



**Indira Gandhi Delhi Technical University for Women  
Kashmere Gate, Delhi-110006**

**I. NOTICE INVITING QUOTATION:**

Open E-Tenders (through E-procurement Portal, GNCTD) are invited under two bid system (Technical bid and Financial bid) on behalf of Registrar, Indira Gandhi Delhi Technical University for Women, Kashmere Gate, Delhi-110006 from eligible firms/distributors/authorized vendors for Comprehensive Annual Maintenance Contract for Network Facility Management, Desktop Computers and Printers as per list of quantity attached with this NIQ.

1	<b>Name of work</b>	Providing Comprehensive Annual Maintenance Contract for the Network Facility Management, Desktops Computers, Printers and other IT Hardware
2	<b>Pre-Bid Meeting</b>	Date: 24.02.2022 at 3:00 pm, Conference Room, IGDTUW Campus
3	<b>Date, time and venue for Submission of Quotation</b>	Date: 10.03.2022 Up to 2:00 pm
4	<b>Date, time and venue for Opening of Technical Bid</b>	Date: 10.03.2022 at 3:00 pm, Conference Room, IGDTUW Campus
5	<b>EMD</b>	Bid Security Declaration Document must be Submitted against this tender on the name of Registrar, IGDTUW as per Annexure IV.
6		Financial bid shall be opened after evaluation of technical bid and date & time shall be intimated thereafter separately through website ( <a href="http://www.igdtuw.ac.in">www.igdtuw.ac.in</a> ) of the University and from E-procurement Portal, GNCTD
7		The tender document can be downloaded from website ( <a href="http://www.igdtuw.ac.in">www.igdtuw.ac.in</a> ) of the University and from E-procurement Portal, GNCTD.

## II. FOLLOWING ITEMS ARE AVAILABLE FOR COMPREHENSIVE AMC IN THE UNIVERSITY:

S.NO.	ITEMS/EQUIPMENTS	QUANTITY
1	Desktop Computers HP core i7	458
2	Desktop Computers HP Core i5	96
3	Desktop Computers Lenovo core i7	21
4	LaserJet Printers (HP, Samsung, Kyocera etc)	63
5	Servers	11

### Note:

- 1) List containing details of the above items is available in the office of IT Services Division, IGDTUW at Kashmere Gate, Delhi.
- 2) In the event of addition of any more machines under the scope of the AMC, the maintenance will be carried out by the vendor for which the vendor may be eligible for an additional consideration on pro-rata basis. In the event of condemnation of equipment/machines/computers, the same shall be removed from the contract and the rates reduced accordingly on a pro-rata basis
- 3) The offer furnished by Firm/Company should be valid for the acceptance for a period of at least 180 days from the last date prescribed for the receipt of the tender.
- 4) The company has to quote rates per item and items under warranty shall be covered under AMC after expiry of warranty immediately on the rates quoted.

### III. ELIGIBILITY CRITERIA:

- 1) The tenderer must be a registered firm having registered office and Repairing Centre in Delhi/NCR.
- 2) The company Must have a minimum three years of Continuous experience in last five years for Maintenance of Internet, Intranet, Maintenance of Desktop Computers, Servers, Printers, and UPS, in a University/ Educational Institution or similar setup.
- 3) The minimum turnover of the Company for the financial years 2017-18, 2018-19 and 2019-20 should not be less than Rs. 1.25 Crore per year in Similar nature of work, Copy of certificate attested by CA must be attached.
- 4) Approx Estimated cost of tender is Rs. 19 Lakhs per annum including Engineers salary.
- 5) Tenderer must have executed one of the following in last 5 years:
  1. One similar nature of work equal to 80% or more of estimated cost of CAMC  
or
  2. Two similar nature of work equal to 50% or more of estimated cost of CAMC  
or
  3. Three similar nature of work equal to 40% or more of estimated cost of CAMC
- 6) The tenderer must have executed minimum five work of similar nature i.e. for managing similar FMS/AMC as mentioned in the scope of work in any Govt. organisation/Universities in last three years. The detail of clients along with phone number must be furnished along with the bid.
- 7) The Firm/Company must be registered with the Registrar of companies and with the Delhi VAT Department for Works Contract Tax/VAT/GST whichever is applicable.
- 8) The firm/Company must have registered with ESIC and EPFO.
- 9) The firm must have 100 Technical Service Engineers (Hardware-desktop & printer), 5 Network Engineer and 5 Server Engineers on his payroll. Firm must submit ESIC and EPFO details of these Engineers.
- 10) The Firm/Company also must have expertise and experience in LAN/Wi-fi troubleshooting. The bidder should have executed satisfactorily minimum one Annual Maintenance Contract of more than **500 Computers** connected in LAN under Linux/Windows environment for at least two years consecutively.

- 11) Firm should be **Authorized/Registered/Business/Channel - Partner/Provider** of any one of the companies like HP /Lenovo/ Dell /IBM or equivalent for the equipment/equipments to be taken under AMC. (Certified copy/copies of the Authorisation Certificate have to be submitted along with the tender.
- 12) The company should produce the self-attested photocopies of documents related to allocation of Registration Number, PAN number, Service Tax Number, Sales Tax Number, GST Number, ESI Number, PF No etc.
- 13) Company should be an ISO Certified for ISO Certifications ISO 9001:2015 (Quality Management System), ISO 20000-1:2018 (IT Service Management) and ISO 27001:2013 (Information Security Management System) company
- 14) Maintenance services for an average of 2500 assets comprising of Computer Hardware peripherals / IT Infrastructure for the last 3 Years (FY 17- 18, FY 18-19, FY 19-20 FY)
- 15) **The agency shall provide undertaking on Non-Judicial Stamp Paper worth Rs. 100/- that:**
  - i) It has not be barred or blacklisted by any of the Central/State PSU / Departments / Organizations/ Central or State Government.
  - ii) It will ensure fair trade practice.
  - iii) The proprietor/partners of the agency does not have any relative employed with Indira Gandhi Delhi Technical University for Women, Kashmere Gate, Delhi
  - iv) It will maintain secrecy/confidentiality of data and record of the University.

