its discretion, extend the deadline for submission of bids in which case all rights and obligations of the Department and the Bidder will be the same.
9.2.2. Any bid received by the Department after the deadline for submission of bids, as stipulated above, shall not be considered and will be returned unopened to the bidder.
9.2.3 Any bid not uploaded electronically by the stipulated date and time shall not be considered.
10.1 Bid Opening and Evaluation:-
10.1.1. The authorized representatives of the Department will open the Prequalification/ Technical Bids in the presence of the Bidders or of their representatives who choose to attend at the appointed place and time.
10.1.2. The bid of any bidder who has not complied with one or more of the conditions will be summarily rejected.
10.1.3. Conditional bids will also be summarily rejected.
10.1.4. Subsequently, the technical bids will be evaluated as per the methodology given in the Annexure-IV of the Tender document.
10.1.5. Financial / Price bids of only technically qualified bidders will be opened for evaluation in the presence of qualified bidders.
10.2 Right to accept any Bid and to reject any or all Bids:-
10.2.1. The Department is not bound to accept the lowest or any bid and may at any time by notice in writing to the bidders terminate the tendering process.
10.2.2. The Department, may terminate the contract if it is found that the agency is black listed on previous occasions by the any of the Departments/Institutions/Local Bodies/Municipalities/Public Sector Undertakings, etc.
10.2.3. The Department may reject the Bid in the event that the Bid is accepted but the successful bidder fails to furnish the Performance Security or fails to execute the contract agreement.
11.1 Award of Contract:-
11.1.1. The Department will award the contract to the successful evaluated bidder whose bid has been found to be responsive and who is eligible and qualified to perform the contract satisfactorily as per the terms and conditions incorporated in the bidding document.
11.1.2. The Department will communicate the successful bidder by facsimile confirmed by letter transmitted by Registered post that his bid has been accepted. This letter (hereinafter and in the condition of contract called the “Letter of Offer”) shall prescribe the amount which department will pay to the contractor in consideration of the execution of work/services by the contractor as prescribed in the contract.
11.1.3. The successful bidder will be required to execute a contract agreement in the form specified in Annexure-IX within a period of 30 days from the date of issue of Letter of Offer.
11.1.4. The successful bidder shall be required to furnish a Performance Security within 15 days of receipt of ‘Letter of Offer” for an amount of Rs.50,000/- in the form of an Account Payee DD, Fixed Deposit Receipt from a commercial bank, or Bank Guarantee from a commercial bank from a commercial bank in an acceptable form (Annexure-IX) in favour of Director, Department of Women & Child Development. The Performance Security shall remain valid for a period of sixty days beyond the date of completion of all contractual obligations. In case the contract period is
extended further, the validity of Performance Security shall also be extended by the contractor accordingly.

1.14 The contractor will ensure that none of the service engineers employed by his firm carries prohibited articles like firearms, explosives, explosive substances, sharp edge weapons, tobacco, drugs, narcotic substances, liquor, currency notes, biris, cigarettes etc. In case any such item is caught from any unauthorized absence and penalty as given to the Penalty clause at Clause No 3.3 shall be invoked. The equipment at their own cost and get it repaired promptly. Engineers must have own conveyance to travel other locations without any cost.

1.15 The company shall not engage any Sub-contractor or transfer the contract to any other person in any manner. The contractor shall not be permitted to transfer their rights and obligations under the contract to any other organizations or otherwise.

TERMS AND CONDITIONS OF CONTRACT

1. TERMS & CONDITIONS OF THE MAINTENANCE CONTRACT OF THE COMPUTERS, PRINTERS, UPS, SCANNER, MFP AND OTHER ACCESSORIES IN WCD

1.1 The contractors are advised to study the Terms & Conditions of Tender carefully before submission of tender bid. The contractor submitting tender bid would be presumed to have considered and accepted all the terms and conditions. No inquiry, verbal or written, shall be entertained in respect of acceptance/rejection of the tender. Quotation must be unconditional.

1.2 Department WCD shall not pay costs incurred towards preparation and submission of the bid or any other expenditure in this regard to the bidder.

