

F.No. A-15/32/2018-Gen.
GOVERNMENT OF INDIA
NATIONAL DISASTER MANAGEMENT AUTHORITY
A-1, Safdarjung Enclave. New Delhi -29

Dated – 10.03.2023

E-NOTICE INVITING TENDER

National Disaster Management Authority, A-1, Safdarjung Enclave on behalf of the President of India invites online bids in two bid systems (Technical & Financial) from specialized agencies for the maintenance of "Desktop Computer systems (140 Nos.), Laptops (31 Nos.), Servers (1 Nos.) along with Printers (138 Nos.) and Scanners (09 Nos.) of different make, at NDMA Bhawan, A-1, Safdarjung Enclave, New Delhi as mentioned in the tender document at NDMA Bhawan, A1-Safdarjung Enclave, New Delhi **for a period of two years** .

The¹ Tender Document floated for the purpose can be downloaded only from www.eprocure.gov.in/eprocure/app and bid can only be submitted through the same website. Bid submitted other than on CPP portal will not be accepted. Important dates related to this tender are furnished below for information:

Critical Date Sheet

Sl. No.	Particulars	Date	Time
01	Date of Online Publication of Tender	10.03.2023	17.00 Hrs.
02	Tender Document Download Start Date	10.03.2023	17.30 Hrs.
03	Bid Submission Start Date	10.03.2023	18.00 Hrs.
04	Bid submission Close Date	10.04.2023	15.00 Hrs.
05	Opening of Technical Bids	11.04.2023	16.00 Hrs.

Interested parties may submit online bids on or before the prescribed last date of submission of Tender on the website <https://eprocure.gov.in/eprocure/app>.



(Ashok Kumar Gupta)
Under Secretary (General)
National Disaster Management Authority,
A-1 Safdarjung Enclave,
New Delhi-110029,
Phone No. 26701270

TENDER DOCUMENT

DETAILED INFORMATION/TERMS & CONDITIONS IN CONNECTION WITH THE TENDER FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (AMC) OF COMPUTER SYSTEMS AND PERIPHERALS FOR NATIONAL DISASTER MANAGEMENT AUTHORITY AT DELHI.

National Disaster Management Authority, A-1, Safdarjung Enclave on behalf of the President of India invites on line bids in two bid systems (Technical & Financial) from specialized agencies for maintenance of "Desktop Computer systems (140 Nos.), Laptops (31 Nos.), Servers (1 Nos.) along with Printers (138 Nos.) and Scanners (09 Nos.) of different make (As per specifications listed in **Annexure-I**) at NDMA Bhawan, A-1, Safdarjung Enclave, New Delhi for a period of two years.. Bids shall be submitted online only at CPPP website www.eprocure.gov.in/eprocure/app. Tenderer/contractor are advised to follow the instructions provided as per **Annexure-II** and also provided in the 'Instructions to the Contractors/Tenderer for the e-submission of the bids online through the Central Public Procurement Portal for e Procurement at above mentioned site. The schedule of the Critical Date Sheet is as under:-.

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Bids to be submitted online in two packet systems only:

There is no tender fee for the bidders who download the tender documents from the website

1. Technical Bid

Technical bid should contain the following documents:

- Signed and scanned copy of Certificate of work experience as stated in **Annexure-III** and Tender acceptance letter as stated in **Annexure-IV**.
- Signed and scanned copy of certificate from anyone of the major brands such as HP/Compaq /Lenovo/ Dell/ Acer/ Asus/Toshiba that the firm is an **Authorized service provider** for computers/printers etc.
OR
Satisfactory performance certificate for providing similar services in Govt. /State Departments/ PSUs for atleast 3 years in last 5 financial years (i.e. 2018-19 to 2021-2022).
- Signed and scanned copy of Annual financial turnover certificate from CA which should be at least Rs.10.00 lakhs (Rupees ten lakhs) during the years 2019-2020,2020-2021 & 2021-2022 along with ITR acknowledgments for same years
- Signed and scanned copy of **Goods & Service Tax Registration Certificate**.
- Signed and scanned copy of no near relative certificate as per **Annexure-V**.
- Bid Security in the form of Account Payee Demand Draft/FDR/ Banker's Cheque of **Rs. 30,,000/-** in favour of DDO, NDMA.

or

Exemption from Bid Security, if any applicable, as per provisions contained in Rule 170 of General Financial Rules 2017. Bidders should produce valid documentary evidence for such exemption while submitting bid documents.

- (g) A certificate on the letter head of the firm declaring that the firm has not been debarred/blacklisted by any organization, if any (Annexure-IX).

2. Financial Bid

Price Bid to be uploaded online as prescribed BOQ_XXXX format attached in this tender(Annexure-X).

3. SUBMISSION OF BID

- 3.1 The tender document can be downloaded only from www.eprocure.gov.in and can only be submitted through the same website. Scanned copies of all the documents as mentioned in Caluse-1 above including scanned copies of EMD in the form of demand draft should be submitted with e-bid.
- 3.2 It is also required to submit hardcopies of EMD in original instruments in a sealed envelope superscribed for "Comprehensive Annual Maintenance Contract (AMC) of Computer Systems and Peripherals for National Disaster Management Authority" and addressed to "Assistant Advisor (General), National Disaster Management Authority, NDMA Bhawan,A-1, Safdarjung Enclave, New Delhi- 110029" at Main Reception, NDMA Bhawan, A-1 Safdarjung Enclave, New Delhi – 110029 on or before the closing date and time.
- 3.3 Bidders who had downloaded the tender from the Central Public Procurement Portal (CPPP) website <https://eprocure.gov.in> shall not tamper/modify the tender form including downloaded price bid template in any manner. In case if the same is found to be tempered/modified in any manner, tender will be completely rejected and EMD would be forfeited and bidder is liable to be banned from doing business with NDMA.
- 3.4 Intending bidders are advised to visit CPPP website <https://eprocure.gov.in> at least three days prior to closing date of submission of tender for any corrigendum/addendum/amendment.

4. OPENING OF THE BID

- 4.1 Technical Bids will be opened as per Critical Date Sheet.
- 4.2 Financial Bids of the eligible bidders will be opened on a later date. The date & time for opening of Financial Bids will be announced later.
- 4.3 Offline Bids will not be accepted under any circumstances.

5. TENDER FEE

- 5.1 There is no tender fee for the bidders who download the tender documents from the website.

6. EARNEST MONEY DEPOSIT (EMD)/BID SECURITY.

- 6.1 EMD of Rs.30,000/- (Rupees thirty thousand only) in the form of Account Payee Demand Draft/FDR/ Banker's Cheque or Bank Guarantee from any scheduled Bank in Delhi/ New Delhi in favour of " **PAO, National Disaster Management Authority, New Delhi**" should be submitted as mentioned in clause 3 of this tender document. EMD should be **valid** for a period of **45 days** beyond the final bid validity period. **Exemption from Bid Security, if any applicable, as per provisions contained in Rule 170 of General Financial Rules 2017. Bidders should produce valid documentary evidence for such exemption while submitting bid documents.** Bidders are required to submit the details of EMD payment at the time of bid preparation.
- 6.2 The bid security of the unsuccessful bidder will be discharged /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. EMD of the successful bidders will be returned only after receipt of Performance Security.

- 6.3 The amount of EMD is liable to be forfeited if the tenderer refuses the offer after submission of the tender or after the acceptance of the offer by the NDMA or fails to sign the contract or to remit the Performance Security Deposit. **The bidder will not be eligible to participate in the tender for same item for two years from the date of issue of APO. The bidder will not approach the court against the decision of NDMA in this regard.**
- 6.4 No interest will be paid by the NDMA on the EMD/Performance Security deposited.
- 6.5 The Hard Copy of original instruments in respect of cost of tender document, if applicable, earnest money, must be delivered to the Assistant Adviser, National Disaster Management Authority, NDMA Bhawan, A-1, Safdarjung Enclave, New Delhi- 110029" at Main Reception, NDMA Bhawan, A-1 Safdarjung Enclave, New Delhi – 110029 on or before the closing date and time. Tendered shall likely to be liable for legal action for non-submission of original payment instrument like Account Payee Demand Draft/FDR/ Banker's Cheque/Bank Guarantee, against the submitted bid. The instrument submitted for tender fee shall be non refundable.

7. TECHNICAL EVALUATION / TECHNICAL BID OPENING:

- 7.1 NDMA shall evaluate the bids to determine whether they are complete, whether required sureties have been furnished, whether the documents have been properly signed and scanned whether the bids are generally in order as per requirement to bid.
- 7.2 Prior to the financial Bid opening, pursuant to clause 7, the NDMA will determine technical qualification of each technical bid to the Bid documents. For purposes of these clauses, a technically qualified bid is one, which conforms, to all the terms and conditions of the Bid Documents without material deviations. The NDMA's determination of bid's technical qualification is to be based on the contents of the bid itself without recourse to extrinsic evidence.
- 7.3 A bid determined as technically non-qualified will be rejected by the NDMA and shall, not subsequent to the bid opening, be made technically qualified by the bidder by correction of the non-conformity.

8. FINANCIAL EVALUATION/ FINANCIAL BID OPENING OF TECHNICALLY QUALIFIED BIDDERS:

- 8.1 The NDMA shall open financial bids and evaluate the bids previously determined to be technically qualified pursuant to clause 7. Only technically qualified successful bids will be opened.
- 8.2 The evaluation shall be done on L-1 vendor of total package cost of all the items as per BOQ_XXXX format attached in this tender. The evaluation of lowest bidder or L-1 shall be done on the basis of the unit rate offered by the bidders to provide comprehensive services for two years.. The comparison for evaluation shall be of consolidated rates of computers, laptops, server, scanners, printers inclusive of all Taxes and levies but excluding Goods & Service Tax.

9. PERIOD OF VALIDITY OF TENDER

The bid shall remain for 180 days from the last date of its submission.

10. SCHEDULE OF REQUIREMENTS

The schedule of requirement defines the comprehensive annual maintenance contract of all the items as specified in Annexure-I. The details of requirement are at **Annexure-VI**.

11. LIST OF DESKTOP, LAPTOPS, SERVERS, SCANNERS AND PRINTERS.

The list of desktop, laptop, servers, scanners and printers to be maintained at **Annexure-I**.