#### **IV. TERMS & CONDITIONS:-**

- 1) The tender will follow a simultaneous two bid system. One, the **Technical Bid (Annexure-I)** and the other **Financial Bid (Annexure-II)**. The final cost should be very clear and there should not any hidden cost i.e. there should not be any ambiguity in the total cost.
- 2) If a firm quotes NIL charges, the bid should be treated as unresponsive and will not be considering.
- 3) Bid Security Declaration to be submitted as per **Annexure-IV**.
- 4) The rate quoted should be FOR, in Indian Rupees, inclusive of all levies, cartage handling, loading, unloading or any other expenditure for providing services etc. plus taxes extra as applicable. The rates should be quoted legibly in figure as well as in words. There should not be any cutting, overwriting or erasing in the rates or specifications and any cutting/over writing/erasing is found the tender will be summarily rejected. If there is any difference in the rates of words and figure in a tender the figure written in words will considered as final.
- 5) The Firm/Company should quote rate on comprehensive basis for AMC for Network Facility Management (Intranet & Internet services, Management and operation of various Servers) of all the Desktop Computers and Printers and other IT Hardware as per attached format for **Financial bid (Annexure II) and partial quote will be rejected summarily.**
- 6) The vendor/agency/firm should give the certificate, stating that they will not quote less than the price quoted in tender of IGDTUW, Delhi for similar services during contract period to any institute/university.
- 7) The bidder shall **place the bids through e-tender on E-procurement Portal, GNCTD. However** all documents in support of eligibility as well as DD/Pay order for EMD shall be placed in the envelope marked "Technical Bid" which shall be superscribed as "**Quotation for AMC of Network Facility Management, Desktop Computers, Printers and other IT Hardware**" and to be deposited to **In-charge IT Services, 2<sup>nd</sup> Floor, Examination Division, IGDTUW.**
- 8) Bids without Bid Security Declaration Document will be summarily rejected.
- 9) Conditional Bids will be summarily rejected.
- 10) The "Financial Bid" of those bidders whose "Technical Bid" have qualified will only be opened.
- 11) Net rate ( inclusive of, levies, cartage handling, loading, unloading or any other expenditure for providing service etc.) plus taxes extra as applicable must be quoted in Indian Rupees only both in figures & words

- 12) Delivery:-F.O.R Indira Gandhi Delhi Technical University for Women, Kashmere Gate, Delhi-110006.
- 13) The successful bidder have to submit a Performance Security Deposit @ 3% of the approved tender value in the form of Demand Draft/BG/FDR drawn in favour of “Registrar, IGDTUW – Security Deposit SB Account” within 07 (seven) days from the receipt of the communication regarding award of contract. The EMD of the successful bidder shall be refunded on the receipt of the Performance Security or shall be adjusted toward Performance Security Deposit, if so desired by the successful Firm/Company in writing.
- 14) The performance security shall be valid for a period of 60 days beyond the date of completion of all contractual obligations. The Performance Security Deposit shall be refunded without interest after 60 days of completion/termination of the AMC period on receipt of request from the agency.
- 15) In case the successful bidder fails to deposit the Performance Security within 07 days from the receipt of the contract award, the contract may be cancelled.
- 16) In case the successful bidder fails to start AMC within one month from the date of award of contract, a sum equal to 0.5% of the contract price per week or part thereof until the actual execution of work subject to maximum of 10% of the value of AMC shall be deducted.
- 17) The payment shall be made on half-yearly basis on receipt of the claim/request by the agency.
- 18) TDS, if any, levied shall be deducted at source.
- 19) The offer furnished by the Firm/Company should be valid for the acceptance for the period of at least 180 days from the last date prescribed for the receipt of the tender. In case of withdrawal, by the successful Firm/Company, the EMD shall be forfeited by IGDTUW absolutely and no claim shall be admitted in this regard. Such bidder shall not be allowed to participate in the re-quotation process.
- 20) University reserves the right to reject any or all the bids or accept them in part or reject the lowest bid without assigning any reason.
- 21) The university reserves its right to terminate the contract at any time after giving one month notice period without assigning any reason. The firm will not be entitled to claim any compensation against such termination.
- 22) In case of any dispute relating to meaning, scope, servicing, operation or effect of this contract or the validity or the breach thereof, the decision of the Vice Chancellor, Indira Gandhi Delhi Technical University for Women shall be final and binding on both the parties.
- 23) An affidavit on non-judicial stamp paper worth Rs. 100/- stating that (a) the firm has not been debarred/blacklisted by any University/Autonomous Organization/ Government/Semi Government organizations, (b) will observe fair dealing in the business.
- 24) Period of contract will be initially for one year, and it can be extended subject to satisfactory performance and services. Further, in case, the performance of the contractor in the first year is not found satisfactory/upto the mark, the contact shall be terminated immediately with a notice of one month and in this case; question of extending the contract does not arise.
- 25) In the event of addition of any more machines under the scope of the AMC, the maintenance will be carried out by the vendor for which the Firm/Company may be eligible for an additional consideration on pro-rata basis. In the event of condemnation of equipment/machines/computers , the same shall be removed from the contract and the rates reduced accordingly on a pro rata basis
- 26) The resident/ Service engineers or their legal heirs shall not claim any insurance benefit from the University in case engineers suffer any loss or damage to their life or person or property while in the University premises
- 27) Firm/Company are requested to quote comprehensive AMC charges including repairs, cost of spare parts and remuneration of labour/staff/Service Engineers. The comprehensive AMC cost shall also include repair of items which are not in working condition at the time of Award of Comprehensive AMC job. **For this purpose, the Firm/Company may inspect the above items for ascertaining their working condition etc. before furnishing rates, if they so desire**
- 28) Firm/Company shall be required to maintain updated inventory records of Computers, Server, UPS and Network equipments etc. in the form soft copy. Updated inventory list shall be

required to be submitted to the department quarterly in the format provided by IT Services Division.