1.3 The contractor should quote the rates only in proforma given in e-tendering web site (Annexure – A).

1.4 An undertaking on Rs.100/- Stamp Paper duly attested by Notary Public with a Notarial Stamp of Rs.5/- affixed on it to the effect that “bidder has no personal /official dealings whatsoever with the officers/officials of the DWCD Department Delhi” undertaking about No Black listing and “Undertaking for honouring all aspects of fair trade practices”.

1.5 That the stamp duty/other charges payable under the law, in respect of this Deed shall be borne by the contractor.

1.6 The contractor shall truly & faithfully carry on the maintenance job as is done by the services/business houses in proper manner/standard fashion for preventive and comprehensive maintenance of the computer equipment of WCD as mentioned in Annexure–A to the extent and its satisfaction.

1.7 AMC shall cover comprehensive maintenance, which includes preventive as well as corrective maintenance. Quantity may vary.

1.8 AMC shall cover each and every part including plastic body and parts, replacement of any part necessary for keeping the computer systems 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 (Desktops, Printers, Scanner, UPS & Mouse etc). The replacement of all spares including plastic parts, printer drum and body is included in the AMC except UPS batteries, Printer toner/ribbons. The replacement of all defective parts with good quality and OEM (Original Equipment Manufacturer) branded parts will be done by the contractor without any extra charge of any kind. Used/repaired parts of any other brand from any other source are not accepted.

1.9 The comprehensive maintenance shall be carried out primarily at the premises of DWCD Branches at various locations in Delhi 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 promptly.

1.10 The firm awarded with the maintenance contract shall also carry out preventive maintenance of each equipment once in a quarter and shall maintain proper record thereof. Failure to do so shall attract penalty @ Rs.100/- (Computer, Printer, UPS) per equipment per quarter.

1.11 The contractor shall provide well qualified/trained one resident engineer in the Department HQ during office hours from Monday to Saturday and even on Sunday depending on requirement. If there are any exigencies of work, the services can be extended beyond office hours and even on holidays also without any cost. Engineer must have conveyance to travel other locations.

1.12 The resident service engineers deployed by the service provider shall work under direct control of the WCD Department. Engineer must be well qualified MCTS/CCNA able to rectify the problem/maintenance shall be carried out primarily at the premises of DWCD during office hours in case the second party feels that the equipment cannot be repaired at site, they will carry and deliver the equipment at their own cost and risk to get it repaired promptly. Engineers must have this own tool kits with him always and able to service CPU UPS Monitor Printers (Konica Minolta, HP DeskJet Laser others) Monitor (HCL, HP, DELL others) and networking.

1.13 In case, any of the service engineers 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 to the Penalty clause at Clause No 3.3 shall be invoked.

1.14 The contractor will ensure that none of the engineer provided by his firm carries prohibited articles like fire arms, explosives, explosive substances, sharp edge weapons, tobacco, drugs, narcotic substances, liquor, currency notes, biris, cigarettes etc. In case any such item is caught from any of the personnel provided by the firm, the concerned person will be held responsible and will be handed over to local police for prosecution and the firm will entail cancellation of contract and also would be black-listed.

1.15 The company shall not engage any Sub-contractor or transfer the contract to any other person in any manner. The contractor shall not be permitted to transfer their rights and obligations under the contract to any other organizations or otherwise.
1.16 All equipment installed in the department and mentioned at Annexure-A are under AMC with the existing service provider and can be inspected prior to award of the contract. Deficiency noticed, if any, may be brought in writing to the notice of the department so that the same is set right by the existing service provider, before handing over to the new firm.

1.17 Fault intimated and/or noticed after award of the contract shall be rectified by the new firm entrusted with the award of the contract at no extra cost.

1.18 The environment condition in which the equipment is presently installed are quite satisfactory and the service provider will not raise any condition with regard to the working environments for the equipment covered under AMC.

1.19 The calls are 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 owner of the equipment.

1.20 Response time for maintenance call should not exceed 2 hours.

1.21 The contractor will ensure 95% uptime for the entire equipment failing which penalty as stated above shall be imposed.

1.22 Computer Power cables, printer port and power cable etc. (all types’ cables) are also covered under AMC.

1.23 The contractor shall also be responsible for removal of virus of any nature and should have licensed copy of latest Anti-virus software with upgrades/updates facilities, without any extra charges/cost by the contractor itself.

