

Request for Proposal (RFP)

For

**Annual Maintenance Contract (AMC) of
Desktops, Printers, Scanners & UPS**

National Bal Bhavan

Cost of the form – Rs.500/- (in cash)

Fact Sheet

<u>S.No.</u>	<u>Particular</u>	<u>Details</u>
1.	Selection Method	Least Cost Selection (LCS)
2.	Availability of RFP	RFP can be downloaded from the official website of National Bal Bhavan: (http://nationalbalbhavan.nic.in)
3.	EMD	Earnest Money Deposit of amount Rs.15,000 (Rs. Fifteen Thousand only) in the form of Demand Draft in favour of Director, National Bal Bhavan payable at New Delhi, issued from any of the scheduled commercial banks located in Delhi/NCR valid for a period of 90 day.
4.	Nodal Officer for correspondence and clarification	Section Officer (S.O) Prospective bidders may visit NBB for physical verification of systems/hardware from 28.06.2016 to 29.06.2016 between 11 AM to 1PM only.
5.	Bid Submission Start Date	08.07.2016 at 10:30 AM
6.	Last date of bid submission	Proposals must be submitted not later than 15.07.2016 at 02:00 PM
7.	Opening of Technical bid	15.07.2016 at 03:30 PM
8.	Opening of Financial bid	19.07.2016 at 03:00 PM (Financial bids of only those bidders will be opened who have successfully qualified in the technical bid.)
9.	Security deposit	10% of the value of contract in the form of demand draft in favour of the Director, NBB shall be deposited within 05 days from the date of issue of Award Letter.
10	Cost of the tender form	The cost of the tender form is Rs.500/-. It should be deposited with Cashier NBB in cash at the time of submission of tender and mention the receipt No. & date of issue on the envelope containing technical bid failing which technical bid would not be accepted.

1. Request for Proposal

Tenders are invited from eligible, reputed, qualified vendors for providing Comprehensive annual maintenance contract (AMC) of Desktops, Printers, Scanners & UPS for a period of 1 year, extendable for further 1 year (subject to terms & conditions).

2. Background Information

2.1 Basic Information

- a) National Bal Bhavan (“NBB”) invites responses (“Proposals”) to this Request for Proposals (“RFP”) from Companies/Agencies (“Bidders”) for selection of “AMC Vendor”.
- b) Proposals must be received not later than time, date & venue mentioned in the Fact Sheet. Proposals that are received after the deadline WILL NOT be considered in this tender process.
- c) Interested bidders are advised to study the RFP document carefully. Submission of response shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- d) The bidders submitting the application 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 application. The application must be unconditional.

2.2 Project Background

NBB intended to select vendor for comprehensive maintenance which includes preventive maintenance monthly/regular services of the Desktops, Printers, Scanners & UPS and provision of One Resident Engineer capable of troubleshooting and handling the systems.

Of all the systems/hardware mentioned for AMC if any is found faulty/not in working condition at the time of start of the AMC the “AMC Vendor” shall submit a separate estimate for repairing of those equipments. Similarly if some or any equipment is found to be obsolete/not fit for use by the “AMC Vendor” at the start of AMC then it must brought to the

knowledge of the office and those systems will be withdrawn from the AMC after submission of a valid obsolete certificate.

3. Instruction to the Bidders

3.1 General

- a) While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, bidders must form their own conclusions about the solution needed to meet the requirements.
- b) All the information supplied by bidders may be treated as contractually binding on the bidders, on successful award of the assignment by the department on the basis of the RFP.

3.2 Completeness of Response

- a) Bidders are advised to study all instructions, forms terms, requirements and other information in the RFP/ tender documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP / tender document with full understanding of its implications.
- b) Failure to comply with the requirements of this paragraph may render the proposal non-compliant and the Proposal may be rejected. Bidders must:
 - Include all documentation specified in this RFP/ tender document.
 - Follow the format of this RFP/tender document and respond to each element in the order as set out in this RFP/ tender document.
 - Comply with all requirements as set out within this RFP/ tender document.

3.3 Tenure of the Contract

The AMC contract will be valid for 1 year with effect from date of issue of award letter which can be extended/ renewed further for a period of 1 year in view of satisfactory performance of the firm.

3.4 Key Requirements of the Bid

➤ **Right to Terminate the Process**

- a) NBB may terminate the RFP/ tender process at any time and without assigning any reason. NBB makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- b) This RFP does not constitute an offer by the NBB. The bidder's participation in this process may result NBB selecting the bidder to engage towards execution of the contact.