- 29) On expiry/termination of the contract, the firm will have to hand over the systems in perfect working condition to the Department, failing which the amount spent on setting the system repaired/in working condition from the open market will be deducted from the security deposit of the firm.
- 30) The Firm/Company must have expertise to provide maintenance of various types of Computers, Servers, UPS, Printer and Network Facility Management (Intranet & Internet and management of Servers).
- 31) The Firm/Company must have expertise to provide effective secured network solutions and maintenance of various network equipments.
- 32) The Firm/Company should be a registered firm and should possess PAN, GST No. etc.
- 33) **Force Majeure-** A Force Majeure means extra ordinary events or circumstances beyond human control, such as an event described as an act of God (like a natural calamity, war, strike, riots, crimes etc)
  1. The firm has to give notice of force majeure, as soon as it occurs and it cannot be claimed ex-post facto.
  2. A force majeure clause, frees both parties from contractual liability when prevented by such events
  3. If the performance in whole or in part is prevented or delayed by any reason of force majeure for a period exceeding 90 days, either party shall by reason of such events, be entitled to terminate this contract without any financial repercussion on either side/party.
- 34) **Settlement of Disputes:**

If an amicable settlement is not forth coming, recourse may be taken to the settlement of dispute through arbitration as per the Indian Arbitration and Conciliation Act, 1996. The arbitrator will be appointed by Competent Authority of IGDTUW and the arbitration proceedings will be held at Delhi/New Delhi.

## V. SCOPE OF WORK

The successful bidder would be required to carry out:

- 1) CAMC/Direct Technical Support Services for all the other IT assets under CAMC.
- 2) In case of direct maintenance, the service should be comprehensive maintenance, which inter alia includes repair and/or replacement of all defective components with same make and model. In case of replacement of non-serviceable components, the component should be replaced only with a new & compatible component of equivalent or better configuration. On replacement of the item i.e. Monitor, Printer, Scanner, Laptop or whole PC, the vendor should inform about the replacement to IGDTUW ITS Incharge on the letter head of his company and provide the complete report of both (part getting replace and defective part). Replaced part must be equivalent or higher configuration.
- 3) Comprehensive maintenance shall include all components of Desktop/Printers including hard-disks, keyboard, mouse, printer heads, fuser assemblies, plastic parts of printer; Printer ribbons etc. but excludes Toner/Ink cartridges.
- 4) Vendor shall maintain their own vacuum cleaner/cleaning sprays for cleaning of desktops, printers. Vendor shall provide tools to every engineer i.e. multi meter, LAN tester, screw driver set, cleaning brush, small blower, soldering tool and every piece of tools required for smooth functioning of FMS. Vendors shall maintain at least two external USB hard disk of sufficient capacity for the backup of user data in order to resolve the call as early as possible. Vendor should provide sufficient amount of cleaning fluid and cloth for cleaning the RAM.
- 5) The Asset Management service includes checking configuration, supervising new hardware deliveries & installation, maintain hardware change documents and update data

accordingly. It also includes keeping track of those assets which are being interchanged from one user to another due to transfer, promotion or any other reason. Collecting necessary forms filled in by users and dept. head, updating the same in asset master, labeling of new PC with Tag nos. etc. It also includes carrying all IT asset under AMC the Desktops, Printer between IGDTUW location and various floors within IGDTUW premises

6) The bidder shall submit the scheduled monthly/ quarterly reports on regular basis. Any additional reports shall also be submitted by bidder as and when required by IGDTUW during the contract period.

7) The bidder should provide Standby Desktop/Printer and kept minimum 5 spare Desktops and Printers in case of any shortage of spare parts of desktops & printers due to delay in repair. The bidder has to keep spare desktops/printers at this own premises.

8) The bidder should ensure confidentiality of the data, in-house developed software, software packages purchased by IGDTUW. Any copies of the same would be done only with prior permission of IGDTUW. Illegal use of IGDTUW's software or hardware will be strictly dealt with. The bidder has to give undertaking to this effect.

9) Agency/Firm must ensure visit of Cyber Security Expert once a month in IGDTUW for checking the security of servers, web application, firewall and other devices. And if anything needs to be patched/upgrade/update, the server support engineer and network engineer will made the same under the supervision of cyber security expert. Cyber Security Expert will provide the complete report every month to IGDTUW.

10) For any loop holes/lapses found in any server, network device and security device, agency will be held responsible and strict action will be taken against him.

11) Agency will take backup of all centralized devices (servers and network) once in every month and submit the copy to IGDTUW and no data backup will be kept with the agency and no data will be transferred to anyone/ third part in any case without prior approval of IGDTUW.

12) Backup taken by the agency must be tested for complete accuracy of the backup.