12. PLACEMENT OF ORDER

NDMA shall consider placement of orders for AMC computer and its peripheral on those bidders whose offers have been found technically, commercially and financially acceptable. **NDMA reserves the right to counter offer price(s) against price(s) quoted by any bidder.**

13. NDMA'S RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS:

NDMA reserves the right to accept or reject all or any bid, and to annul the bidding process at any time prior to award of contract without assigning any reason whatsoever and without thereby incurring any liability to the affected bidder or bidders on the grounds for NDMA's action.

14. NDMA'S RIGHT TO VARY QUANTITIES AT TIME OF AWARD:

NDMA reserves the right at the time of award of contract or during the continuance of the contract to decrease or increase the quantity of items offered for AMC on the basis of reduction by virtue of expiry of life of the asset or addition after expiry of warranty period and services specified in the schedule of requirement without any change in unit price for similar configured items on the same terms and conditions.

15. ISSUE OF ADVANCE WORK ORDER:

15.1 The issue of an Advance Work Order shall constitute the intention of NDMA to enter into the contract with the bidder.

15.2 The bidder shall within 15 days of issue of an advance Work Order, give his acceptance along with performance security in conformity with **Annexure-VII** provided with the bid documents. The successful bidder shall have to enter into a agreement with NDMA **Annexure -VIII** .

15.3 The bidder shall, within 15 days of issue of an advance work order, give the acceptance along with an additional one time bank guarantee for Rs.30,000/- (Rupees Thirty Thousand only) i.e. 3% of total Contract value of Rs. 10.00 Lacs, validity 26 months, in conformity with Annexure III provided with the bid document. This bank guarantee shall be meant to safeguard the interest of NDMA in case the items are needed to be taken outside NDMA Bhawan, New Delhi for repairing etc.

16 PERFORMANCE SECURITY:

16.1 The supplier shall furnish performance security to the NDMA for an amount equal to 10% of the value of Work Order within **15 days** from the date of issue of Advance Work Order by the NDMA.

16.2 The proceeds of the performance security shall be payable to the NDMA as compensation for any loss resulting from the supplier's failure to complete its obligations under the Contract.

16.3 Performance Security of 3% of the value of the contract shall be submitted in the form of a Bank Guarantee issued by a Scheduled Bank and in the form provided in '**Annexure-VII**' of this Bid Document. The duration should be at least 26 months.

16.4 The Performance Security Bond will be discharged by the NDMA after a period of sixty days beyond completion of the supplier's performance obligations including any warranty obligations under the contract.

17. SIGNING OF CONTRACT:

17.1 The issue of firm Work Order and Signing of agreement with NDMA, and Signing of Contract Form shall constitute the award of contract on the bidder.

17.2 Upon the successful bidder furnishing of performance security pursuant to clause 16, the NDMA shall discharge its bid security, pursuant to clause 6.

18. ANNULMENT OF AWARD:

Failure of the successful bidder to comply with the requirement of Clause 17 shall constitute sufficient ground for the annulment of the award and forfeiture of the bid security **in which event the e-tender shall be cancelled and NDMA may call for new bids.**

19. Terms of Payment :

19.1 Payment for AMC will be made on quarterly basis based on the number of PCs and peripherals, etc. taken over/ removed from AMC on pro-rata basis. Following documents are to be submitted at the end of each quarter for making payments:

(i) Monthly Computerized call reports in original as explained in **clause 2 of Annexure-VI**, duly signed and stamped by the user/officer with date as per logbook. Details of reports (if any) duly signed by the user/officer and verified by the computer in-charge.

(ii) Summary of the call reports for calls attended in the respective quarter.

(iii) Pre receipted AMC bill in duplicate.

20. PRICES:

20.1 (a) Prices charged by the AMC vendor for services performed under the Contract shall not be higher from the prices quoted by the vendor in his Bid.

(b) In case of revision of statutory levies/Taxes during the finalization period of the tender, the NDMA reserves the right to ask for reduction in the prices.

20.2 Price once fixed will remain valid for the period of contract. Increase and decrease of taxes/ duties will not affect the price during this period.

20.3 Bids shall be evaluated as per package AMC cost given by bidder in price schedule(BOQ_XXXX format attached in this tender).

20.4 Rates for the annual maintenance should be quoted for all the items and bidders quoting partial rates for selective items will be summarily rejected.

21. WARRANTY:

21.1 The contractor shall provide the warranty for 6 months that items supplied/replaced shall be new and free from all defects and faults in material.

22. INSPECTION AND TESTS:

22.1 The company should have adequate physical infrastructure to support AMC project like in-house Test and Repair Center at Delhi. This may be inspected by NDMA authorities in case of need.

22.2 In case the test repair centre fails to conform to the requirements/ specifications of NDMA, the NDMA may reject the bidder.

22.3 If any spares/ equipment or any part thereof supplied by the AMC vendor is found defective the same shall be got replaced from an outside source and the cost of any such replacement made by the NDMA shall be deducted from the amount payable to the AMC Vendor.

22.4 Nothing in **clause 21** shall, in any way release the AMC vendor from any Warranty or other obligations under this contract.

23. SUBCONTRACTS:

The AMC vendor shall notify the NDMA in writing of all subcontracts awarded under this contract if not already specified in his bid. Such notification, in his original bid or later shall not relieve the AMC vendor from any liability or obligation under the Contract.

24. DELAYS IN THE AMC VENDOR'S PERFORMANCE/PENALTY:

24.1 Delay in performance of services shall attract penalty for the AMC vendor in accordance with clause **10 of Annexure-VI**.

24.2 If at any time during performance of the Contract, the AMC vendor should encounter conditions impeding timely performance of service, the AMC vendor shall promptly notify to the NDMA in writing of the fact of the delay, its likely duration and its causes(s). As soon as practicable after receipt of the AMC vendor's notice, the NDMA shall evaluate the situation and may at its discretion extend the period for performance of the contract after mutual discussion with the AMC vendor.

25 TERMINATION FOR DEFAULT

The NDMA may, without prejudice to any other remedy for breach of contract, by written notice of default, sent to the supplier, terminate this contract in whole or in part

- a) if the supplier fails to deliver any or all of the goods/installation within the time period(s) specified in the contract, or any extension thereof granted by the NDMA;
- b) if the supplier fails to perform any other obligation(s) under the Contract; and
- c) if the supplier, in either of the above circumstances, does not remedy his failure within a period of 24 hours (or such longer period as the NDMA may authorize in writing) after receipt of the default notice from the NDMA.

26. TERMINATION FOR INSOLVENCY

The NDMA may at any time terminate the Contract by giving written notice to the Supplier/contractor, without compensation to the supplier/contractor. If the supplier/contractor becomes bankrupt or otherwise insolvent as declared by the competent court provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the NDMA.

27. ARBITRATION

27.1 In the event of any question, dispute or difference arising under the agreement in connection herewith (except as to matters, the decision to which is specifically provided under this agreement) the same shall be referred to sole arbitration of O/o NDMA. Member Secretary, NDMA shall appoint an Arbitrator. In case his designation of the Arbitrator is changed or his office is abolished then in such case to the sole Arbitration of the officer for the time being entrusted whether in addition to the function of the NDMA or by whatever designation such officer may be called (herein after referred to as the said officer) and if the NDMA or the said officer is unable or unwilling to act as such, than to the sole arbitration of some other person appointed by the NDMA or the said officer. The agreement to appoint an arbitrator will be in accordance with the Arbitration and Conciliation Act, 1996. The adjudication of such Arbitrator shall be governed by the provisions of the Arbitration and Conciliation Act, 1996, or any statutory modification or re-enactment thereof or any rules made thereof.

27.2 The arbitrator may from time to time with the consent of both the parties extend the time frame for making and publishing the award. Subject to aforesaid Arbitration and Conciliation Act, 1996 and the rules made there under, any modification thereof for the time being in force shall be deemed to apply to the arbitration proceeding under this clause.

27.3 The venue of the arbitration proceeding shall be the NDMA at New Delhi or such other place as the arbitrator may decide.

28. SET OFF

Any sum of money due and payable to the supplier (including security deposit refundable to him) under this contract may be appropriated by the NDMA or any other person(s) contracting through the NDMA and set off the same against any claim of the NDMA or NDMA or such other person or person(s) for payment of a sum of money arising out of this contract or under any other contract made by the supplier with the NDMA or NDMA or such other person(s) contracting through the NDMA.



(Ashok Kumar Gupta)
Under Secretary (General)

For & on behalf of the President of India National
Disaster Management Authority A-1, Safdarjung
Enclave, NDMA Bhawan, New Delhi-29.
Phone No. 26701270

LIST OF COMPUTER SYSTEMS IN NDMA HQ TO BE MAINTAINED UNDER AMC

(a) COMPUTERS

Sl.No.	Equip. Name	Eqpt. Make	Model /category	Quantity
1	Desktop Computer	HP	2280	4
2	Desktop Computer	HP	2480	10
3	Desktop Computer	HP	6120	02
4	Desktop Computer	HP	7400	03
5	Desktop Computer	HP	8100	02
6	Desktop Computer	Apple	i-mac	01
7	Desktop Computer	Dell	Dell 380	01
8	Desktop Computer	HP	6300	01
9	Desktop Computer	HP	8200	09
10	Desktop Computer	HP	8300	05
11	Desktop Computer	HP	Touch	01
12	Desktop Computer	HP	60045MT	50
13	Desktop Computer	HP	400G7	40
14	Desktop Computer	Dell	12700	05
15	Desktop Computer	HP	800G5(all in one	01
16	Desktop Computer	Accer	M-200	03
17	Desktop	Accer	S2670g	01
18	Desktop Computer	Dell	Dell(Opiplex – 3040)	01
	TOTAL			140

(b) LAPTOP

Sl.No.	Equip. Name	Eqpt. Make	Model /category	Quantity
1	Laptop	Dell Vostro	3510	05
2	Laptop	HP	440	05
3	Laptop	HP	Core i7	03
4	Laptop	HP	450G	02
5	Laptop	Dell Latitute	Note Book	05
6	Laptop	Dell Latitute	3500	01
7	Laptop	Dell Latitute	3410	03
8	Laptop	Dell Intell Core i5	Core i5	05
9	Laptop	Apple 2013		01
10	Laptop	HP	A9D47	01
11	Laptop	Apple		01
12	Laptop	HP		01
	TOTAL			31

(c) SERVERS

Sl.No.	Equip. Name	Eqpt. Make	Model /category	Quantity
1.	Server	Accer	AT350F2	01
	TOTAL			01

(D) SCANNERS

Sl.No.	Equip. Name	Eqpt. Make	Model /category	Quantity
1.	Scanner	HP	3000S3	05
2	Scanner	Cannon	DR C-230	03
3	Scanner	SCX 4521	SCX 4521	01
	TOTAL			09

(E) PRINTERS

Sl. No.	Equip Name	Equip Make	Model /category	List of Printer Proposed for AMC
3	Printer	HP	P 1007	12
4	Printer	HP	LJM 102N	01
6	Printer	HP	LJ 1505N	10
7	Printer	HP	CLJM551DN	02
7	Printer	HP	P1108	10
8	Printer	HP	M202DW	50
9	Printer	Cannon	MF-445DW	51
10	Printer	HP	LJ ProM-329W	02
			Total	138

Please note here that quantity for items (a) to (e) may be increased or decreased during the currency of the contract period as per clause 14 of NIT. In that situation the amount of CAMC will also vary on pro-rata basis.

