

HITES /IT//20-21/066

12<sup>th</sup> Nov''2020

**TENDER NOTICE**

**Sub: Comprehensive Annual Maintenance Contract for Computers & Networking Hardware for HITES at it's offices in Noida ..**

Sealed Bids are invited under 02 Bid System ( Technical & Price) for **Comprehensive Annual Maintenance Contract (CAMC)** in regard to the subject line (Details attached in Annex-1).

The tender portal can be accessed through the link: <http://hllhites.com/tenders>.

**Locations:**

Sl.No	Entity	Location
1	HITES-Noida	B-14A, Sec-62, Noida -201307

Summary of Requirements		
S. No	Description	Remarks (if any)
1	Full time Resident Service Engineer with adequate technical qualification have to be posted at HITES - Noida office	Resident Engineer would be selected /approved on the basis of interview by IT Department- HITES Noida
2	*No. of IT Devices are indicative in nature & it <b>may increase or decrease</b>	List enclosed in <b>Annexure 1</b>
3	Price Format	Enclosed in <b>Annexure II</b>

**Period of contract: Initially for ONE year & further extendable for subsequent ONE year , based on Satisfactory performance.**

**Important Dates:-**

Event		Date & Time
Date & Time for submission the tender document		26 <sup>th</sup> Nov' 2020, 02:00 PM
Closing Date & Time	(a) For EMD Submission	
	(b) For EMD & Bid Submission (Tech + Price	26 <sup>th</sup> Nov'2020, 02:00 PM
Date and time of opening of Bids		26 <sup>th</sup> Nov' 2020 03:00 PM

The Hard copy of the Bid should be stamped, signed & kept in two envelopes separately, mentioning the-Price Bid and Techno-commercial bid on separate envelopes.

Please ensure that the required EMD (BANK DRAFT), and Bid should reach on or before the stipulated date as mentioned above.

**The Bids under Sealed Cover should be sent to the following address, thru' Courier/ Regd. Post or Hand Delivery addressed to :-**

**Dy.Vice President (IT)**  
**HLL INFRATECH SERVICES LIMITED**  
**Plot # B-14A, Sector-62, Noida-201307 (UP)**

The clarifications can be sought by the participating bidders on or before closing date & time of submission of bids with prior appointment on all working days ( Mon-Fri) excl. Holidays thru' e-mail <itnoida@hllhites.com> or call 0120-4071531

**ELIGIBILITY CRITERIA:**

The Bidders should have the following Eligibility for participating in the Tender. The Bidders should enclose documentary evidence for fulfilling the Eligibility in the Technical Bid. If a bidder fails to enclose the documentary proof for eligibility, their bid will be summarily rejected.

**Eligibility Conditions Documentary Proof to be submitted:**

Sl	Eligibility Criteria	Documents to be Submitted
1	Name, Address, Contact Person , Phone No, e-mail	On Letter Head
2	GST Certificate	Documentary proof
3	PAN	Copy of PAN
4	EMD – Rs.5,000/- ( refundable w/o Interest <b>Note :- MSME vendors' are exempted from paying EMD on submission of valid MSME certificate for Services category.</b>	In form of DD ( In physical form) payable to HLL INFRA TECH SERVICES LIMITED , Payable at Noida
5	Copy of Minimum 03 Purchase orders for CAMC Services not less than Rs.05 Lacs/annum ( Single Order) during last 03 FY's ( 2017-18,18-19,19-20	Copy of PO's
6	Annual turnover Certificate ( Not less than Rs.50 lacs/annum for last 03 Completed FY's	Certificate from Registered CA (Signed & Stamped)

**Tendering Process:**

1. Technical Bid-in separate envelop
2. Price Bid- in Separate envelop
3. EMD in Separate envelop

In addition to above, the bidder should also fulfil the followings:-



- Bidders shall note that unless any and all deviations, they may wish to make, from the enclosed Tender and other terms and conditions with their proposals, it shall be deemed that the Bids are in strict accordance with the requirements of this enquiry, even though these deviations may be referenced elsewhere.
- The Bidder should be fully and completely responsible to HITES for all the deliveries and deliverables.
- The HITES reserves the right to accept / reject / cancel any or all tenders in whole or part without assigning any reason whatsoever.

#### **SCOPE OF SERVICES:-**

The successful bidder has to provide the following services to keep the equipment's covered under the contract in satisfactory working order.

**All the parts of the systems and peripherals shall be replaced at free of cost in case of any defects during the period of CAMC except consumables viz. Printer Ribbon (DMP), UPS & Laptop Battery & Accidental Damage.**

#### **Preventive Maintenance: -**

Should be carried out every 02 months as per the schedule provided by the purchaser.

Following activities shall be carried out as a part of Preventive Maintenance:-

- (i) Cleaning the internal /external parts like cabinet, monitor, keyboard, mouse, SMPS, Motherboard etc..
- (ii) Lubricate moving parts in the case of printers.
- (iii) Check the output voltages and battery conditions of the Offline UPS.
- (v) All Desktop/Laptop Computers should be virus free after preventive maintenance by running antivirus utility.

All operating system / application softwares required for the installation/modification/up gradation will be provided by the purchaser only. No external such sources will be entertained under any circumstances.

**Breakdown maintenance will include the following activities.**

- i. Diagnose the hardware and software
  - ii. Rectify hardware/software faults
  - iii. Replace defective parts.
  - iv. Update of software periodically (if required)
- If the defective item is taken for contractor's site for service in the case of failure in rectifying the problem at purchaser's site, an item which technically comprises the defective item (equivalent or higher) should be provided within 06 hours after informing the problem. The defective item should be returned after service within minimum period of time.
  - In the event of formatting the hard disk drive the representative of the contractor should ensure that whether the data backup has been done properly. This can be ensured with the users also.
  - All replaced items should be of the same make of the faulty items and the quality of the replaced item is subjected to the inspection by the Purchaser.
  - If the party is not able to repair the faulty items within 06 working days, the same will be repaired by HLL and the cost incurred will be deducted from the charges for CAMC during that period.