13) Physical inventory of IT assets and creation of Asset information database (Hardware, Software, Peripherals, Networking equipment etc.) using details provided by IGDTUW for recording information like configuration details, IGDTUW Asset Code, warranty and AMC details etc. Recording upgrades, scrapping etc. and updating IT Asset Database. Tracking, updating and reporting movements of IT assets. ccountable for all the assets officially received by service engineers.

Note: The vendor has to carry out physical inventory of all IT assets at all IGDTUW locations in the beginning of the Facility Management Services and update the database. Subsequently, the database should be kept updated for changes from time to time as part of Asset management functions. Physical Inventory has to be done once in three months to re-confirm the inventory status.

14) Service Engineers will coordinate OEMs for those products which are under warranty / AMC for resolution of the problems relating to such products.

15) Security management at client side will ensure that the PCs are not infected by virus and are operational. Support for diagnosing and resolving security related problems. Load anti-virus software. Unauthorized software or hardware should not be loaded on machines in IGDTUW. Software or hardware installation on any machine only to be done with prior permission of IGDTUW team. Will maintain IGDTUW ICT/Security policy on desktops, servers etc.

## **A. Desktop Management-**

Desktop/ Workplace Management provides support for Desktop Hardware, Software and Network devices as an integrated solution.

### **Deliverables**

- i. Presence of qualified and experienced Service Engineers on site at IGDTUW for maintenance and services. All service engineers should be well versed with all the problems related with Hardware/software of Printers, Desktops, Network, Antivirus and other IT Hardware etc.
- ii. Root cause analysis should be carried out for frequent hardware/software failures, if there is any.
- iii. Supply of new and genuine hardware parts and installation of the same if required.
- iv. Preventive maintenance as scheduled.
- v. Support of various OS systems in desktops/notebooks/laptops like Windows XP, Windows Vista, Windows 7, Windows 8, Windows 10, Ubuntu, Linux etc. Provide local permissions i.e. File sharing, printer sharing etc. Provide Active directory, Antivirus configuration settings.
- vi. Installation/ Upgradation of hot fixes/patches/service packs/operating systems on all desktop and laptop machines as and when required.
- vii. Support for desktop Software like MS Office Suites, Network clients, Mail clients, application clients, CA clients, Active Directory, Anti-virus software and shared folders etc.
- viii. Management of Desktop OS/ Hardware to ensure standardization.
- ix. Performance Administration/ Periodic Monitoring.
- x. Problem isolation/ Trouble shooting/ Resolution.
- xi. Support for new desktop OS's as required.
- xii. Support for regular upgrades of various OS and Desk Top software mentioned above.
- xiii. Pro-active Disk management.
- xiv. Installation and re-installation of all desktop software as required due to disk crashing/formatting, virus attack etc.
- xv. MIS reports showing parts repaired, replaced, sent for repair, pending repair etc. using software tools.
- xvi. Any other related activity to ensure optimum use of as and when required.
- xvii. Before issuing new Desktop/Laptop to user, vendor should ensure the configuration is done as per IGDTUW's IT Policies.
- xviii. Run approved tools on client machines to free disk space, delete unwanted programs etc. for better performance.

## **B. Printer Management**

Printer Management will ensure the printers (DeskJet, LaserJet, Line printers etc) at client side are always maintained in the operational condition.

### **Deliverables**

- i. Support for diagnosing and resolving printer problems.

- ii. Supply and install necessary parts as required including Fuser assembly (for Laser jet Printers)
- iii. Preventive maintenance will have to be carried out every quarter for all printers onsite located in various IGDTUW offices as covered in this RFP and to submit a detailed report as per the format given by IGDTUW, along with user's signature confirming having done the preventive maintenance.
- iv. Preventive maintenance includes cleanup of complete printer at IGDTUW on site by vacuum cleaner, cleaning the printer heads, parts, gears, etc by acceptable cleaning agents and also oiling of movable parts. Required tools to be provided by vendors.
- v. MIS reports showing printers attended and the unresolved problems.
- vi. The bidder will have to provide standby printer of equivalent model due to non-availability of any particular component.

### **C. Video Conference Management**

Video conference management provides technical support to manage the video conference hardware and software in IGDTUW

#### **Deliverables**

- i. Provide technical assistance in Audio Visual/Video conferences - including, but not limited to, loading, supporting and projecting PowerPoint Presentations to projector/TV/ large screen.
- ii. Provide technical support and training to end-users.
- iii. Provide pre-conference testing and setup for video teleconferences and/or meetings.
- iv. Provide AV/Video conference support and expertise to Executive Management, and will be responsible for Manage videoconferencing rooms, including video control systems, sound and general LAN infrastructure installation.
- v. Manage and maintain all elements of enterprise-wide video network environment, including all hardware, software, and circuitry, which is considered within the scope of services.

### **D. Data Centre/Server Management**

- i. Making arrangement for Website Hosting in the campus excluding the development of website/WebPages.
- ii. To monitor and maintain the logs of the hits, server uptime charts, server backup and intrusion detection on the web server; Supporting and managing mailing services both webmail and configuration of outlook express on multiple platforms like windows and Linux.
- iii. Installation of Linux Server/Ubuntu and its management.
- iv. The server engineer may also coordinate with the Librarian, IGDTUW for establishing DSpace Server, uploading the videos etc for providing e-learning facilities
- v. VPN Access of Servers
- vi. Xampp Server installation and backups and monitoring for proper functioning of server.



- vii. Provide Support during online examination and online admissions for ERP Portal activities under the guidance of In-charge IT Services and coordinate with vendor to resolve the issues within time.
- viii. SSL Certificate Installation and support for conduction security audit of different applications of university.
- ix. Creation of Virtual servers, backups, VMware, Hyper V etc
- x. Knowledge of Domain server, DNS setup, DHCP Servers etc.