Instructions for Online Bid Submission

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

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

REGISTRATION

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

SEARCHING FOR TENDER DOCUMENTS

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

PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as "offline" to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- 6) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

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

ASSISTANCE TO BIDDERS

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is **1800 3070 2232**.

Certificate of Work

Specialized firms who fulfill the following requirement shall be eligible to apply. Joint ventures are not accepted. Should have satisfactorily completed the works as mentioned below during the ending last day of the month 31st March 2018:-

- (i) The companies who already have the experience of maintaining a minimum of 100 PCs or more with peripherals for more than two years in Central Government Department/Ministries/Govt. undertaking are eligible to participate in the bid and the same should be scanned and uploaded.
- (ii) The company should be providing similar services to at least one other Govt./PSUs of same capacity. Copy of current work order issued by them should be scanned and uploaded.
- (iii) The certificate of work should be in the following Performa :

“It is certified that we, M/s ----- have undertaken work of maintaining more than 100 PC/printers/scanners/laptops from the following Govt. Deptt/Ministry/Organization whose copy of Govt. Order is enclosed.

(i).....

(ii).....

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

Date:

To,

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: _____

Name of Tender / Work: -

Dear Sir,

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

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

2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. _____ to _____ (including all documents like annexure(s), schedule(s), etc .), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.

3. The corrigendum(s) issued from time to time by your department/ organisation too have also been taken into consideration, while submitting this acceptance letter.

4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.

5. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.

6. I / We certify that all information furnished by the our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organisation shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract , without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

UNDERTAKING

"I.....s/o.....r/o..... hereby certify that none of relative(s) as defined in the tender document (Tender No. A-15/32/2018-Gen.) is/are employed in NDMA unit as per details given in tender document. In case at any stage, it is found that the information given by me is false/ incorrect, NDMA shall have the absolute right to take any action as deemed fit, without any prior intimation to me."

(Signature of the Bidder, with Official seal)

SCHEDULE OF REQUIREMENTS

1. Computer, printers, scanners, laptops and servers have to be maintained during the entire period of contract in working condition with regular Quarterly Preventive Maintenance, servicing of the computer hardware and windows software (including power cords with plugs and printer cables, 9 to 25 pin converter, internal speakers, power adaptors/converters, internal PCI cards), and other equipments, checking with software test programs and removal of fault on calls including removal of any functional disorder of the computer systems such as corruption of software programs and data.

2. The AMC vendor shall maintain a log book in which separate pages should be allotted to each computer system and its peripherals. The firm shall record the calls attended and quarterly regular services rendered and get the signature of the user along with User's name, Designation, stamp, Telephone and Room Number. Original of the call reports shall be attached with the bills for payment.

3. **The AMC vendor shall do the comprehensive maintenance of all the items as specified in Annexure-I.** The AMC Vendor shall also execute any addition/ deletion as per requirement. **The consumable items like Floppies, toner Cartridges/drums Cassettes shall not be covered under this contract.** Consumable items listed herein and antivirus packages for removal of virus shall be provided by NDMA. The AMC vendor shall also provide manpower to repair the items not covered under AMC/Software support due to any reason, however spares for such items shall be provided by the NDMA.

4. Hard Disks shall be covered under AMC, and in case any hard disk goes faulty in any machine i.e. desktop, laptop and server, the same shall be replaced with Hard Disks of SEAGATE/ HP make of the same or higher capacity. Similarly if any motherboard goes faulty it shall be replaced either by a similar motherboard or else with an Intel Motherboard. SMPS, all types of VDUs (Monitors), Keyboards, Modem, mouse and Ethernet Cards, PC Switches, power cables, VGA cable, printer cable etc. should be kept in sufficient numbers as standby (new and the same make) by the AMC vendor for supply to NDMA free of cost as a replacement against faulty ones with new and the same make.

5. Formatter card, fuser assembly, fuse film sleeve, pick up roller, transfer belt assembly, separation pad and sensor for printers as specified in **Annexure-I** shall also be covered under AMC, and in case the same goes faulty in any printer, the same shall be replaced with new and the same make.

6. The selected bidder during the Course of attending "On Call Service" or during the course of Preventive Maintenance Service, noticing requirement of any spare parts shall replace such parts and clear the fault at the site of equipment. Replacement of parts should be done with the approval of NDMA personnel and a record is to be maintained with the computer in-charge. Necessary and sufficient spares have to be kept ready with them for immediate replacement. All such spare units brought and stored by the contractor in the computer room will have to be kept and maintained in an inventory register to be kept with the computer in-charge.

7. **Preventive maintenance will be carried out during the last month of each quarter. Preventive maintenance will include inspection of each system, scanning hard disk for any defects/problems therein and obtain a satisfactory working certificate from the user after cleaning of the system i.e. PC/ Monitor/laptop/server/ Printer/ Key Board /CD ROM Drive/ FDD/USB Port and other accessories with a**

blower/ vacuum cleaner as per requirement and wiping the surface of the systems with a good quality cleaning liquid, cloth and brush etc. On no account, equipment or its accessories shall be allowed to be taken out of its normal installed location. Only replacement of sub assemblies of the whole unit on a like-by-like or later version basis will be permissible and the replacement of such assemblies should be done with the written approval of maintenance In-charge of NDMA. Before taking up preventive maintenance, the contractor will submit a schedule of preventive maintenance.

8. The maintenance engineer of the AMC vendor will submit a service slip to NDMA in-charge after each replacement of parts showing the parts removed and parts installed with full details of the part name, type, Model No. , Sl. No. etc.

9. Provision of Resident Engineers/ helpers/ Help Desk for AMC and cleaning/ preventive maintenance of Computers Systems:-

The vendor shall be required to depute minimum two resident Engineers for AMC at NDMA Bhawan, New Delhi. Both the Engineers shall be deputed specifically for AMC of Computer Systems and Printers. The duty hours for the System Engineers shall be from 9:30 Hrs to 18:00 Hrs (Monday to Friday). The Resident Engineers may be required to stay beyond office hours occasionally without any allowances/ overtime from NDMA. The Resident Engineers should posses Degree/ Diploma in computer hardware & software maintenance and should be able to handle both computers and printers. The qualification of engineers along with their Identity cards shall be verified at the start of AMC. Any Government issued Photo Identity card shall also be required during the Engineer's verification before the start of AMC.

The vendor shall also have to be provided additional manpower for timely clearing of complaints and preventive maintenance of computer systems etc. as per requirement during the AMC period. NDMA may request, at any stage during AMC, for a change of any/ all Engineers if they do not meet the NDMA requirements properly or do not perform to the satisfaction of NDMA. And if the AMC vendor is not able to provide the qualified Engineers within one week after such request, then NDMA shall impose a penalty as specified in 10.4 below and the decision of NDMA in this regard shall be final and binding on the AMC vendor. Non-adherence to the duty hours shall invite a penalty as specified in 12.4 below and the decision of NDMA in this regard shall be final and binding on the AMC vendor.

10. Penalty:

10.1 All faults booked before 11.00 Hrs. on any working day will have to be rectified the same day. Fault booked after 11.00 Hrs. will have to be attended latest by next day. In case the firm fails to rectify within the time frame he has to provide a standby identical system on the next working day before 11.00 Hrs. and take parallel action for repairing. If the firm fails to make the system working by any of the two options, penalty of Rs. 1000/- (Rupees One Thousand only) will be imposed per working day per system from the next working day of the booking of the fault. Fault booked will be treated as rectified if and only if the AMC Contractor gets satisfactory report from the user on the date of rectification. Every week end the AMC Contractor will have to bring his records of booking and repairs carried out for verification and signature of Section Officer(Gen). Penalty for fault in critical components like printer and other equipments is as follows:

- (i) Breakdown of Colour Printer ---- Rs. 1000 per day
- (ii) Breakdown of black & white Printer ---Rs. 1000 per day
- (ii) Breakdown of Laptop ---- Rs. 1000 per day
- (iii) Breakdown of server ---- Rs. 1000 per day
- (iv) Breakdown of desktop Rs.1000 per day

Breakdown period will include Saturdays, Sundays and Holidays also.

10.2 In case of non-adherence to preventive maintenance schedule, a penalty of 10% of the total of AMC charges for the quarter for every such failure in a quarterly schedule will be recovered.

10.3 In case of fault where no STAND BY is provided and fault persists beyond ONE WEEK or faulty equipment is taken by vendor for repair and not returned within ONE WEEK after repair, NDMA shall be at liberty to get the same repaired from outside source and recover the cost from AMC Vendor from the pending AMC bill or from performance bank guarantee. The NDMA is not bound to issue any notice to the AMC vendor for the repair of such items.

10.4 All the Engineers shall mark their daily attendance in a register maintained with the Section Officer(Gen) charge. There shall be no leave of any sort given to the resident Engineers from NDMA side. If any Engineers want to be on leave, then he shall have to inform Section Officer(Gen) and the AMC vendor. The AMC vendor on such request from Engineer shall arrange a suitable substitute for that Engineers. If the AMC vendor fails to provide a suitable substitute for the Relieved Engineer or if the Engineer remains absent from his/her duty, then following penalty, in addition to 13.1 above, shall be imposed on the vendor

a) Engineer ----- Rs. 800/- per day for each.