➤ **Earnest Money Deposit (EMD)**

- a) Earnest Money Deposit amount is Rs.15,000 (Rs. Fifteen Thousand only) in the form of **Demand Draft** in favour of **Director, National Bal Bhavan** payable at New Delhi, issued from any of the scheduled commercial banks located in Delhi/NCR valid for a period of 90 days. It should be enclosed along with technical bid.
- b) EMD of all unsuccessful bidders would be refunded/ returned by NBB within one month of the bidder being notified as being unsuccessful. The EMD, for the amount mentioned above, of successful bidder would be retained/adjusted with security deposit.
- c) The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.
- d) The EMD may be forfeited:
 - If the bidder withdraws or amends it's tender or impairs or derogate from the tender in any respect within the period of tender.
 - If the successful bidder fails to furnish the required Bank Guarantee. No exemption from filling of EMD shall be allowed to PSUs and/or Co-operative Organisations.

➤ **Submission of Proposals**

- a) The bidders should submit Technical Proposal and Financial Bid to Nodal Officer mentioned in fact sheet.
- b) The response to Technical Proposal and Financial Bid should be submitted in separate envelop.

- c) Please note that Prices should not be indicated in the technical Proposal but should only be indicated in the Financial Bid.

3.5 Consortium

No consortium, subletting or hiring services of other company for execution of this job shall be allowed.

3.6 Evaluation Process

- a) NBB shall constitute a Committee to evaluate the responses of the bidders.
- b) The Committee constituted by NBB shall evaluate the responses to the RFP and all supporting documents. Inability to submit requisite supporting documents may lead to rejection.
- c) The decision of the Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of negotiation with the committee.
- d) The Committee may recommend for rejection of any or all proposals on the basis of any deviations.
- e) Each of the responses shall be evaluated as per the criteria and requirements specified in the RFP/tender.

➤ Tender Validity

The offer submitted by the bidders should be valid for minimum period of **90 days** from the date of submission of Tender.

➤ Tender Evaluation

- a) Initial bid scrutiny will be held and incomplete details as given below may be treated as non-responsive, if proposals:
 - Are not submitted in as specified in the RFP/tender document.
 - Received without the Letter of Authorization (Power of Attorney).
 - Are found with suppression of details.
 - With incomplete information, subjective, conditional offers and partial offers submitted.

- Submitted without documents requested in the checklist.
- Have non-compliance of any of the clauses in RFP.
- With lesser validity period.

NBB will prepare a list of responsive bidders. All eligible bids will be considered for evaluation by the Committee according to the Evaluation process define in this RFP document. The decision of the committee will be final in this regard.

4. Criteria for Evaluation

4.1 Technical Qualification Criteria

Guideline: Tenders will be evaluated based on evaluation criteria and score is provided based on fitment of vendor in that criteria.

- i) All Requirements are mandatory. Bidder must fulfil all requirements to qualify for financial bid.
- ii) Basis of evaluation should be updated based on the amount of AMC work.

<u>S.No</u>	<u>CRITERIA</u>	<u>BASIS OF EVALUATION</u>	<u>SUPPORTING</u>
<u>(A)</u>	<u>Company Profile</u>		
1.	Legal Entity	Valid Legal Entity	Certificate of Incorporation and Articles of Association of the Participant/ DVAT certificate.
2.	Certificates	Valid Service tax, Value added tax, Income tax & PAN registration.	Valid service tax registration certificate; Valid value added tax (VAT) registration certificate registered only with Dept. Of Trade & Taxes, Govt. Of NCT of Delhi; PAN Card.

3.	Average Annual Turnover during the last three financial years (FY 2012-13, 2013-14, 2014-15) generated from AMC of Computers, Printers & UPS etc. (offline).	Average turnover more than or equal to 8 Lakhs p.a.	Certificate from Chartered Accountant auditing the company accounts clearly mentioning that the amount specified is from AMC of the hardware i.e. Desktops/Computers, Printers, UPS, Scanner etc only. (Duly signed & stamped).
4.	Number of Service technicians/ Engineers working in the company.	More than 2 Service Engineers with B.Tech/B.E/MCA and 3 Technicians (Diploma/I.T.I holders)	Declaration by HR head or Proprietor of the company on letter head duly signed and stamped.
5.	Geographical Presence of the company.	Presence of office in Delhi only.	Certificate by Authorized signatory with address of office in Delhi.
(B)	<u>Relevant Experience</u>		
6.	Bidder should be an established experienced in maintenance of IT hardware including desktops, printers and UPS	<p>Bidder must have successfully undertaken at least the following numbers of assignments related to maintenance of IT hardware including desktops, printers, and UPS during last three financial years (FY 2012-13, 2013-14, 2014-15)</p> <ul style="list-style-type: none"> ▪ One assignment not less than the amount of Rs.2,50,000/- OR ▪ Two assignments not less than the amount of Rs.1,50,000/- each; OR ▪ Three assignments not less than the amount 	<p>Completion certificates from the client;</p> <p>OR</p> <p>Work order + Self certificate of completion (Certified by authorised signatory)</p>