### **E. Network Facility Management**

The Network Management Support services are expected to be provisioned through appropriately qualified and experienced engineer(s) / consultant(s) who will perform routine & other network management tasks including, but not limited to, the following:

- i. Troubleshooting, maintaining, installing/re-installing and configuring the hardware and software typically associated with network equipment – switches, router, UTM device, NMS (Cisco Prime), ISE (Cisco ISE) etc. including a windows DHCP server.
- ii. Identifying LAN (wired/wireless) faults (logical / configuration / physical) and getting them resolved.
- iii. Configuration / location changes in the Network devices.
- iv. Testing & troubleshooting of the UTP cables in case of any problem. Rectification of any problem in the UTP cable termination – RJ45/IO Box/ Patch cord will be covered under AMC; including re-punching of IO box/ replacing of faulty with new IO box, re-crimping of RJ45, replacing faulty patch cords with factory made patch cords (CAT-6), etc.
- v. Diagnosing & troubleshooting problems related to slow speed in wired LAN related to PC, Network printers and other network devices.
- vi. Testing, troubleshooting of wi-fi network problems & restoring the connection from wi-fi router/ access points to the network devices (PC/Printers or any network devices).
- vii. Management, configuration, troubleshooting & comprehensive maintenance including replacement of Wi-fi routers/ access points.
- viii. Diagnosing & troubleshooting problems related to slow Wi-Fi LAN related to PC, Network printers and other network devices.
- ix. To manage, configure & troubleshoot for almost 100 % availability of present switches & routers and further addition of active elements if any.
- x. Resolution of all software/firmware and hardware problems or failures relating to networking equipment, cabling/media, thin client devices, UTMs, UPSs, Servos, etc.
- xi. Installation of software updates/patches
- xii. Change in network equipment (UTM, switch, controller, etc.) configuration as per requirement.
- xiii. Backup of all network devices configurations
- xiv. Relocation or modification of hardware as requested
- xv. Assisting with inventory control, including property tags
- xvi. Documentation of diagrams and configurations
- xvii. Provide Support to Students in hostels for any network issue.

### **F. Preventive Maintenance**

The firm shall carry out preventive maintenance regularly and shall plan, as per schedule of quantities, such that maintenance is carried out in every equipment at least once in three months. A separate logbook should be maintained to record the preventive maintenance carried out of each equipment.

The schedule of preventive maintenance shall be as follows:-

- i. Cleaning of all equipment using dry vacuum air, brush soft muslin clothes.
- ii. Running of test programmes to ensure quality, reliability of the equipment.
- iii. Checking of power supply source for proper grounding and safety of equipment
- iv. Ensuring that covers, screws, switches etc. are firmly fastened in respect of each equipment
- v. Shifting of equipment as and when required.
- vi. Running of diagnostic software for system performance

#### **G. PERSONNEL DEPLOYMENT FOR THE PROJECT**

- i. The successful bidder shall ensure that a team with the required skill-sets is dedicated to the FMS throughout the contract period.
- ii. All service engineers should have minimum 3 years of experience.
- iii. Estimated Number of full time Service Engineers required at various IGDTUW Offices is as indicated in Para VI. No help/Hamals will be provided by IGDTUW for moving Desktops printers etc. from and to their original location for repair and/or shifting reallocation. The bidder must arrange manpower and tools/equipment for shifting or repairing. The qualified printer engineer should carry out preventive maintenance of printers, scanners onsite before the end of each quarter.
- iv. Engineers can be moved from one location to other as per IGDTUW's requirement.
- v. Holidays would be as per IGDTUW Holiday Calendar exclusive of Saturdays.
- vi. Call Logging: Through telephone, e-mail, personally intimating the Help Desk/ Service Engineer.
- vii. Call Status and registering user feedback: Closing of call on confirmation with end-user. Unless the end user is satisfied the status of the call will remain open. Vendor should log all the calls in Compliant Register. Feedback have to be collected from users before closing the call.
- viii. All Service Engineers reporting at IGDTUW Campus should carry proper identification. The successful bidder should submit a copy of appointment letter issued along with photograph and resume of the Service Engineer to the FMS/AMC coordinators at the respective IGDTUW office.
- ix. In case of absence / transfer / resignation of Service Engineer, replacement should be immediate with no gaps in the support operations and the IGDTUW should be informed accordingly well in advance.
- x. In case of urgency, Service Engineer may be called on Sundays and Holidays at no extra cost to IGDTUW.
- xi. Bidder should provide each Service Engineer with a mobile phone, at his cost (Fixed cost + Recurring cost), so that she / he can be contacted in case of any urgent services. All mobile numbers have to be provided to the IGDTUW.
- xii. The Bidder will undertake that supplies of necessary maintenance equipment, tools and spare parts will be made available on a continuous basis.

#### **VI. DEPLOYMENT OF SERVICE ENGINEERS ON FULL TIME BASIS**

- 1) The successful bidder shall be required to depute following 05 Service Engineers on full time basis at the IGDTUW Campus:
  - i) Five qualified **Hardware Engineers (Service Engineers)** for computers, printers, Network management, other IT hardware etc
  - ii) One qualified **Network Engineer (Service Engineers)** for managing Network, and issues.