11. Taking over/ Handing over of systems:-

11.1 All the systems are to be taken over for maintenance by the firm simultaneously with signing of the agreement (as per clause 1(i) under Section II, Instructions to bidders, of the NIT) in working condition. AMC vendor may inspect and bring out faulty units, which he is not in a position to take over for AMC without repairs (The repair may have to be got done by outgoing AMC vendor or by NDMA as applicable). If no such list/ information are submitted within next 7 working days it will be treated as all the machines have been taken over by him and no separate letter will be issued by NDMA in this regard. In case of major repairs requiring in any machine for which separate charges are to be claimed, the contractor may submit a detailed estimate for approval of the competent Authority of NDMA within a period of one week from the date of agreement and thereafter all the systems shall be deemed to have been taken over by the vendor satisfactorily and no such claim will be entertained.

11.2 After expiry of the contract all the machines are to be handed over by the outgoing AMC vendor to the new AMC vendor within 7 working days of expiry of contract in working conditions and a certificate to this effect is required to be obtained by the firm from the concerned officer in-charge of the maintenance and to be produced along with the final claim of the AMC charges. The faults pointed out by new AMC vendor during the inspection before takeover of the Computer systems are to be rectified within next one working day by the outgoing AMC vendor, and any further delay in rectification of faults thus pointed out shall make him liable for imposition of penalty as per Tender terms and conditions applicable to outgoing AMC vendor. Failure to handover all the machines after 7 days will attract penalty at the rate of Rs. 100 per day per machine not handed over.

11.3 A monthly computerized call reports to be maintained serially for the number of complaints attended on call basis and a report for carrying out routine cleaning of Computer Systems/ Accessories and report of quarterly preventive maintenance shall be furnished to the respective NDMA in-charge of maintenance by the 7th of the following month both in the form of hard copy and soft copy. The quarterly bills/ claims shall not be entertained in case this is not followed strictly.

11.4 The agreement shall be in force for a period of two year initially, which shall be extendable by a further period of up to one year on same terms and conditions by giving notice in writing before the expiry of current agreement, if decided upon to do so by NDMA.

12. NDMA reserves the right to disqualify such bidders who have a record of not meeting contractual obligations against earlier contracts entered into with the NDMA. NDMA also reserves the right to blacklist a bidder for a suitable period in case if he fails to honour his bid without sufficient grounds.

13. NDMA reserves the rights to counter offer rate(s) against bids quoted by any other bidder.
14. The AMC contractor must have maintenance facilities in Delhi. A brief of facilities available in Delhi shall be furnished.
15. It should be ensured by the AMC contractor before installing any software in the PCs that it is a licensed version of the original software. Unauthorized/ unlicensed software should not be installed in the PCs of NDMA.
16. Only one rate should be quoted against each item; quoting of multiple rates against a single item will tantamount to violation of the tender clauses and the bid will be rejected.
17. The prospective bidder has to take the NDMA personnel for inspection of the sites where they are already doing AMC for verification, if necessary, at their own cost.
18. Frequent faults of same nature in the same PCs and peripherals etc. will be considered inefficient attendance by the AMC contractor and if repeated faults of same nature in the same PC or peripherals are noticed frequently, notice of termination for the company will be issued and/ or penalty in accordance with 12.1 above shall be imposed from the first date of the fault booking.
19. Computer systems under NDMA are located at NDMA Bhawan, A-1 Safdarjung Enclave, New Delhi-29, Lok Nayak Bhavan, New Delhi-03 and at the residence of officers. In case NDMA is shifted to a single or multiple premises at Delhi during the currency of the contract, the AMC vendor will have to provide the services as enumerated in the AMC under the same rates, terms and conditions.
20. The AMC Vendor should have his own repair centre for repairing of the computer systems, laptops, Laser Printers and Inkjet Printers. For the repair of special purpose items like scanners, CD Writers, Modems, Cartridge Tape Drives etc., vendor should have sufficient expertise/ resources and vendor will have to produce a proof of infrastructure and expertise/resources available for this purpose. NDMA may physically verify infrastructure and manpower of the vendor.
21. The AMC Vendor should keep 10% (of AMC quarterly cost) maintenance spare at his site/ workshop for prompt servicing all the items covered under AMC.
22. The Bidder should have CMMI Level-5.
23. The Bidder should have ISO-9000, ISO-20000 and ISO-27000.
24. The Bidder should have atleast 100 Nos of Engineers on their payroll.
25. The Bidder must have 10 years experience in the AMC of Government Organizations. Copies of Work Order may be uploaded.

Sd/-
(Ashok Kumar Gupta)
Assistant Advisor
National Disaster Management Authority,
A-1 Safdarjung Enclave,
New Delhi-110029,
Phone No. 26701270

PERFORMANCE SECURITY BOND FORM

In consideration of the President of India (hereinafter called 'the Government') having agreed to exempt ----- (hereinafter called 'the said Contractor(s)' from the demand, under the terms and conditions of an agreement / (Work Order) No. ----- Dated ----- made between ----- and ----- for the supply of ----- (hereinafter called 'the said Agreement'), of performance security for the due fulfillment by the said Contractor(s) of the terms and conditions contained in the said Agreement, on Production of a bank guarantee for ----- we, (Name of the bank) ----- (hereinafter referred to as 'the Bank') at the request of ----- contractor(s) do hereby undertake to pay to the Government an amount not exceeding ----- against any loss or damage caused to or suffered or would be caused to or suffered by the Government by reason of any breach by the said Contractor(S) of any of the terms or conditions contained in the said Agreement.

2. We (Name of the bank) ----- do hereby undertake to pay the amount due and payable under this guarantee without any demur, merely on a demand from the Government stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the Government by reason of the contractor(s) failure to perform the said Agreement. Any such demand made on the bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee where the decision of the Government in these counts shall be final and binding on the bank. However, our Liability under this guarantee shall be restricted to an amount not exceeding -----.

3. We undertake to pay to the Government any money so demanded notwithstanding any dispute or disputes raised by the contractor(s)/ AMC vendor(s) in any suit or proceeding pending before any court or tribunal relating thereto our liability under this present being absolute and unequivocal. The payment so made by us under this bond shall be valid discharge of our liability for payment there under and the contractor(s)/ AMC vendor(s) shall have no claim against us for making such payment.

4. We (name of the bank) ----- Further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Agreement and that it shall continue to be enforceable till all the dues of the government under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till ----- (office/ Department) ----- certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said contractor(S)and accordingly discharge this guarantee. Unless a demand or claim under this guarantee is made on us in writing on or before the expiry of **TWO years and two months** from the date hereof, we shall be discharged from all liability under this guarantee thereafter.

5. We (Name of the bank) ----- further agree with the Government that the Government shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary and of the terms and conditions of the said Agreement or to extend time of performance by the said contract(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the Government Against and said Contract(s) and to forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Contract(s) or for any forbearance, act or omission on the part of the Government or any indulgence by the Government to the said contract(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

6. This guarantee will not be discharged due to the change in the constitution of the Bank or the contractor(s)/ vendor(s).

7. We (name of the bank) ----- lastly undertake not to revoke this guarantee during its currency except with the previous consent of the Government in writing.

Dated the ----- day of -----.

For -----
(Indicate the name of the bank)

Witnesses:-

1.

Telephone No.(s):-

STD Code-

FAX No.

E-Mail Address:-

2.

PART –I
Contract Form

1. This agreement is made this day.....between, herein after called “name of company” the first party which expression shall include his heirs, executors and administrators/ their successors and National Disaster Management Authority (NDMA), herein after called “NDMA”, the second party, through Under Secretary(Gen.), NDMA, New Delhi herein after include his successors and assignees, shown as under:-

2. That WHEREAS the first party shall and will execute the work described as “Comprehensive Maintenance for computer laptop printers, scanners etc in “National Disaster Management Authority”, New Delhi details of which are given in Annexure- to NDMA Tender Notice No. ----- dated----- at the rates quoted by ----- vide their bid----- dated -----. Notice Inviting Tender(NIT) dated ----- which shall become part and parcel of this agreement.

3. That the first party would raise demand and the payment shall be done in accordance with _____ of aforesaid tender document.

4. The performance security bond would be enashed by second party in case first party fails to deliver items and/or breaches terms & condition of the aforesaid tender documents.

5. In accordance with the NIT this agreement is made for a period of two years from, as in clause 1(i) of section II of the bid document as decided upon to do so by the second party on the same terms, conditions and rate.

IN WITNESS THEROF THE ABOVE MENTIONED PARTIES HAVE PUT THEIR SIGNATURES ON THIS
.....DAY OF.....2023

Witness

For
Firm/Contractor.

Witness

For
Firm/contractor.

DECLARATION REGARDING NON BLACKLISTED BY ANY ORGANISATION

DECLARATION

I declare that the firm (Name of the firm) has not been blacklisted by Central Govt./State Govt./Public Sector Undertaking or Court of law till date and in future if such a blacklisting takes place, the firm (Name of the firm) would be liable to inform NDMA immediately.

If at any time, it is found that the information given in the above is incorrect/incomplete, the contract is liable to be terminated without assigning any reason and the SD shall be forfeited and legal actions shall be initiated without any prejudice to the rights of NDMA to debar the firm from entering into future contracts.

Place :
date:

Signature :
Name:

(Signature of the authorized person)_____

PRICE SCHEDULE

The Contract Cost of Rs. 10 Lacs for one year.