1.24 Department shall not be responsible for any use of unlicensed anti-virus and other software’s, if any, used by the service provider. The responsibility shall vest with the service provider for using unlicensed software’s.

1.25 Incase Hard Disk, Logic Cards, SMPS, Mother Boards, RAM, CD/DVD Driver, Mouse, Monitor, Processor, etc are not repairable, the same shall be replaced with OEM branded new parts/products of same or higher specification.

1.26 One engineer shall be deputed in the WCD Department Head Quarter. One computer with peripherals and printer shall constitute as one machine.

1.27 Replacement of all defective parts shall be made with branded parts of OEM make only without any charges/cost by the contractor itself.

1.28 The charges specified above are in respect of the machines/equipments as per Annexure-A of this document. Additional charges shall be made on features included subsequently, if any.

1.29 The selected vendor shall not assign this agreement or any part thereof, or any benefit there under without the consent of WCD Department to any other party.

1.30 No Interest shall be paid on the Performance Guarantee, deposited by the firm.

1.31 Telephone and Internet facilities to the service provider shall not be provided by the department.

1.32 After expiry of the AMC period, the service provider shall hand over all the equipment in good working condition to WCD Department, failing which, the equipment shall be treated as non operational and a penalty as applicable in the case of defective machines shall be imposed and recovered from the performance guarantee or payment due to the service provider.

1.33 It is clarified that all the equipment are operational under Controlled Power Supply and therefore, all defective equipment shall be rectified/replaced without any additional cost to the department in case of short circuit or otherwise. Department shall not be liable for any mishandling of the equipment.

1.34 Any new hardware will be brought into maintenance through a written intimation or the Addendum. The new hardware will be inspected by agency and its maintenance will be taken up after acceptance of the same. In case WCD Department decides to withdraw any equipment from contract during the AMC period, the same would be taken out of this contract written information to service provider.

1.35 Before submitting rates, the firms are advised to inspect the computer specification in the department.

1.36 In the event of any breach/violation or contravention of any terms & conditions contained herein by the contractor, the said security deposit/ performance guarantee shall be forfeited by the department.

1.37 In the event of non-satisfactory performance of maintenance services, WCD Department shall have the right to terminate the maintenance contract on short notice and to forfeit the proportionate amount from the security deposited/ performance guarantee by the service provider.

1.38 The bids, which do not comply with the above conditions, will be summarily rejected.
### ANNEXURE -A

<table>
<thead>
<tr>
<th>S. No</th>
<th>AMC Items With Parts</th>
<th>AMC Rate Per Machine Per Year in Rupees</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Desktop Computer with CRT or TFT monitor HCL/IBM/HP/ACER/LENOVO/DELL/others</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Ink DeskJet Printer (All-in-One) HP/KONICA MINOLTA/others</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Laser Jet Printer (All-in-One) HP/KONICA MINOLTA/others</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Laser Printer HP/KONICA MINOLTA/SAMSUNG/others</td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Ink Jet Printer HP/KONICA MINOLTA/SAMSUNG/others</td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td>Dot Matrix Printer WIPRO/HP/others</td>
<td></td>
</tr>
<tr>
<td>7.</td>
<td>UPS (Offline) APC/True Power/Numeric Digital/Keptron/others</td>
<td></td>
</tr>
<tr>
<td>8.</td>
<td>Resident Service Engineer at WCD HQ. Rate Per Year Per Person with all statutory obligations.</td>
<td></td>
</tr>
</tbody>
</table>

**Note- Note:-**

1. **Quote AMC rate for single unit items for one year only. Number of Equipment may vary or differ and the payment shall be made as per actual basis.** Resident engineer will rectify the accurate number of equipment for AMC with the help of department.
2. Rates quoted will include all statutory obligations of the contractor under Minimum Wages Act, Contract Labour (R&A) Act, weekly-off replacement charges. Cost of uniform of personnel deployed by the contractor, all kinds of taxes, service charges, etc. of the agency. If the minimum wages is revised by the Government of NCT of Delhi/Government of India, the incremental wages, if applicable, will not be provided by the Department bidder are advice that may provide rate accordingly. The contract will be awarded turnkey to one contractor as a whole & not in parts.
3. **The contract is for two years.**
4. The bidders may quote the rates of parts with ISI/as per manufacture specifications.
5. **All the columns shall be clearly filled in ink legibly or typed. The tenderer should quote the number, rates and amount tendered by him/them in figures and as well as in words. Alterations, if any, unless legibly attested by the tenderer shall disqualify the tender. The tenderer shall take care that the rate and amount may be written in such a way that interpolation is not possible. No blanks should be left which would be otherwise made the tender liable for rejection.**