- iii) One qualified **Server Support Engineer (Service Engineers)** for managing Servers related activities, Server Installations, Configurations, Maintenance and issues. Server Support Engineer should provide support on University ERP and Website work.
  - iv) The service Engineers will be posted at University Campus for six days in a week (9:00 AM to 6:00 PM).
- 2) **Qualification and experience of service engineer:**
- i) **Minimum Qualification and Experience for Hardware Engineers (Service Engineers):** B.Sc (CS/IT) / Diploma in Hardware and Networking with minimum three years of experience to manage the services specified in the scope of work.
  - ii) **Minimum Qualification and Experience for Network Engineer (Service Engineers):** CCNA Certified Engineer with minimum three years of experience to manage the services specified in the scope of work.
  - iii) **Minimum Qualification and Experience for Server Support Engineer (Service Engineers):** MCSE Certified Engineer with Minimum 3 Years of Experience to manage server related activities and issues specified in the scope of work.
  - iv) **Network Engineer** shall be able to manage the network devices, routers, switches, firewalls (both software & hardware based) and other related equipment. He will look after the networking, management of networks/LANs/ WANs, Maintenance, installation, configuration & up gradation of Network Devices. Preventive maintenance of all the networks and networking equipment of IGDTUW. He will also look after the maintenance/installation of I/O, patch cables, fiber cables, copper cables, LIU box etc.
  - v) **Server Support Engineer** shall have Functional Knowledge on Windows, Unix, Linux, Vmware, Xampp etc, Should have knowledge to install Ubuntu, Tomcat, My SQL, IIS, File Server, FTP, Backups and do the configurations, upgradation & administration of the associated services. Server Support Engineer shall provide ERP and Website Support to IGDTUW staff/Students. Server Support engineer must check the availability of updates every week on all servers and immediately update the servers with latest patches available time to time.

## **VII. DOWNTIME & PENALTIES**

### **1) Response Time and Resolution Time**

- i) **The servers shall be zero tolerance downtime.**
- ii) Minor Faults shall be addressed immediately and in worst case it should not exceed 2 hours
- iii) The Major Faults with in 4 Hours by replacement method with the available spares, if instructed by IT Services Division, IGDTUW.
- iv) The LAN Network downtime shall maximum of 4 Hours

### **2) Penalties**

- i) Penalties will be imposed for failure to comply with terms & conditions of the agreement with respect to downtimes and response time against complaints. Downtime shall be calculated after lodging the complaint with service engineers to be stationed at IGDTUW Campus at Kashmere Gate either in writing or phone or email by the users
- ii) The downtime will be counted until the unit/service starts functioning normally again.

- a) As the server is zero tolerance downtime every effort should be made by the Firm/Company to make it running 24 x 7. However, in case of breakdown of server for whatever reasons, a penalty of Rs. 1000/- per hour shall be deducted.
  - b) If anyone, the computer, printer etc, does not function, penalty charges per day and part there of will be Rs. 250/- per equipment besides the penalty on failure of network. It means the penalty for failure of Network equipment and failure of Network services will be imposed concurrently.
  - c) In case of failure for Network Services (access to LAN, Mail, Web services etc.), fully or partly, a penalty of Rs. 1000/- for failure for network services shall be charged
- iii) The system or any other items, parts thereof taken to the workshop/market will have to be brought back within three working days (extendable upto one week in exceptional circumstances), a penalty of Rs. 200 /- per day will be charged until the delivery of the repaired items.
  - iv) If Service engineers posted at University remain absent for a day and his substitute is not provided for that day by the Firm/Company, Rs.1000/- per day of the staff for that day will be deducted from the bill.

**3) Warranty/Guarantee**

1. The Firm/Company will be responsible for any damage or loss to the existing structures, furnishing and other fixed assets of the University.
2. The Firm/Company will make good of the loss of the said property of the University.

**Registrar**

**Eligibility Criteria Compliance to be directly met by the bidder**

<b>Name of the Work:</b>	Comprehensive Annual Maintenance Contract for Network Facility Management, Computers, Printers and other IT Hardware.
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Bidders who satisfy the Conditions of Eligibility, Stated herein will be considered for further technical eligibility under the Evaluation Criteria by IGDTUW.

The following basic eligibility criteria must strictly be fulfilled by the Bidder. The Bidder must submit documentary evidences in support of their claim for fulfilling the criteria. The bids received without the documentary evidences shall be rejected summarily. Non compliance of any condition shall lead to disqualification in Technical Bid:

<b>S NO.</b>	<b>Mandatory Requirements</b>	<b>Please fill up each column (attach supporting documents)</b>
1	Name of the Company along with Registration No. and Year of Registration (with Proof) along with Repairing Centre in Delhi/NCR. Address of the Company along with Telephone No., Mobile number, Fax number and Email address in Delhi/NCR Office. Name, Designation and Address of the person to whom all references shall be made regarding this tender	Documentary Proof to be attached (Certificate of Incorporation)
2	Company must have a minimum of 3 years of Continuous experience in last five years Maintenance of Internet, Intranet, Maintenance of Desktop Computers, Servers, Printers, and UPS, in a University/ Educational Institution or similar setup.	(Copies of such work order to be attached in support of claim) Bidder should provide the customer list with contact details.
3	Name of the Govt. Departments/ Universities along with their address and details of the contact person to whom Network Facility Management, Computers, Servers, Printers, and UPS etc provided during last three years (minimum 5 nos. of executed work orders)	(Copies of such work order to be attached in support of claim) Bidder should provide the customer list with contact details.
4	The minimum turnover of the Company for the financial years 2017-18, 2018-19 and 2019-20 should not be less than Rs. 1.25 Crore per year in Similar nature of work.	(Audited financial statements and CA Certificate to be attached)
5	PAN number, GST Number, EPFO and ESIC Registration with a copy of the latest return	Copy of certificate to be attached
6	Company must have executed one of the following in last 5 years: 1. One similar nature of work equal to 80% or more of estimated cost of CAMC or 2. Two similar nature of work equal to 50% or more of estimated cost of CAMC or 3. Three similar nature of work equal to 40% or more of estimated cost of CAMC	(Copies of such work order to be attached in support of claim) Bidder should provide the customer list with contact details.
7	The firm must have 100 Technical Service Engineers (Hardware-desktop & printer), 5 Network Engineer and 5 Server Engineers on his payroll. Firm must submit ESIC and EPFO details of these Engineers.	Attach the engineer list with documentary proof (ESIC and EPFO details)
8	ISO Certifications ISO 9001:2015 (Quality Management System), ISO 20000-1:2018 (IT Service Management) and ISO 27001:2013 (Information	Copy of certificate to be attached