(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)

Bidder Name _____

(a) COMPUTERS

Sl.No.	Equip. Name	Eqpt. Make	Model /category	Quantity	Rate for per unit per year in the category without GST
1	Desktop Computer	HP	2280	4	
2	Desktop Computer	HP	2480	10	
3	Desktop Computer	HP	6120	02	
4	Desktop Computer	HP	7400	03	
5	Desktop Computer	HP	8100	02	
6	Desktop Computer	Apple	i-mac	01	
7	Desktop Computer	Dell	Dell 380	01	
8	Desktop Computer	HP	6300	01	
9	Desktop Computer	HP	8200	09	
10	Desktop Computer	HP	8300	05	
11	Desktop Computer	HP	Touch	01	
12	Desktop Computer	HP	60045MT	50	
13	Desktop Computer	HP	400G7	40	
14	Desktop Computer	Dell	12700	05	
15	Desktop Computer	HP	800G5(all in one	01	
16	Desktop Computer	Accer	M-200	03	
17	Desktop	Accer	S2670g	01	
18	Desktop Computer	Dell	Dell(Opiplex – 3040)	01	
	TOTAL			140	

(b)LAPTOP

Sl.No.	Equip. Name	Eqpt. Make	Model /category	Quantity
1	Laptop	Dell Vostro	3510	05
2	Laptop	HP	440	05
3	Laptop	HP	Core i7	03
4	Laptop	HP	450G	02
5	Laptop	Dell Latitute	Note Book	05
6	Laptop	Dell Latitute	3500	01
7	Laptop	Dell Latitute	3410	03
8	Laptop	Dell Intell Core i5	Core i5	05
9	Laptop	Apple 2013		01
10	Laptop	HP	A9D47	01

11	Laptop	Apple		01
12	Laptop	HP		01
	TOTAL			31

(c) SERVERS

Sl.No.	Equip. Name	Eqpt. Make	Model /category	Quantity	Rate for per unit per year in the category without GST
1.	Server	Accer	AT350F2	01	
	TOTAL			01	

(D) SCANNERS

Sl.No.	Equip. Name	Eqpt. Make	Model /category	Quantity	Rate for per unit per year in the category without GST
1.	Scanner	HP	3000S3	05	
2	Scanner	Cannon	DR C-230	03	
3	Scanner	SCX 4521	SCX 4521	01	
	TOTAL			09	

(E) PRINTERS

Sl. No.	Equip Name	Equip Make	Model /category	List of Printer Proposed for AMC	Rate for per unit per year in the category without GST
3	Printer	HP	P 1007	12	
4	Printer	HP	LJM 102N	01	
6	Printer	HP	LJ 1505N	10	
7	Printer	HP	CLJM551DN	02	
7	Printer	HP	P1108	10	
8	Printer	HP	M202DW	50	
9	Printer	Cannon	MF-445DW	51	
10	Printer	HP	LJ ProM-329W	02	
			Total	138	

Note:

1. Rates should be inclusive of all taxes, levies, duties, packaging and delivery charges except Goods & Service Tax.
2. The quantity of items mentioned above subject to variation as indicated in clause-14 of NIT.
3. The rates quoted by the bidder shall be valid for two years.
4. Col. (iv) to be entered by the bidder

- (g) A certificate on the letter head of the firm declaring that the firm has not been debarred/blacklisted by any organization, if any (Annexure-IX).

2. Financial Bid

Price Bid to be uploaded online as prescribed BOQ_XXXX format attached in this tender(Annexure-X).

3. SUBMISSION OF BID

- 3.1 The tender document can be downloaded only from www.eprocure.gov.in and can only be submitted through the same website. Scanned copies of all the documents as mentioned in Clause-1 above including scanned copies of EMD in the form of demand draft should be submitted with e-bid.
- 3.2 It is also required to submit hardcopies of EMD in original instruments in a sealed envelope superscribed for "Comprehensive Annual Maintenance Contract (AMC) of Computer Systems and Peripherals for National Disaster Management Authority" and addressed to "Assistant Advisor (General), National Disaster Management Authority, NDMA Bhawan,A-1, Safdarjung Enclave, New Delhi- 110029" at Main Reception, NDMA Bhawan, A-1 Safdarjung Enclave, New Delhi – 110029 on or before the closing date and time.
- 3.3 Bidders who had downloaded the tender from the Central Public Procurement Portal (CPPP) website <https://eprocure.gov.in> shall not tamper/modify the tender form including downloaded price bid template in any manner. In case if the same is found to be tempered/modified in any manner, tender will be completely rejected and EMD would be forfeited and bidder is liable to be banned from doing business with NDMA.
- 3.4 Intending bidders are advised to visit CPPP website <https://eprocure.gov.in> at least three days prior to closing date of submission of tender for any corrigendum/addendum/amendment.

4. OPENING OF THE BID

- 4.1 Technical Bids will be opened as per Critical Date Sheet.
- 4.2 Financial Bids of the eligible bidders will be opened on a later date. The date & time for opening of Financial Bids will be announced later.
- 4.3 Offline Bids will not be accepted under any circumstances.

5. TENDER FEE

- 5.1 There is no tender fee for the bidders who download the tender documents from the website.

6. EARNEST MONEY DEPOSIT (EMD)/BID SECURITY.

- 6.1 EMD of Rs.30,000/- (Rupees thirty thousand only) in the form of Account Payee Demand Draft/FDR/ Banker's Cheque or Bank Guarantee from any scheduled Bank in Delhi/ New Delhi in favour of " **PAO, National Disaster Management Authority, New Delhi**" should be submitted as mentioned in clause 3 of this tender document. EMD should be **valid** for a period of **45 days** beyond the final bid validity period. **Exemption from Bid Security, if any applicable, as per provisions contained in Rule 170 of General Financial Rules 2017. Bidders should produce valid documentary evidence for such exemption while submitting bid documents.** Bidders are required to submit the details of EMD payment at the time of bid preparation.
- 6.2 The bid security of the unsuccessful bidder will be discharged /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. EMD of the successful bidders will be returned only after receipt of Performance Security.

- 6.3 The amount of EMD is liable to be forfeited if the tenderer refuses the offer after submission of the tender or after the acceptance of the offer by the NDMA or fails to sign the contract or to remit the Performance Security Deposit. **The bidder will not be eligible to participate in the tender for same item for two years from the date of issue of APO. The bidder will not approach the court against the decision of NDMA in this regard.**
- 6.4 No interest will be paid by the NDMA on the EMD/Performance Security deposited.
- 6.5 The Hard Copy of original instruments in respect of cost of tender document, if applicable, earnest money, must be delivered to the Assistant Adviser, National Disaster Management Authority, NDMA Bhawan, A-1, Safdarjung Enclave, New Delhi- 110029" at Main Reception, NDMA Bhawan, A-1 Safdarjung Enclave, New Delhi – 110029 on or before the closing date and time. Tendered shall likely to be liable for legal action for non-submission of original payment instrument like Account Payee Demand Draft/FDR/ Banker's Cheque/Bank Guarantee, against the submitted bid. The instrument submitted for tender fee shall be non refundable.

7. TECHNICAL EVALUATION / TECHNICAL BID OPENING:

- 7.1 NDMA shall evaluate the bids to determine whether they are complete, whether required sureties have been furnished, whether the documents have been properly signed and scanned whether the bids are generally in order as per requirement to bid.
- 7.2 Prior to the financial Bid opening, pursuant to clause 7, the NDMA will determine technical qualification of each technical bid to the Bid documents. For purposes of these clauses, a technically qualified bid is one, which conforms, to all the terms and conditions of the Bid Documents without material deviations. The NDMA's determination of bid's technical qualification is to be based on the contents of the bid itself without recourse to extrinsic evidence.
- 7.3 A bid determined as technically non-qualified will be rejected by the NDMA and shall, not subsequent to the bid opening, be made technically qualified by the bidder by correction of the non-conformity.

8. FINANCIAL EVALUATION/ FINANCIAL BID OPENING OF TECHNICALLY QUALIFIED BIDDERS:

- 8.1 The NDMA shall open financial bids and evaluate the bids previously determined to be technically qualified pursuant to clause 7. Only technically qualified successful bids will be opened.
- 8.2 The evaluation shall be done on L-1 vendor of total package cost of all the items as per BOQ_XXXX format attached in this tender. The evaluation of lowest bidder or L-1 shall be done on the basis of the unit rate offered by the bidders to provide comprehensive services for two years.. The comparison for evaluation shall be of consolidated rates of computers, laptops, server, scanners, printers inclusive of all Taxes and levies but excluding Goods & Service Tax.

9. PERIOD OF VALIDITY OF TENDER

The bid shall remain for 180 days from the last date of its submission.

10. SCHEDULE OF REQUIREMENTS

The schedule of requirement defines the comprehensive annual maintenance contract of all the items as specified in Annexure-I. The details of requirement are at **Annexure-VI**.

11. LIST OF DESKTOP, LAPTOPS, SERVERS, SCANNERS AND PRINTERS.

The list of desktop, laptop, servers, scanners and printers to be maintained at **Annexure-I**.

12. PLACEMENT OF ORDER

NDMA shall consider placement of orders for AMC computer and its peripheral on those bidders whose offers have been found technically, commercially and financially acceptable. **NDMA reserves the right to counter offer price(s) against price(s) quoted by any bidder.**

13. NDMA'S RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS:

NDMA reserves the right to accept or reject all or any bid, and to annul the bidding process at any time prior to award of contract without assigning any reason whatsoever and without thereby incurring any liability to the affected bidder or bidders on the grounds for NDMA's action.

14. NDMA'S RIGHT TO VARY QUANTITIES AT TIME OF AWARD:

NDMA reserves the right at the time of award of contract or during the continuance of the contract to decrease or increase the quantity of items offered for AMC on the basis of reduction by virtue of expiry of life of the asset or addition after expiry of warranty period and services specified in the schedule of requirement without any change in unit price for similar configured items on the same terms and conditions.

15. ISSUE OF ADVANCE WORK ORDER:

15.1 The issue of an Advance Work Order shall constitute the intention of NDMA to enter into the contract with the bidder.

15.2 The bidder shall within 15 days of issue of an advance Work Order, give his acceptance along with performance security in conformity with **Annexure-VII** provided with the bid documents. The successful bidder shall have to enter into a agreement with NDMA **Annexure -VIII** .

15.3 The bidder shall, within 15 days of issue of an advance work order, give the acceptance along with an additional one time bank guarantee for Rs.30,000/- (Rupees Thirty Thousand only) i.e. 3% of total Contract value of Rs. 10.00 Lacs, validity 26 months, in conformity with Annexure III provided with the bid document. This bank guarantee shall be meant to safeguard the interest of NDMA in case the items are needed to be taken outside NDMA Bhawan, New Delhi for repairing etc.

16 PERFORMANCE SECURITY:

16.1 The supplier shall furnish performance security to the NDMA for an amount equal to 10% of the value of Work Order within **15 days** from the date of issue of Advance Work Order by the NDMA.

16.2 The proceeds of the performance security shall be payable to the NDMA as compensation for any loss resulting from the supplier's failure to complete its obligations under the Contract.

16.3 Performance Security of 3% of the value of the contract shall be submitted in the form of a Bank Guarantee issued by a Scheduled Bank and in the form provided in '**Annexure-VII**' of this Bid Document. The duration should be at least 26 months.