### ANNEXURE -B

For elementary information purpose:-

<table>
<thead>
<tr>
<th>S. No</th>
<th>Description/Machine/Items</th>
<th>Qty. Nos Approximate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>HCL Desktop Model BL 1205</td>
<td>14</td>
</tr>
<tr>
<td>2.</td>
<td>HCL Desktop Model BL 1200</td>
<td>5</td>
</tr>
<tr>
<td>3.</td>
<td>HCL Desktop Model BL 1230</td>
<td>51</td>
</tr>
<tr>
<td>4.</td>
<td>IBM Desktop Model Think Center</td>
<td>2</td>
</tr>
<tr>
<td>5.</td>
<td>HP Desktop Model COMPAQ DX 6120 MT</td>
<td>13</td>
</tr>
<tr>
<td>6.</td>
<td>ACER Desktop Model S Series</td>
<td>3</td>
</tr>
<tr>
<td>7.</td>
<td>HP Printer Model 5438 DESKJET</td>
<td>10</td>
</tr>
<tr>
<td>8.</td>
<td>HP Printer Model LJ 1005</td>
<td>5</td>
</tr>
<tr>
<td>9.</td>
<td>HP Printer Model LJ 1022</td>
<td>10</td>
</tr>
<tr>
<td>10.</td>
<td>HP Printer Model M1319F MFP</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Equipment Description</td>
<td>Quantity</td>
</tr>
<tr>
<td>---</td>
<td>------------------------------------------------------------</td>
<td>----------</td>
</tr>
<tr>
<td>11</td>
<td>HP Printer Model LJ 1100</td>
<td>1</td>
</tr>
<tr>
<td>12</td>
<td>KONICA MINOLTA Printer Model 1350W PagePro</td>
<td>12</td>
</tr>
<tr>
<td>13</td>
<td>WIPRO Printer Model EX 330 DX</td>
<td>7</td>
</tr>
<tr>
<td>14</td>
<td>WIPRO Printer Model LX 540 DX</td>
<td>15</td>
</tr>
<tr>
<td>15</td>
<td>DATEX UPS (Offline) 500/625/700 VA</td>
<td>12</td>
</tr>
<tr>
<td>16</td>
<td>KEPTRON UPS (Offline) 500/625/700 VA</td>
<td>54</td>
</tr>
<tr>
<td>17</td>
<td>JET POWER UPS (Offline)</td>
<td>1</td>
</tr>
<tr>
<td>18</td>
<td>MICROTEK UPS (Offline)</td>
<td>1</td>
</tr>
<tr>
<td>19</td>
<td>APC UPS (Offline)</td>
<td>1</td>
</tr>
<tr>
<td>20</td>
<td>True Power UPS (Offline)</td>
<td>1</td>
</tr>
<tr>
<td>21</td>
<td>Numeric Digital UPS HP 1000 48V/230V (offline)</td>
<td>1</td>
</tr>
<tr>
<td>22</td>
<td>HP Office Jet 4355 All-in-One</td>
<td>1</td>
</tr>
<tr>
<td>23</td>
<td>Resident Service Engineer at WCD HQ Per Year Per Person</td>
<td>1</td>
</tr>
<tr>
<td>24</td>
<td>Lenovo Think Centre Intel core2duo</td>
<td>7</td>
</tr>
<tr>
<td>25</td>
<td>Dell Optiplex 780 desktop (with parts)</td>
<td>34</td>
</tr>
<tr>
<td>26</td>
<td>HP Elite 7100 MT desktop (with parts)</td>
<td>66</td>
</tr>
</tbody>
</table>

Note- Quote AMC rate for single unit items for one year only. Number of Equipment may vary or differ and the payment shall be made as per actual basis. Resident engineer will rectify the accurate number of equipment for AMC with the help of department.