	Security Management System) company (Proof to be attached)	
9	Whether documents are attached indicate that the firm is an Authorized/Registered/Warranty - Service/Business/Channel - Partner/Provider of any one of the companies like HP /Lenovo/ Dell /IBM or equivalent for the equipment/ equipments to be taken under AMC. (Certified copy/copies of the Authorization Certificate has to be submitted)	Copy of certificate to be attached
10	EMD Declaration Letter as per Annexure IV and Site Inspection Certificate as per Annexure III.	Filled Annexure with sign and stamp to be attached
11	Undertaking on Non Judicial stamp paper worth Rs. 100/- for the following:- <ol style="list-style-type: none"> <li>1. The firm has not been debarred or blacklisted by any Govt./ Semi Govt./Autonomous Organization/Public Sector Undertakings</li> <li>2. It will ensure fair trade practice (where it will be mentioned that this equipment /service will not sell/provide for less than the price quoted).</li> <li>3. The firm has no personnel dealings with the officials of the University.</li> </ol>	Undertaking on Non Judicial stamp paper to be attached
12	Copy of the terms and conditions as given in the tender with the signature and seal of the dealer/ proprietor/manufacturer must be attached.	Signed and Stamped Tender Document to be attached
13	The Firm/Company also must have expertise and experience in LAN/Wi-fi troubleshooting. The bidder should have executed satisfactorily minimum one Annual Maintenance Contract of more than <b>500 Computers</b> connected in LAN under Linux/Windows environment for at least two years consecutively.	(Copies of such work order to be attached in support of claim) Bidder should provide the customer list with contact details.
14	Company must have Maintenance services for an average of 2500 assets comprising of Computer Hardware peripherals / IT Infrastructure for the last 3 Years (FY 17- 18, FY 18-19, FY 19-20 FY)	Documentary proof of order/ contract copy/customer credentials to be attached.

**For**

**(Signature of the Authorized Person)**

**Name:**

**Designation:**

**Seal**

**Date:**

**Place:**

**Business Address:**

## Technical Evaluation Criteria

The bidders/applicants qualifying the initial criteria of basic eligibility will be evaluated for following criteria by scoring method on the basis of details furnished by them for technical bid qualification:

S No	Criteria	Documents	Max Marks
1	The bidder should have executed satisfactorily Annual Maintenance Contract of more than <b>500 Computers</b> connected in LAN under Linux/Windows environment for at least two years consecutively. Copy of Work orders in support of this must be furnished along with the bid	2	03
		2-5	07
		More than 5	10
2	The company Must have a minimum three years of Continuous experience in last five years for Maintenance of Internet, Intranet, Maintenance of Desktop Computers, Servers, Printers, and UPS, in a University/ Educational Institution or similar setup. Copy of Work orders in support of this must be furnished along with the bid.	1-2	03
		2-5	07
		More than 5	10
3	The tenderer must have executed minimum five work of similar nature i.e. for managing similar FMS/AMC as mentioned in the scope of work in any Govt. organization/Universities in last three years. The detail of clients along with phone number must be furnished along with the bid. Copy of Work orders in support of this must be furnished along with the bid	5 Clients	05
		5-7 Clients	07
		More than 7 Clients	10
4	The firm must have 100 Technical Service Engineers (Hardware-desktop & printer), 5 Network Engineer and 5 Server Engineers on its payroll in Delhi NCR. Firm must submit ESIC and EPFO details of these Engineers	Min 100 Desktop Support Engineer, 5 Network Engineer and 5 Server Support Engineers	05
		More than 200 Desktop Support Engineer, 10 Network Engineer and 10 Server Support Engineers	10
5	Tenderer must have executed Work equal to 80% of estimated cost of CAMC Copy of Work orders in support of this must be furnished along with the bid	One similar nature of work equal to 80% of estimated cost of CAMC	03
		Two similar nature of work equal to 80% of estimated cost of CAMC	07

		Three similar nature of work equal to 80% of estimated cost of CAMC	10
6	The minimum turnover of the Company for the financial years 2017-18, 2018-19 and 2019-20	1-5 Cr	03
		5-10 Cr	07
		More than 10 Cr	10
7	The Firm must have Cyber Security Expert on its Payroll. Firm must submit ESIC and EPFO details (or similar) of these.	2-5	03
		5-10	07
		More than 10	10
8	Maintenance services for an average of 2500 assets comprising of Computer Hardware peripherals / IT Infrastructure for the last 3 Years (FY 17- 18, FY 18-19, FY 19-20 FY). Copy of Work orders in support of this must be furnished along with the bid	2500 Assets	03
		2500-5000 Assets	07
		More than 5000 Assets	10
9	Company should be an ISO Certified for ISO Certifications ISO 9001:2015 (Quality Management System), ISO 20000-1:2018 (IT Service Management) and ISO 27001:2013 (Information Security Management System) company	ISO 9001:2015, ISO 20000-1:2018, ISO 27001:2013	03
		ISO 9001:2015, ISO 20000-1:2018, ISO 27001:2013, CMMI Level 3	07
		ISO 9001:2015, ISO 20000-1:2018, ISO 27001:2013, CMMI Level 5	10
10	Approach and Methodology for Conducting Facility Management Service, AMC of It Infrastructure in IGDTUW		10