16.4 The Performance Security Bond will be discharged by the NDMA after a period of sixty days beyond completion of the supplier's performance obligations including any warranty obligations under the contract.

17. SIGNING OF CONTRACT:

17.1 The issue of firm Work Order and Signing of agreement with NDMA, and Signing of Contract Form shall constitute the award of contract on the bidder.

17.2 Upon the successful bidder furnishing of performance security pursuant to clause 16, the NDMA shall discharge its bid security, pursuant to clause 6.

18. ANNULMENT OF AWARD:

Failure of the successful bidder to comply with the requirement of Clause 17 shall constitute sufficient ground for the annulment of the award and forfeiture of the bid security **in which event the e-tender shall be cancelled and NDMA may call for new bids.**

19. Terms of Payment :

19.1 Payment for AMC will be made on quarterly basis based on the number of PCs and peripherals, etc. taken over/ removed from AMC on pro-rata basis. Following documents are to be submitted at the end of each quarter for making payments:

(i) Monthly Computerized call reports in original as explained in **clause 2 of Annexure-VI**, duly signed and stamped by the user/officer with date as per logbook. Details of reports (if any) duly signed by the user/officer and verified by the computer in-charge.

(ii) Summary of the call reports for calls attended in the respective quarter.

(iii) Pre receipted AMC bill in duplicate.

20. PRICES:

20.1 (a) Prices charged by the AMC vendor for services performed under the Contract shall not be higher from the prices quoted by the vendor in his Bid.

(b) In case of revision of statutory levies/Taxes during the finalization period of the tender, the NDMA reserves the right to ask for reduction in the prices.

20.2 Price once fixed will remain valid for the period of contract. Increase and decrease of taxes/ duties will not affect the price during this period.

20.3 Bids shall be evaluated as per package AMC cost given by bidder in price schedule(BOQ_XXXX format attached in this tender).

20.4 Rates for the annual maintenance should be quoted for all the items and bidders quoting partial rates for selective items will be summarily rejected.

21. WARRANTY:

21.1 The contractor shall provide the warranty for 6 months that items supplied/replaced shall be new and free from all defects and faults in material.

22. INSPECTION AND TESTS:

22.1 The company should have adequate physical infrastructure to support AMC project like in-house Test and Repair Center at Delhi. This may be inspected by NDMA authorities in case of need.

22.2 In case the test repair centre fails to conform to the requirements/ specifications of NDMA, the NDMA may reject the bidder.

22.3 If any spares/ equipment or any part thereof supplied by the AMC vendor is found defective the same shall be got replaced from an outside source and the cost of any such replacement made by the NDMA shall be deducted from the amount payable to the AMC Vendor.

22.4 Nothing in **clause 21** shall, in any way release the AMC vendor from any Warranty or other obligations under this contract.

23. SUBCONTRACTS:

The AMC vendor shall notify the NDMA in writing of all subcontracts awarded under this contract if not already specified in his bid. Such notification, in his original bid or later shall not relieve the AMC vendor from any liability or obligation under the Contract.

24. DELAYS IN THE AMC VENDOR'S PERFORMANCE/PENALTY:

24.1 Delay in performance of services shall attract penalty for the AMC vendor in accordance with clause **10 of Annexure-VI.**

24.2 If at any time during performance of the Contract, the AMC vendor should encounter conditions impeding timely performance of service, the AMC vendor shall promptly notify to the NDMA in writing of the fact of the delay, its likely duration and its causes(s). As soon as practicable after receipt of the AMC vendor's notice, the NDMA shall evaluate the situation and may at its discretion extend the period for performance of the contract after mutual discussion with the AMC vendor.

25 TERMINATION FOR DEFAULT

The NDMA may, without prejudice to any other remedy for breach of contract, by written notice of default, sent to the supplier, terminate this contract in whole or in part

- a) if the supplier fails to deliver any or all of the goods/installation within the time period(s) specified in the contract, or any extension thereof granted by the NDMA;
- b) if the supplier fails to perform any other obligation(s) under the Contract; and
- c) if the supplier, in either of the above circumstances, does not remedy his failure within a period of 24 hours (or such longer period as the NDMA may authorize in writing) after receipt of the default notice from the NDMA.

26. TERMINATION FOR INSOLVENCY

The NDMA may at any time terminate the Contract by giving written notice to the Supplier/contractor, without compensation to the supplier/contractor. If the supplier/contractor becomes bankrupt or otherwise insolvent as declared by the competent court provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the NDMA.

27. ARBITRATION

27.1 In the event of any question, dispute or difference arising under the agreement in connection herewith (except as to matters, the decision to which is specifically provided under this agreement) the same shall be referred to sole arbitration of O/o NDMA. Member Secretary, NDMA shall appoint an Arbitrator. In case his designation of the Arbitrator is changed or his office is abolished then in such case to the sole Arbitration of the officer for the time being entrusted whether in addition to the function of the NDMA or by whatever designation such officer may be called (herein after referred to as the said officer) and if the NDMA or the said officer is unable or unwilling to act as such, than to the sole arbitration of some other person appointed by the NDMA or the said officer. The agreement to appoint an arbitrator will be in accordance with the Arbitration and Conciliation Act, 1996. The adjudication of such Arbitrator shall be governed by the provisions of the Arbitration and Conciliation Act, 1996, or any statutory modification or re-enactment thereof or any rules made thereof.

27.2 The arbitrator may from time to time with the consent of both the parties extend the time frame for making and publishing the award. Subject to aforesaid Arbitration and Conciliation Act, 1996 and the rules made there under, any modification thereof for the time being in force shall be deemed to apply to the arbitration proceeding under this clause.

27.3 The venue of the arbitration proceeding shall be the NDMA at New Delhi or such other place as the arbitrator may decide.

28. SET OFF

Any sum of money due and payable to the supplier (including security deposit refundable to him) under this contract may be appropriated by the NDMA or any other person(s) contracting through the NDMA and set off the same against any claim of the NDMA or NDMA or such other person or person(s) for payment of a sum of money arising out of this contract or under any other contract made by the supplier with the NDMA or NDMA or such other person(s) contracting through the NDMA.



(Ashok Kumar Gupta)
Under Secretary (General)

For & on behalf of the President of India National
Disaster Management Authority A-1, Safdarjung
Enclave, NDMA Bhawan, New Delhi-29.
Phone No. 26701270

LIST OF COMPUTER SYSTEMS IN NDMA HQ TO BE MAINTAINED UNDER AMC

(a) COMPUTERS

Sl.No.	Equip. Name	Eqpt. Make	Model /category	Quantity
1	Desktop Computer	HP	2280	4
2	Desktop Computer	HP	2480	10
3	Desktop Computer	HP	6120	02
4	Desktop Computer	HP	7400	03
5	Desktop Computer	HP	8100	02
6	Desktop Computer	Apple	i-mac	01
7	Desktop Computer	Dell	Dell 380	01
8	Desktop Computer	HP	6300	01
9	Desktop Computer	HP	8200	09
10	Desktop Computer	HP	8300	05
11	Desktop Computer	HP	Touch	01
12	Desktop Computer	HP	60045MT	50
13	Desktop Computer	HP	400G7	40
14	Desktop Computer	Dell	12700	05
15	Desktop Computer	HP	800G5(all in one	01
16	Desktop Computer	Accer	M-200	03
17	Desktop	Accer	S2670g	01
18	Desktop Computer	Dell	Dell(Opiplex – 3040)	01
	TOTAL			140

(b)LAPTOP

Sl.No.	Equip. Name	Eqpt. Make	Model /category	Quantity
1	Laptop	Dell Vostro	3510	05
2	Laptop	HP	440	05
3	Laptop	HP	Core i7	03
4	Laptop	HP	450G	02
5	Laptop	Dell Latitute	Note Book	05
6	Laptop	Dell Latitute	3500	01
7	Laptop	Dell Latitute	3410	03
8	Laptop	Dell Intell Core i5	Core i5	05
9	Laptop	Apple 2013		01
10	Laptop	HP	A9D47	01
11	Laptop	Apple		01
12	Laptop	HP		01
	TOTAL			31

(c) SERVERS

Sl.No.	Equip. Name	Eqpt. Make	Model /category	Quantity
1.	Server	Accer	AT350F2	01
	TOTAL			01

(D) SCANNERS

Sl.No.	Equip. Name	Eqpt. Make	Model /category	Quantity
1.	Scanner	HP	3000S3	05
2	Scanner	Cannon	DR C-230	03
3	Scanner	SCX 4521	SCX 4521	01
	TOTAL			09

(E) PRINTERS

Sl. No.	Equip Name	Equip Make	Model /category	List of Printer Proposed for AMC
3	Printer	HP	P 1007	12
4	Printer	HP	LJM 102N	01
6	Printer	HP	LJ 1505N	10
7	Printer	HP	CLJM551DN	02
7	Printer	HP	P1108	10
8	Printer	HP	M202DW	50
9	Printer	Cannon	MF-445DW	51
10	Printer	HP	LJ ProM-329W	02
			Total	138

Please note here that quantity for items (a) to (e) may be increased or decreased during the currency of the contract period as per clause 14 of NIT. In that situation the amount of CAMC will also vary on pro-rata basis.

Instructions for Online Bid Submission

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

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

REGISTRATION

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

SEARCHING FOR TENDER DOCUMENTS

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

PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as "offline" to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- 6) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

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

ASSISTANCE TO BIDDERS

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is **1800 3070 2232**.

Certificate of Work

Specialized firms who fulfill the following requirement shall be eligible to apply. Joint ventures are not accepted. Should have satisfactorily completed the works as mentioned below during the ending last day of the month 31st March 2018:-

- (i) The companies who already have the experience of maintaining a minimum of 100 PCs or more with peripherals for more than two years in Central Government Department/Ministries/Govt. undertaking are eligible to participate in the bid and the same should be scanned and uploaded.
- (ii) The company should be providing similar services to at least one other Govt./PSUs of same capacity. Copy of current work order issued by them should be scanned and uploaded.
- (iii) The certificate of work should be in the following Performa :

“It is certified that we, M/s ----- have undertaken work of maintaining more than 100 PC/printers/scanners/laptops from the following Govt. Deptt/Ministry/Organization whose copy of Govt. Order is enclosed.

(i).....

(ii).....