No blanks should be left which would be otherwise made the tender liable for rejection. L1 will be calculated on total amount. The AMC Contract will be awarded to one contractor, as a whole & not in Parts.

ANNEXURE-I

**DEPARTMENT WOMEN & CHILD DEVELOPMENT**

**GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI**

I, CANNING LANE, K.G. MARG, NEW DELHI-01

**TENDER FORM FOR PROVIDING SANITATION SERVICES**

1. Cost of tender: Rs. **NIL**.
2. Due date for tender
3. Opening time and date of tender
4. Names, address of firm/Agency and Telephone numbers.
5. Registration No. of the Firm/Agency.
6. Name, Designation, Address and Telephone No. of Authorized person of Firm/Agency to deal with.
7. Please specify as to whether Tenderer is sole proprietor/Partnership firm. Name and Address and Telephone No. of Directors/partners should specified.
8. Copy of PAN card issued by Income Tax Department and copy of previous three Financial Year’s Income Tax Return.
10. Empanelment No.

[Affix duly Attested P.P.Size recent photograph of the prospective bidder.]
11. Licence number under ____________________________
   Contract Labour (R&A) Act, if any.

12. Details of Bid Security deposited:
   (a) Amount: Rs. ____________________________
   (Rupees in words also)
   (b) FDR No. or DD No. or ____________________________
   Bank Guarantee in favor of ____________________________
   (c) Date of issue: ____________________________
   (d) Name of issuing authority: ____________________________

13. Details of ISO Certification:

14. Any other information:

12. Declaration by the bidder:
   This is to certify that I/We before signing this tender have read and fully understood all the terms
   and conditions contained herein and undertake myself/ourselves abide by them.

   (Signature of the bidder)
   Name and Address (with seal)

Note: - Submitted relevant documents.
ANNEXURE-II

GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI
I, CANNING LANE, K.G. MARG, NEW DELHI

Department of Women & Child Development

Manpower Required

<table>
<thead>
<tr>
<th>S No</th>
<th>Institution / Office</th>
<th>Manpower assessed</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>WCD-HQ (WCD)</td>
<td>01</td>
</tr>
<tr>
<td>2</td>
<td>JJB/ CWC/ Institutions</td>
<td>01</td>
</tr>
<tr>
<td>3</td>
<td>ICDS (HQ) / Projects</td>
<td>01</td>
</tr>
</tbody>
</table>

The manpower may be increased or decreased depending on the requirement of the Institution/ Homes. The detail shall be submitted by the Home at the time of award of contract.

ANNEXURE-III

I. EVALUATION CRITERIA FOR TECHNICAL AND FINANCIAL POINTS

Scoring of ten Marks will be based on:-

1. Annual Turnover, 1.5 Marks
2. Experience of running AMC Work for Computers services since (5 Year) 2 MARKS
3. Manpower on Roll/ 2 Marks
4. Experience of As per Clauses 2 of NIT during last three years. 2 Marks
5. DVAT/IT Registration / Service Tax 1 Mark
6. ISO certification 1.5 Mark

The firm/agency which has secured seven out of ten marks will be considered as technically qualified. The financial bids of all the technically qualified firms/agencies/bidders will be opened for financial evaluation. The work will be awarded to the L-1 agency. In case the financial bid of more than one agency is same as L-1, then the work will be awarded to the agency which gets the maximum marks in Technical evaluation.