**The terms and conditions should not be affected in the case of following:**

- i. Shifting of systems and peripherals under CAMC within HITES offices.
- ii. Replacement of the parts under CAMC based on purchasers need.
- iii. Shifting of IT Items at the residences of senior executives.

Call Report, Preventive maintenance report, break down report, verified by the representative of purchaser at corresponding location, should be submitted separately on the 5th of every month at HITES, Noida.

- The LAN issues of the mentioned locations are to be solved in the CAMC without any extra cost. (There are around 300 Network points).

• **List of standby items for HITES Noida office are as follows:-**

- 1>Desktop Computer (01 Nos.): Corei3 Processor, 4 GB RAM, 500 HDD
- 2> SMPS for Desktops- (02 Nos.)
- 3> SATA HDD for Desktop: 500 GB - (01 Nos.)
- 4> USB Keyboard: (05 Nos.); USB Optical Mouse: (05 Nos.)
- 5> Tool Set for Resident Engineer ( Incl. LAN tester, Screw Driver Set , Multi Meter etc)

## **Terms & Conditions:-**

- a. The period of CAMC is for ONE year for all the items from the date of award of contract, further extendable for an additional period of ONE .
- b. The Lowest Bidder would be determined by the total basic value ( excl. Taxes & Duties) for all the line items( IT Devices )
- c. It's mandatory that bidders need to quote for all the line items. In case of incomplete price bids, the entire price bid would be deemed REJECTED and hence would not be evaluated.
- d. PRICE BIDS of those bidder's would be opened , who qualify or found RESPONSIVE in Technical evaluation ( Cover-1)

## **Performance Security:-**

The successful bidder is required to furnish a Performance security deposit equal to **5% (Five) of the total order value by the way of DD from a Nationalized/Registered/Scheduled bank in favour of "HLL Infra Tech Services Ltd" payable at Noida .** No interest shall be payable on the security deposit .

**(OR)**

The bidder can submit a Bank Guarantee for the same and the security deposit shall be valid till successful completion of the contract.

**Evaluation Criteria:** - The Ranking of the acceptable bids would be done by totaling. Bidders are required to quote for **EACH line items.**

Any Line items not quoted would result in disqualification of bids. **Incomplete Bids would stand automatically rejected.**

## **Payment:-**

Payment will be released in FOUR equal installments on successful completion of CAMC for the relevant THREE months period. Party has to submit the following.

- a. **Original invoice.** The Invoice should clearly mention the PAN/GST No / Banker's details ( A/c no , IFSC , MICR Code )
- b. Preventive /Break down Maintenance report duly signed by IT Dept., Noida.

## **Other Conditions:-**

- HITES reserves the right to withdraw the CAMC for some items or whole. In the event, payment would be based on the actual number of items and its effective period.
- If the purchaser is not satisfied with the performance of the contract during CAMC, Contract will be terminated by giving 01(One) month prior notice to the contractor. The payment towards the CAMC shall be paid on pro rata basis till the date of termination of CAMC services
- HITES Limited has the right to increase or decrease the quantity of the items without assigning any reason whatsoever.
- ~~Who~~ The prices quoted shall be valid for a period of **60 days** from the date of opening of bids. ~~Who~~ reserves the right to reject any or all of the bids without assigning any reason

**LIST OF ITEMS FOR CAMC (Indicative List)****Annex-1**

<b>Sl</b>	<b>Description</b>	<b>Qty ( Nos)-Appx</b>	<b>Remarks (if Any)</b>
1	Desktop – Dual Core / Core i3 / Core i5 / Core i7	120	
2	Laptop – Dual Core / Core i3 / Core i5	60	
3	Laser –monochrome A4, MFN, N/w , duplexing Printer	15	
4	Laser –Color A4, MFN, N/w , duplexing Printer	02	
5	Laser –Color A3/A4, n/w , duplexing Printer	01	
6	Ink Tank printer (Epson/HP) – Color –A4	04	
7	Overhead Projector – BENQ/EPSON	03	
8	DMP-Printer	03	
9	Network Switch –CISCO	13	
10	Server –DELL	01	
11	Access Point with Controller - ARUBA	11	
12	Scanner – HP- A4 , Flatbed/ADF	04	

**Annex-II****PRICE FORMAT**

<b>S. No</b>	<b>list of items</b>	<b>Qty.</b>	<b>Unit Rate (all incl. of Taxes &amp; Duties)</b>	<b>Total Value (all incl. of Taxes &amp; Duties)</b>
1	Desktop – Dual Core / Core i3 / Core i5 / Core i7	120		
2	Laptop – Dual Core / Core i3 / Core i5	60		
3	Laser –monochrome A4, MFN, N/w , duplexing Printer	15		
4	Laser –Color A4, MFN, N/w , duplexing Printer	02		
5	Laser –Color A3/A4, n/w , duplexing Printer	01		
6	Ink Tank printer (Epson/HP) – Color –A4	04		
7	Overhead Projector – BENQ/EPSON	03		
8	DMP-Printer	3		
9	Network Switch –CISCO	13		
10	Server –DELL	1		
11	Access Point with Controller - ARUBA	11		
12	Scanner – HP- A4 , Flatbed/ADF	4		
	<b>Group Total</b>			