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

Date:

To,

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: _____

Name of Tender / Work: -

Dear Sir,

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

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

2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. _____ to _____ (including all documents like annexure(s), schedule(s), etc .), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.

3. The corrigendum(s) issued from time to time by your department/ organisation too have also been taken into consideration, while submitting this acceptance letter.

4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.

5. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.

6. I / We certify that all information furnished by the our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organisation shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract , without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

UNDERTAKING

"I.....s/o.....r/o..... hereby certify that none of relative(s) as defined in the tender document (Tender No. A-15/32/2018-Gen.) is/are employed in NDMA unit as per details given in tender document. In case at any stage, it is found that the information given by me is false/ incorrect, NDMA shall have the absolute right to take any action as deemed fit, without any prior intimation to me."

(Signature of the Bidder, with Official seal)

SCHEDULE OF REQUIREMENTS

1. Computer, printers, scanners, laptops and servers have to be maintained during the entire period of contract in working condition with regular Quarterly Preventive Maintenance, servicing of the computer hardware and windows software (including power cords with plugs and printer cables, 9 to 25 pin converter, internal speakers, power adaptors/converters, internal PCI cards), and other equipments, checking with software test programs and removal of fault on calls including removal of any functional disorder of the computer systems such as corruption of software programs and data.

2. The AMC vendor shall maintain a log book in which separate pages should be allotted to each computer system and its peripherals. The firm shall record the calls attended and quarterly regular services rendered and get the signature of the user along with User's name, Designation, stamp, Telephone and Room Number. Original of the call reports shall be attached with the bills for payment.

3. The AMC vendor shall do the comprehensive maintenance of all the items as specified in Annexure-I. The AMC Vendor shall also execute any addition/ deletion as per requirement. **The consumable items like Floppies, toner Cartridges/drums Cassettes shall not be covered under this contract.** Consumable items listed herein and antivirus packages for removal of virus shall be provided by NDMA. The AMC vendor shall also provide manpower to repair the items not covered under AMC/Software support due to any reason, however spares for such items shall be provided by the NDMA.

4. Hard Disks shall be covered under AMC, and in case any hard disk goes faulty in any machine i.e. desktop, laptop and server, the same shall be replaced with Hard Disks of SEAGATE/ HP make of the same or higher capacity. Similarly if any motherboard goes faulty it shall be replaced either by a similar motherboard or else with an Intel Motherboard. SMPS, all types of VDUs (Monitors), Keyboards, Modem, mouse and Ethernet Cards, PC Switches, power cables, VGA cable, printer cable etc. should be kept in sufficient numbers as standby (new and the same make) by the AMC vendor for supply to NDMA free of cost as a replacement against faulty ones with new and the same make.

5. Formatter card, fuser assembly, fuse film sleeve, pick up roller, transfer belt assembly, separation pad and sensor for printers as specified in **Annexure-I** shall also be covered under AMC, and in case the same goes faulty in any printer, the same shall be replaced with new and the same make.

6. The selected bidder during the Course of attending "On Call Service" or during the course of Preventive Maintenance Service, noticing requirement of any spare parts shall replace such parts and clear the fault at the site of equipment. Replacement of parts should be done with the approval of NDMA personnel and a record is to be maintained with the computer in-charge. Necessary and sufficient spares have to be kept ready with them for immediate replacement. All such spare units brought and stored by the contractor in the computer room will have to be kept and maintained in an inventory register to be kept with the computer in-charge.

7. Preventive maintenance will be carried out during the last month of each quarter. Preventive maintenance will include inspection of each system, scanning hard disk for any defects/problems therein and obtain a satisfactory working certificate from the user after cleaning of the system i.e. PC/ Monitor/laptop/server/ Printer/ Key Board /CD ROM Drive/ FDD/USB Port and other accessories with a

blower/ vacuum cleaner as per requirement and wiping the surface of the systems with a good quality cleaning liquid, cloth and brush etc. On no account, equipment or its accessories shall be allowed to be taken out of its normal installed location. Only replacement of sub assemblies of the whole unit on a like-by-like or later version basis will be permissible and the replacement of such assemblies should be done with the written approval of maintenance In-charge of NDMA. Before taking up preventive maintenance, the contractor will submit a schedule of preventive maintenance.

8. The maintenance engineer of the AMC vendor will submit a service slip to NDMA in-charge after each replacement of parts showing the parts removed and parts installed with full details of the part name, type, Model No. , Sl. No. etc.

9. Provision of Resident Engineers/ helpers/ Help Desk for AMC and cleaning/ preventive maintenance of Computers Systems:-

The vendor shall be required to depute minimum two resident Engineers for AMC at NDMA Bhawan, New Delhi. Both the Engineers shall be deputed specifically for AMC of Computer Systems and Printers. The duty hours for the System Engineers shall be from 9:30 Hrs to 18:00 Hrs (Monday to Friday). The Resident Engineers may be required to stay beyond office hours occasionally without any allowances/ overtime from NDMA. The Resident Engineers should posses Degree/ Diploma in computer hardware & software maintenance and should be able to handle both computers and printers. The qualification of engineers along with their Identity cards shall be verified at the start of AMC. Any Government issued Photo Identity card shall also be required during the Engineer's verification before the start of AMC.

The vendor shall also have to be provided additional manpower for timely clearing of complaints and preventive maintenance of computer systems etc. as per requirement during the AMC period. NDMA may request, at any stage during AMC, for a change of any/ all Engineers if they do not meet the NDMA requirements properly or do not perform to the satisfaction of NDMA. And if the AMC vendor is not able to provide the qualified Engineers within one week after such request, then NDMA shall impose a penalty as specified in 10.4 below and the decision of NDMA in this regard shall be final and binding on the AMC vendor. Non-adherence to the duty hours shall invite a penalty as specified in 12.4 below and the decision of NDMA in this regard shall be final and binding on the AMC vendor.

10. Penalty:

10.1 All faults booked before 11.00 Hrs. on any working day will have to be rectified the same day. Fault booked after 11.00 Hrs. will have to be attended latest by next day. In case the firm fails to rectify within the time frame he has to provide a standby identical system on the next working day before 11.00 Hrs. and take parallel action for repairing. If the firm fails to make the system working by any of the two options, penalty of Rs. 1000/- (Rupees One Thousand only) will be imposed per working day per system from the next working day of the booking of the fault. Fault booked will be treated as rectified if and only if the AMC Contractor gets satisfactory report from the user on the date of rectification. Every week end the AMC Contractor will have to bring his records of booking and repairs carried out for verification and signature of Section Officer(Gen). Penalty for fault in critical components like printer and other equipments is as follows:

- (i) Breakdown of Colour Printer ---- Rs. 1000 per day
- (ii) Breakdown of black & white Printer ---Rs. 1000 per day
- (ii) Breakdown of Laptop ---- Rs. 1000 per day
- (iii) Breakdown of server ---- Rs. 1000 per day
- (iv) Breakdown of desktop Rs.1000 per day

Breakdown period will include Saturdays, Sundays and Holidays also.

10.2 In case of non-adherence to preventive maintenance schedule, a penalty of 10% of the total of AMC charges for the quarter for every such failure in a quarterly schedule will be recovered.

10.3 In case of fault where no STAND BY is provided and fault persists beyond ONE WEEK or faulty equipment is taken by vendor for repair and not returned within ONE WEEK after repair, NDMA shall be at liberty to get the same repaired from outside source and recover the cost from AMC Vendor from the pending AMC bill or from performance bank guarantee. The NDMA is not bound to issue any notice to the AMC vendor for the repair of such items.

10.4 All the Engineers shall mark their daily attendance in a register maintained with the Section Officer(Gen) in charge. There shall be no leave of any sort given to the resident Engineers from NDMA side. If any Engineers want to be on leave, then he shall have to inform Section Officer(Gen) and the AMC vendor. The AMC vendor on such request from Engineer shall arrange a suitable substitute for that Engineers. If the AMC vendor fails to provide a suitable substitute for the Relieved Engineer or if the Engineer remains absent from his/her duty, then following penalty, in addition to 13.1 above, shall be imposed on the vendor

a) Engineer ----- Rs. 800/- per day for each.

11. Taking over/ Handing over of systems:-

11.1 All the systems are to be taken over for maintenance by the firm simultaneously with signing of the agreement (as per clause 1(i) under Section II, Instructions to bidders, of the NIT) in working condition. AMC vendor may inspect and bring out faulty units, which he is not in a position to take over for AMC without repairs (The repair may have to be got done by outgoing AMC vendor or by NDMA as applicable). If no such list/ information are submitted within next 7 working days it will be treated as all the machines have been taken over by him and no separate letter will be issued by NDMA in this regard. In case of major repairs requiring in any machine for which separate charges are to be claimed, the contractor may submit a detailed estimate for approval of the competent Authority of NDMA within a period of one week from the date of agreement and thereafter all the systems shall be deemed to have been taken over by the vendor satisfactorily and no such claim will be entertained.

11.2 After expiry of the contract all the machines are to be handed over by the outgoing AMC vendor to the new AMC vendor within 7 working days of expiry of contract in working conditions and a certificate to this effect is required to be obtained by the firm from the concerned officer in-charge of the maintenance and to be produced along with the final claim of the AMC charges. The faults pointed out by new AMC vendor during the inspection before takeover of the Computer systems are to be rectified within next one working day by the outgoing AMC vendor, and any further delay in rectification of faults thus pointed out shall make him liable for imposition of penalty as per Tender terms and conditions applicable to outgoing AMC vendor. Failure to handover all the machines after 7 days will attract penalty at the rate of Rs. 100 per day per machine not handed over.

11.3 A monthly computerized call reports to be maintained serially for the number of complaints attended on call basis and a report for carrying out routine cleaning of Computer Systems/ Accessories and report of quarterly preventive maintenance shall be furnished to the respective NDMA in-charge of maintenance by the 7th of the following month both in the form of hard copy and soft copy. The quarterly bills/ claims shall not be entertained in case this is not followed strictly.

11.4 The agreement shall be in force for a period of two year initially, which shall be extendable by a further period of up to one year on same terms and conditions by giving notice in writing before the expiry of current agreement, if decided upon to do so by NDMA.

12. NDMA reserves the right to disqualify such bidders who have a record of not meeting contractual obligations against earlier contracts entered into with the NDMA. NDMA also reserves the right to blacklist a bidder for a suitable period in case if he fails to honour his bid without sufficient grounds.