ANNEXURE-IV

READ NIT DOCUMENTS CAREFULLY BEFORE FILLING ONLINE

CHECK-LIST FOR PRE-QUALIFICATION BID FOR AMC

<table>
<thead>
<tr>
<th>Sl.</th>
<th>Documents asked for Page number. And also submit online.</th>
<th>Page No at which document is placed.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Bid Security (EMD) of Rs. 50,000/-Rupees Fifty Thousand Only) in the form of FDR/DD/Bank Guarantee issued by any scheduled commercial bank in favour of Director Department of Women and Child Development valid for 45 days beyond the Tender validity period.</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>One self-attested recent passport size photograph of the Authorized person of the firm/agency, with name, designation, address and office telephone numbers. If the bidder is a partnership firm, name designation, address and office telephone numbers of Directors/Partners also. ANNEXURE-I duly filled and signed.</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Undertaking on a Stamp paper of Rs.100/- (Rupees one hundred only) as per format prescribed in ANNEXURE-V1.</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Self-attested copy of the PAN card issued by the Income Tax Department.</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Self attested copy of Service Tax Registration No. with latest challan.</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Self attested copy of DVAT Registration number of the firm/agency</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Proof of experiences of last three financial years as specified in</td>
<td></td>
</tr>
<tr>
<td>Sl.</td>
<td>Information to be provided</td>
<td>To be filled by the Bidder</td>
</tr>
<tr>
<td>-----</td>
<td>-------------------------------------------------------------------------------------------</td>
<td>----------------------------</td>
</tr>
<tr>
<td>1</td>
<td>Annual Turnover (in Lacs) Clause 2.1</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Manpower on Roll</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>EMD As per NIT</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Experience of Maintenance Contract (With Parts) of Computers, printers and other accessories in the various Homes/Institutions/ICDS/JJB/CWC/WCD (HQ)</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Volume of work done during last three financial years as specified in clause 2 of the NIT.</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>ISO Certification of the firm (Yes/No)</td>
<td></td>
</tr>
</tbody>
</table>

Note: Photocopies of all necessary documents duly self attested must be attached for verification of the information provided.

(Name and Address of the Bidder)
Telephone No.

ANNEXURE-V

DEPARTMENT WOMEN & CHILD DEVELOPMENT
GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI
I, CANNING LANE, K.G. MARG, NEW DELHI

CHECKLIST FOR TECHNICAL EVALUATION

• To be submitted online as well as hard copy.
ANNEXURE-VI

(ON A STAMP PAPER OF Rs.100/-)

UNDERTAKING

To

Director
Department Women & Child Development
Government of National Capital Territory of Delhi
I, CANNING LANE, K.G. MARG, NEW DELHI

Name of the firm/Agency_____________________

Name of the tender____________________ Due date: ________________

Sir,

1. I/We hereby agree to abide by all terms and conditions laid down in tender document.
2. This is to certify that I/We before signing this bid have read and fully understood all the terms and conditions and instructions contained therein and undertake myself/ourselves abide by the said terms and conditions.
3. I/We abide by the provisions of Minimum Wages Act, Contract Labour Act and other statutory provisions like Provident Fund Act, ESI Bonus, Gratuity, Leave, Relieving Charges, Uniform and Allowance thereof and any other charges applicable from time to time. I/We will pay the wages to the personnel deployed as per Minimum Wages Act as amended by the Government from time to time and shall be fully responsible for any violation.
4. I/We shall provide trained sanitation/housekeeping workers.
5. I/We do hereby undertake that neat and clean environment of the Department shall be ensured by our Agency, as well as any other point considered by our Agency. Our Sanitation/Housekeeping Service shall be covered under “Fidelity Bond” through Insurance Agency for minimum sum of Rs._______Lakhs (Rupees in words). The Insurance charges for Fidelity Bond shall be paid by me/us. The loss on account of theft, if any, shall be recoverable from me/us through fidelity bond.

(Signature of the Bidder)

Name and Address of the Bidder.

Telephone No.

ANNEXURE-VII

FORM OF BANK GUARANTEE FOR BID SECURITY

(Refer Clause 8.7.1 of the NIT)

(To be stamped in accordance with Stamps Act of India)

KNOW ALL MEN by these present that we _____________ ______(Name and address of Bank), having our registered office at _______________(hereinafter called “the Bank”) are bound unto__________________________(Name of the Department) (hereinafter called “the Department”) in sum ofRs.__________________________ ___________ for which payment will and truly to be made to the said Employer, the Bank binds himself, his successors and assigns by these presents.

WHEREAS ______________________ (Name of Bidder) (hereinafter called “the Bidder”) has submitted his bid dated ________________ for providing Sanitation/Housekeeping Services (hereinafter called “the Bid”). WHEREAS the Bidder is required to furnish a Bank Guarantee for the sum of Rs.__________________________ (Amount in figures and words) as Bid Security against the Bidder’s offer as aforesaid.