		equal to Rs.1,20,000/- each;	
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Bidders, whose bids are responsive, based on fulfilling above all requirements, would be considered technically qualified. Price bids of such technically qualified bidders shall further be opened.

4.2 Financial Bid Evaluation

- a) The Financial Bids of technically qualified bidders in technical evaluation criteria will be opened on the prescribed date.
- b) The bidder which has the lowest qualifying financial bid will be declared as L1 and may be considered.
- c) **Errors & Rectification:** If there is any discrepancy between words and figures in the financial bid, the amount in words will prevail.

5. Appointment of Successful Bidder

5.1 Award Criteria

NBB will award the contract to the lowest 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 and process outlined in this document.

5.2 Right to Accept any Proposal and to Reject Any or All Proposal(s)

NBB reserves the right to accept or reject any proposal, and to annul the tendering process and reject all proposals at any time prior to award to contract, without thereby incurring any liability to the bidders or any obligation to inform the affected bidder or bidders of the ground of action.

5.3 Notification of Award

Prior to the expiration of the validity period, NBB will notify the successful bidder in writing or by fax or e-mail, that its proposal has been accepted.

The notification of award will constitute the formation of the contract. Upon the successful bidders furnishing of Performance Bank Guarantee, NBB will notify each unsuccessful bidder and return their EMD. The EMD of successful bidder shall be returned only after furnishing of Performance Bank guarantee and signing of Contract.

5.4 Security Deposits

NBB will require the selected bidder to provide security deposit within 05 days from the letter of award, for a value equivalent to 10% of the value of contract in the form of demand draft in favour of the Director, NBB.

5.5 Signing of Contract

After notifying the successful bidder that its proposal has been accepted, NBB shall enter into a contract, incorporating all clauses and the proposal of the bidder between NBB and the successful bidder.

5.6 Failure to Agree with the Terms and Conditions of the RFP

Failure of the successful bidder to agree with the Terms & Conditions of the RFP/proposal of the bidder shall constitute sufficient grounds for the annulment of the award, in which event NBB may award the contract to the next best value bidder or call for new proposals from the interested bidders.

In such a case, NBB shall forfeit the EMD of the selected bidder.

6. Scope of Work

- a) The comprehensive maintenance includes preventive maintenance monthly/regular services of the Desktops, Printers, Scanners & UPS and/or replacement of any items with genuine/original parts necessary for keeping the systems active and free from any defects/disturbance and the resident engineer is responsible for

keeping all the equipments functional also on any unscheduled call for corrective and maintenance services, taking appropriate measures/steps on time to set right the malfunctioning of the equipments.

- b) The replacement of all the spares including power cables and connecting cables like USB, VGA Cables, HDMI Cables if any (excluding printer heads, printer ribbons and toner cartridges) is included under the AMC. The replacement of defective spares with good quality and standard spares i.e. genuine/original spares will be done by the bidder without any extra charge of any kind.
- c) The detail of machines (PC, Printer, Scanner & UPS) of which AMC is required is annexed as Appendix III/Form 3.
- d) The comprehensive maintenance shall be carried out primarily at the premises of NBB as specified in the work order, during office hours. In case, the bidder feels that the equipment cannot repaired at site, they will carry and deliver the equipment at their own cost and risk to get it repaired promptly.
- e) The operating environment condition in which the equipment is presently installed is quite satisfactory and the bidder will not raise any condition with regard to the working environments for the equipment covered under AMC.
- f) The successful bidder will station one service engineer with sufficient spare parts on permanent basis.
- g) The successful bidder, as per the real need and requirement of the NBB shall ensure the appropriate deployment of the manpower.
- h) The successful bidder has to maintain all the relevant records, register and documents as required.