13. NDMA reserves the rights to counter offer rate(s) against bids quoted by any other bidder.
14. The AMC contractor must have maintenance facilities in Delhi. A brief of facilities available in Delhi shall be furnished.
15. It should be ensured by the AMC contractor before installing any software in the PCs that it is a licensed version of the original software. Unauthorized/ unlicensed software should not be installed in the PCs of NDMA.
16. Only one rate should be quoted against each item; quoting of multiple rates against a single item will tantamount to violation of the tender clauses and the bid will be rejected.
17. The prospective bidder has to take the NDMA personnel for inspection of the sites where they are already doing AMC for verification, if necessary, at their own cost.
18. Frequent faults of same nature in the same PCs and peripherals etc. will be considered inefficient attendance by the AMC contractor and if repeated faults of same nature in the same PC or peripherals are noticed frequently, notice of termination for the company will be issued and/ or penalty in accordance with 12.1 above shall be imposed from the first date of the fault booking.
19. Computer systems under NDMA are located at NDMA Bhawan, A-1 Safdarjung Enclave, New Delhi-29, Lok Nayak Bhavan, New Delhi-03 and at the residence of officers. In case NDMA is shifted to a single or multiple premises at Delhi during the currency of the contract, the AMC vendor will have to provide the services as enumerated in the AMC under the same rates, terms and conditions.
20. The AMC Vendor should have his own repair centre for repairing of the computer systems, laptops, Laser Printers and Inkjet Printers. For the repair of special purpose items like scanners, CD Writers, Modems, Cartridge Tape Drives etc., vendor should have sufficient expertise/ resources and vendor will have to produce a proof of infrastructure and expertise/resources available for this purpose. NDMA may physically verify infrastructure and manpower of the vendor.
21. The AMC Vendor should keep 10% (of AMC quarterly cost) maintenance spare at his site/ workshop for prompt servicing all the items covered under AMC.
22. The Bidder should have CMMI Level-5.
23. The Bidder should have ISO-9000, ISO-20000 and ISO-27000.
24. The Bidder should have atleast 100 Nos of Engineers on their payroll.
25. The Bidder must have 10 years experience in the AMC of Government Organizations. Copies of Work Order may be uploaded.

Sd/-
(Ashok Kumar Gupta)
Assistant Advisor
National Disaster Management Authority,
A-1 Safdarjung Enclave,
New Delhi-110029,
Phone No. 26701270

PERFORMANCE SECURITY BOND FORM

In consideration of the President of India (hereinafter called 'the Government') having agreed to exempt ----- (hereinafter called 'the said Contractor(s)' from the demand, under the terms and conditions of an agreement / (Work Order) No. ----- Dated ----- made between ----- and ----- for the supply of ----- (hereinafter called 'the said Agreement'), of performance security for the due fulfillment by the said Contractor(s) of the terms and conditions contained in the said Agreement, on Production of a bank guarantee for ----- we, (Name of the bank) ----- (hereinafter referred to as 'the Bank') at the request of ----- contractor(s) do hereby undertake to pay to the Government an amount not exceeding ----- against any loss or damage caused to or suffered or would be caused to or suffered by the Government by reason of any breach by the said Contractor(S) of any of the terms or conditions contained in the said Agreement.

2. We (Name of the bank) ----- do hereby undertake to pay the amount due and payable under this guarantee without any demur, merely on a demand from the Government stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the Government by reason of the contractor(s) failure to perform the said Agreement. Any such demand made on the bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee where the decision of the Government in these counts shall be final and binding on the bank. However, our Liability under this guarantee shall be restricted to an amount not exceeding -----.

3. We undertake to pay to the Government any money so demanded notwithstanding any dispute or disputes raised by the contractor(s)/ AMC vendor(s) in any suit or proceeding pending before any court or tribunal relating thereto our liability under this present being absolute and unequivocal. The payment so made by us under this bond shall be valid discharge of our liability for payment there under and the contractor(s)/ AMC vendor(s) shall have no claim against us for making such payment.

4. We (name of the bank) ----- Further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Agreement and that it shall continue to be enforceable till all the dues of the government under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till ----- (office/ Department) ----- certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said contractor(S)and accordingly discharge this guarantee. Unless a demand or claim under this guarantee is made on us in writing on or before the expiry of **TWO years and two months** from the date hereof, we shall be discharged from all liability under this guarantee thereafter.

5. We (Name of the bank) ----- further agree with the Government that the Government shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary and of the terms and conditions of the said Agreement or to extend time of performance by the said contract(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the Government Against and said Contract(s) and to forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Contract(s) or for any forbearance, act or omission on the part of the Government or any indulgence by the Government to the said contract(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

6. This guarantee will not be discharged due to the change in the constitution of the Bank or the contractor(s)/ vendor(s).

7. We (name of the bank) ----- lastly undertake not to revoke this guarantee during its currency except with the previous consent of the Government in writing.

Dated the ----- day of -----.

For -----
(Indicate the name of the bank)

Witnesses:-

1.

Telephone No.(s):-

STD Code-

FAX No.

E-Mail Address:-

2.

PART –I
Contract Form

1. This agreement is made this day.....between, herein after called “name of company” the first party which expression shall include his heirs, executors and administrators/ their successors and National Disaster Management Authority (NDMA), herein after called “NDMA”, the second party, through Under Secretary(Gen.), NDMA, New Delhi herein after include his successors and assignees, shown as under:-

2. That WHEREAS the first party shall and will execute the work described as “Comprehensive Maintenance for computer laptop printers, scanners etc in “National Disaster Management Authority”, New Delhi details of which are given in Annexure- to NDMA Tender Notice No. ----- dated----- at the rates quoted by ----- vide their bid----- dated -----. Notice Inviting Tender(NIT) dated ----- which shall become part and parcel of this agreement.

3. That the first party would raise demand and the payment shall be done in accordance with _____ of aforesaid tender document.

4. The performance security bond would be enashed by second party in case first party fails to deliver items and/or breaches terms & condition of the aforesaid tender documents.

5. In accordance with the NIT this agreement is made for a period of two years from, as in clause 1(i) of section II of the bid document as decided upon to do so by the second party on the same terms, conditions and rate.

IN WITNESS THEROF THE ABOVE MENTIONED PARTIES HAVE PUT THEIR SIGNATURES ON THIS
.....DAY OF.....2023

Witness

For
Firm/Contractor.

Witness

For
Firm/contractor.

DECLARATION REGARDING NON BLACKLISTED BY ANY ORGANISATION

DECLARATION

I declare that the firm (Name of the firm) has not been blacklisted by Central Govt./State Govt./Public Sector Undertaking or Court of law till date and in future if such a blacklisting takes place, the firm (Name of the firm) would be liable to inform NDMA immediately.

If at any time, it is found that the information given in the above is incorrect/incomplete, the contract is liable to be terminated without assigning any reason and the SD shall be forfeited and legal actions shall be initiated without any prejudice to the rights of NDMA to debar the firm from entering into future contracts.

Place :
date:

Signature :
Name:

(Signature of the authorized person)_____

PRICE SCHEDULE

The Contract Cost of Rs. 10 Lacs for one year.

(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)

Bidder Name _____

(a) COMPUTERS

Sl.No.	Equip. Name	Eqpt. Make	Model /category	Quantity	Rate for per unit per year in the category without GST
1	Desktop Computer	HP	2280	4	
2	Desktop Computer	HP	2480	10	
3	Desktop Computer	HP	6120	02	
4	Desktop Computer	HP	7400	03	
5	Desktop Computer	HP	8100	02	
6	Desktop Computer	Apple	i-mac	01	
7	Desktop Computer	Dell	Dell 380	01	
8	Desktop Computer	HP	6300	01	
9	Desktop Computer	HP	8200	09	
10	Desktop Computer	HP	8300	05	
11	Desktop Computer	HP	Touch	01	
12	Desktop Computer	HP	60045MT	50	
13	Desktop Computer	HP	400G7	40	
14	Desktop Computer	Dell	12700	05	
15	Desktop Computer	HP	800G5(all in one	01	
16	Desktop Computer	Accer	M-200	03	
17	Desktop	Accer	S2670g	01	
18	Desktop Computer	Dell	Dell(Opiplex – 3040)	01	
	TOTAL			140	

(b)LAPTOP

Sl.No.	Equip. Name	Eqpt. Make	Model /category	Quantity
1	Laptop	Dell Vostro	3510	05
2	Laptop	HP	440	05
3	Laptop	HP	Core i7	03
4	Laptop	HP	450G	02
5	Laptop	Dell Latitute	Note Book	05
6	Laptop	Dell Latitute	3500	01
7	Laptop	Dell Latitute	3410	03
8	Laptop	Dell Intell Core i5	Core i5	05
9	Laptop	Apple 2013		01
10	Laptop	HP	A9D47	01

11	Laptop	Apple		01
12	Laptop	HP		01
	TOTAL			31

(c) SERVERS

Sl.No.	Equip. Name	Eqpt. Make	Model /category	Quantity	Rate for per unit per year in the category without GST
1.	Server	Accer	AT350F2	01	
	TOTAL			01	

(D) SCANNERS

Sl.No.	Equip. Name	Eqpt. Make	Model /category	Quantity	Rate for per unit per year in the category without GST
1.	Scanner	HP	3000S3	05	
2	Scanner	Cannon	DR C-230	03	
3	Scanner	SCX 4521	SCX 4521	01	
	TOTAL			09	

(E) PRINTERS

Sl. No.	Equip Name	Equip Make	Model /category	List of Printer Proposed for AMC	Rate for per unit per year in the category without GST
3	Printer	HP	P 1007	12	
4	Printer	HP	LJM 102N	01	
6	Printer	HP	LJ 1505N	10	
7	Printer	HP	CLJM551DN	02	
7	Printer	HP	P1108	10	
8	Printer	HP	M202DW	50	
9	Printer	Cannon	MF-445DW	51	
10	Printer	HP	LJ ProM-329W	02	
			Total	138	

Note:

1. Rates should be inclusive of all taxes, levies, duties, packaging and delivery charges except Goods & Service Tax.
2. The quantity of items mentioned above subject to variation as indicated in clause-14 of NIT.
3. The rates quoted by the bidder shall be valid for two years.
4. Col. (iv) to be entered by the bidder