AND WHEREAS _________________ (Name of Bank) have at the request of the Bidder, agreed to give this guarantee as hereinafter contained.

WE further agree as follows:-

1. That the Department may without affecting this guarantee grant time of other to or indulge to or negotiate further with the Bidder in regard to the conditions contained in the said tender and thereby modify these conditions or add thereto any further conditions as may be mutually agreed upon between the Employer and the Bidder.
2. That the guarantee herein before contained shall not be affected by any change in constitution of our Bank or in the constitution of the Bidder.
3. That this guarantee commences from the date hereof and shall remain in force till:-
   (a) The Bidder, in case the bid is accepted by the Department, executes a formal agreement after furnishing the Performance Guarantee of a scheduled commercial Bank based in India.
(b) Forty five days after the date of validity or the extended date of validity of the Tender, as the case may be, whichever is later.

4. That the expression “the Bidder” and “the Bank” herein used shall, unless such an interpretation is repugnant to the subject or context, include their respective successors and assignees.

THE CONDITIONS of this obligation are:

(i) If the Bidder withdraws his bid during the period of Tender validity specified in the Form of Tender; or (ii) If the Bidder refuses to accept the corrections of errors in his bid; or

(iii) If the Bidder having been notified of the acceptance of his bid by the Employer during the period of tender validity and (a) fails or refuses to furnish them Performance Guarantee and/or (b) fails or refuses to enter into a contract within the time limit specified in para ________ of the NIT.

(iv) If the tender is terminated on the allegation of production of false/forged documents for obtaining the contract.

(v) If the contract is terminated for the reason that the agency is blacklisted in Government of NCT of Delhi or in any other State Governments/Union Government.

WE undertake to pay to the Department upto the above amount upon receipt of his first written demand, without the Employer having to substantiate his demand provided that in his demand the Employer will note that the amount claimed (i), (ii), (iii)(a), (iii)(b), (iv) or (v) mentioned above, specifying the occurred condition or conditions.

Signature of Witness Signature of Authorized Official of the Bank
Name of Official______________________
_________________ Designation___________________________
ID No.______________________________
Name of Witness (Stamp/Seal of Bank)
Address of Witness

ANNEXURE-VIII

FORM OF BANK GUARANTEE FOR PERFORMANCE SECURITY
(Refer Clause 11.1.4 of the NIT)
(To be stamped in accordance with Stamps Act of India)
1. THIS DEED of Guarantee made this day of ________ between __________________________ (Name of the Bank) (hereinafter called the “Bank”) of the one part and _________________________(Name of the Department) (hereinafter called the “Department”) of the other part.

2. WHEREAS ________________________(Name of the Department) has awarded the contract for sanitation/housekeeping services contract for Rs.________________________(Rupees in figures and words) (hereinafter called the “contract”) to M/s_____________________(Name of the contractor) (hereinafter called the “contractor”).

3. AND WHEREAS THE Contractor is bound by the said Contract to submit to the Department a Performance Security for a total amount of Rs._____ ________________ (Amount in figures and words).

4. NOW WE the Undersigned __________________________(Name of the Bank) being fully authorized to sign and to incur obligations for and on behalf of and in the name of ________________ (Full name of Bank), hereby declare that the said Bank will guarantee the Department the full amount of Rs.______________ __________ (Amount in figures and words) as stated above.

5. After the Contractor has signed the aforementioned contract with the Department, the Bank is engaged to pay the Department, any amount up to and inclusive of the aforementioned full amount upon written order from the Department to indemnify the Department for any liability of damage resulting from any defects or shortcomings of the Contractor or the debts he may have incurred to any parties involved in the Works under the Contract mentioned above, whether these defects or shortcomings or debts are actual or estimated or expected. The Bank will deliver the money required by the Department immediately on demand without delay without reference to the Contractor and without the necessity of a previous notice or of judicial or administrative procedures and without it being necessary to prove to the Bank the liability or damages resulting from any defects or shortcomings or debts of the Contractor.