7. Service Level Agreement

The purpose of this Service Level Agreement (hereinafter referred to as SLA) is to clearly define the levels of service which shall be provided by the Bidder to NBB for the duration of this contract.

7.1 Response Time

The system down time should not exceed 24 hours from the time at which the complaint was made. If the down time is more than 24 hours, the bidder shall provide a standby system. In case the system is not repaired or an alternative system not supplied within the period 24 hours from the time failure report then the first party may choose to get the same repaired by or replaced from any other agency and the cost and expenditure incurred therein shall be recoverable from the bidder.

7.2 System Uptime

The selected bidder shall ensure 95% uptime for all equipments failing which a penalty @ Rs.1000/- per day will be imposed after issue of show cause notice.

8. Payment Schedules

Payment for AMC shall be made quarterly after raising the bill by the firm from the date of receipt of correct invoice along with the list of details of preventive / service calls report.

9. Force Majeure

NBB or the selected bidder, against the other, in case of any failure or omission or calamities such as short circuit, fire, floods, earthquakes, hurricanes or civil strikes, under any statute or regulations of the Government, lock-outs, strikes, riots, embargoes from any political reasons beyond the control of any part including war (whether declared or not), civil war or state of insurrection shall give notice to other party within 15 days of the occurrence of such incident that on account of the above event the notifying party:

- Has delayed the performance of its work as it was beyond its reasonable control and it has not due to negligence or default on its part.

Either party, as and when gives notice of force majeure shall provide confirmation of such event in the form of a certificate from the Government department or agency or chamber of commerce. The parties shall be relieved of their respective obligations to perform, hereunder for so long as the event of force majeure continues and to the extent their performance is affected by such an event of force majeure provided notices as above are given and the event of force majeure is established as provided hereinabove.

10. Force Majeure

In event of any question, disputes or difference arising between the parties relating to the interpretation and application of these provisions of agreement, such disputes or differences shall be resolved amicably by mutual consultations and on failure to do so shall be referred for arbitration by district/sessions/high court of Delhi.

The venue for arbitration will be New Delhi.

Appendix I: Technical Bid Templates

Form I: Particulars of the Bidder

<u>S.No.</u>	<u>Information Sought</u>	<u>Details to be Furnished</u>
A	Name and Address of the bidding company.	
B	Incorporation status of the firm (limited/ pvt. limited/ proprietor, etc.)	
C	Local Address of the bidding company (in Delhi)	
D	Year of Establishment	
E	Date of registration	
F	Details of company registration	
G	Details of registration with appropriate authorities	
	1. Service Tax	
	2. VAT/ DVAT	
	3. PAN	
I	Name, Address, email, phone nos. and Mobile Number of Contact	

	Person	
J	Earnest money of Rs.15,000/-	DD No.: Date:

Signature of owner/authorized
representative of firm with stamp :.....
Full Name of owner/authorized :.....
representative of firm with
mobile/phone No. & E-mail :.....
Date :.....

Appendix II: Financial Proposal Template

Form 2: Financial Proposal

To,

Deputy Director (Admn.)
Office complex, Ground Level,
National Bal Bhavan,
Kotla Road, New Delhi-110002.

Dear sir,

I/We hereby submit our price bid for Comprehensive Annual Maintenance Contract (AMC) of Desktops, Printers, and Scanners & UPS for National Bal Bhavan.

<u>S. No.</u>	<u>Details of Machines</u>	<u>Qty.</u>	<u>AMC Unit Cost in Rs.(p.a.)</u>	<u>AMC Charges in Rs.(p.a)</u>
1.	Desktops : Pentium-4, RAM, HDD, Keyboard/Mouse, TFT Display (HP, HCL, IBM)	33 Nos.		
2.	Printer (Laser Mono) (HP-1505, 1020, 1160, 1007, K7108, 2420)	32 Nos.		
3.	Printer (Colour MFP) (HP-460C, HP-5670, HP-5550)	6 Nos.		
4.	Printer (Laser MFP) (Samsung 4521F, 4300, brother j430, brother j3520)	4 Nos.		
5.	Scanner (HP Scanjet 4070, G4050,)	3 Nos.		
6.	UPS 650VA	33 Nos.		
7.	Terminals/TFT/Screens	24 Nos.		
8.	Laptops (Toshiba)	3 Nos.		
9.	<u>GRAND TOTAL</u>			

Signature of owner/authorized
representative of firm with stamp :.....

Full Name of owner/authorized :.....
representative of firm with :.....
mobile/phone No. & E-mail :.....
Date :.....