The Bank shall pay to the Department any money so demanded notwithstanding any dispute/disputes raised by the Contractor in any suit or proceedings pending before any Court, Tribunal or Arbitrator(s) relating thereto and the liability under this guarantee shall be absolute and unequivocal.
6. THIS GUARANTEE is valid for a period of _______ months from the date of signing. (The initial period for which this Guarantee will be valid must be for at least six months longer than the anticipated expiry date of the Contract period).

7. At any time during the period in which this Guarantee is still valid, if the Department agrees to grant a time of extension to the contractor or if the contractor fails to complete the works within the time of completion as stated in the contract, or fails to discharge himself of the liability or damages or debts as stated under para-5 above, it is understood that the Bank will extend this Guarantee under the same conditions for the required time on demand by the Department and at the cost of the contractor.

8. The Guarantee herebefore contained shall not be affected by any change in the Constitution of the Bank or of the contractor.

9. The neglect or forbearance of the Department in enforcement of payment of any moneys, the payment whereof is intended to be hereby secured or the giving of time by the Department for the payment hereof shall in no way relieve the Bank of their liability under this deed.

10. The expressions “the Department”, “the Bank” and “the Contractor” herebefore used shall include their respective successors and assigns.

IN WITNESS whereof I/We of the bank have signed and sealed this guarantee on the __________ day of __________ (Month) _________ (year) being herewith duly authorized.

For and on behalf of
the ______________ Bank.

Signature of authorized Bank official
Name____________________
Designation________________
I.D. No.__________________

Stamp/Seal of the Bank.

Signed, sealed and delivered for and on behalf of the Bank by the above named__________________ in the presence of:

Witness-1.
Signature___________________
Name______________________
Address_____________________

Witness-2.
Signature___________________
Name______________________
Address_____________________

ANNEXURE-IX

(NAME OF THE DEPARTMENT)

FORM OF AGREEMENT

THIS AGREEMENT is made on the____ day __________ (Month)__________ (Year) Between the President of India through the ___________________________ (Name and address of the Department) hereinafter called “the Department”, which expression shall, unless excluded by or repugnant to the context, be deemed to include its successor in office and assigns of the one part AND ______________________ (Name and address of the contractor) through Shri ______________________, the authorized representative (hereinafter called “the contractor”) (which expression shall, unless excluded by or repugnant to the context, be deemed to include its/their heirs, successors, executors, administrators, representatives and assigns) of the other part. Under which the contractor shall provide uniformed and trained personnel and will use its best endeavours to provide Sanitation/Housekeeping Services to the ______________________ (Name of the Department) for providing a neat and clean environment to the Department. NOW THIS AGREEMENT WITNESSETH as follows:-

1. In this Agreement words and expression shall have the same meanings as are respectively assigned to them in the Terms and Conditions of contract hereinafter referred to.

2. The following documents shall be deemed to form and be read and constructed as part of this Agreement, viz:

a. Letter of acceptance of award of contract;

b. Terms and Conditions;
c. Notice inviting Tender;
d. Bill of Quantities;
f. Addendums, if any;
g. Any other documents forming part of the contract.
3. In consideration of the payments to be made by the Department to the Contractor as hereinafter mentioned, the Contractor hereby covenants with the employer to execute and the Sanitation/Housekeeping services w.e.f ______________ as per the provisions of this Agreement and the tender documents.
4. The Department hereby covenants to pay the contractor in consideration of the execution and completion of the works/services as per the provisions of this Agreement and the tender documents, the contract price of Rs._______________ (_________________Rupees in words). 5. Being the sum stated in the letter of acceptance subject to such additions thereto or deductions therefrom as may be made under the provisions of the contract at the times in manner prescribed by the contract.
IN WITNESS WHEREOF the parties hereto have signed the Agreement the day and the year first above written. For and on behalf of the Contractor For and on behalf of the President of Signature of the authorized official India
Signature of the authorized Officer

Name of the official Name of the Officer

Stamp/Seal of the Contractor Stamp/Seal of the Employer

By the said By the said
______Name ______Name
on behalf of the Contractor in on behalf of the Employer in

the presence of: the presence of:
Witness Witness
Name Name
Address Address

__________________________________________________
Telephone No:__________ Telephone No:__________