Note:

1. **Technical Bid Evaluation will be done on the scale of 100 Marks/points. The bidders qualifying Technical stage with 60 marks/points or more will be considered as technically responsive bid and shall be considered for the opening of financial bid.**
2. The Technical Bid Criteria mentioned in table must be fulfilled and supported by relevant document as indicated in the table above.
3. Technical bid evaluation will be done by a Technical Evaluation Committee (TEC) constituted by IGDTUW.
4. TEC will go through all the documents submitted by the bidder to do the technical evaluation. TEC will also be free to do reference checks with the client(s) of the bidder as per the details provided by the bidder. In addition, TEC may seek clarifications from the bidder during the presentation session of the bidder. The decision of TEC will be final.



**Financial Bid**

<b>Name of Work</b>	Comprehensive Annual Maintenance Contract for Network Facility Management, Computers, Printers and other IT Hardware
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<b>S.N O</b>	<b>ITEMS/EQUIPMENTS</b>	<b>MAKE AND MODEL</b>	<b>QTY</b>	<b>RATE PER UNIT</b>	<b>TOTAL AMOUNT</b>
1	<b>Desktop Computers HP core i7</b>	HP 8300 Elite	350		
		HP 406G1	108		
2	<b>Desktop Computers HP Core i5</b>	HP 8100 Elite SFF Series	96		
3	<b>Desktop Computers Lenovo core i7</b>	Lenovo V530	21		
4	<b>Printers</b>	HP LJ MFP M 521 dn	1		
		HP 1606 DN	14		
		HP 1136 MFP	3		
		HP LJ M128fn	23		
		HP LJ M277	2		
		HP LJ MFP M126nw	1		
		Kyocera FS1020MFP	17		
		HP Deskjet GT 5821	1		
		Samsung XpressSL-M2880FW Laser Multifunction Printer	1		
5	<b>Servers</b>	HP Tower Server ML 350 G9 & Fred Server	7		
		HP Rack Server DL360 G9	3		
		HP Tower Server ML 350 G6	1		
6	<b>CAMC Total</b>				
7	<b>GST</b>				
8	<b>Grand Total</b>				

- 1) The Firm/Company should quote rate on comprehensive basis for AMC for Network Facility Management (Intranet & Internet services, Management and operation of various Servers) of all the Computers, Printers and other IT Hardware

as per attached format for **Financial bid (Annexure II)**. **Partial quote will be summarily rejected**. The financial bid of the only technically eligible and qualified firm/bidder shall be opened. The bidders who technically qualify will only be eligible for financial bid opening.

- 2) The total amount indicated in the financial bid shall be without any condition attached or subject to any assumption, and shall be final and binding. In case any assumption or condition is indicated in the Financial bid, it shall be considered non responsive and liable to be rejected.
- 3) In the event of addition of any more machines under the scope of the AMC, the maintenance will be carried out by the Firm/Company for which they may be eligible for an additional consideration on pro-rata basis. In the event of condemnation of equipment/machines/computers, the same shall be removed from the contract and the rates reduced accordingly on a pro-rata basis
- 4) The comprehensive AMC cost shall also include repair of items which are not in working condition at the time of Award of Comprehensive AMC job. For this purpose, the Firm/Company may inspect the above items for ascertaining their working condition etc. before furnishing rates, if they so desire.

**(Signature of the Authorized Person)**

**Name:**

**Designation:**

**Seal of the Company**

**Date:**

**Place:**

### **Computation of Final Evaluated Score using Technical Score and Financial Score**

**Technical Score of the Bidder (TSB)** is the score awarded to the bidder by the Technical Evaluation Committee of the University as per the Technical Evaluation Table.

**Financial Score of the Bidder (FSB)** is obtained using the price of the concerned bidder and that of the lowest bidder (without taxes). This is computed by the evaluation committee as per the following formula:

$$\text{FSB} = (\text{Bid amount of the lowest bidder} / \text{Bid amount of the concerned bidder}) \times 100$$

**The Final Evaluated Score (FES)** of the bidder is based on both the technical evaluation score and financial bid score. The technical evaluation gets 70% weightage and financial bid gets 30% weightage in the final score. IGDTUW will evaluate and compare the bids that have been determined to be substantially responsive using the following formula:

$$\text{FES} = [0.70 \times \text{TSB} + 0.30 \times \text{FSB}]$$

Where **FES: Final Evaluated Score; TSB: Technical Score of the Bidder; FSB: Financial Score of the concerned Bidder**

### **Final Comparison of Bids and Award of Contract**

The Final Evaluation will be performed assuming that the contract will be awarded to the bidder whose Final Evaluated Score (FES) stands highest. In case of a tie on FES, bidder of higher Technical Score will be eligible for the award of contract.

**(Signature of the Authorized Person)**

**Name:**

**Designation:**

**Seal of the Company**

**Date:**

**Place:**

**Annexure-III**

**CERTIFICATE**

This is to certify that technical team of \_\_\_\_\_  
(vendor's name) has visited/inspected items available in Indira Gandhi Delhi Technical University for Women and ready to undertake the AMC work as per tender document of IGDTUW.

The rates quoted are including repairing and AMC charges in total. No cost on account of repairing and spare parts etc. shall be charged separately from Indira Gandhi Delhi Technical University for Women.

(Name of the Vendor)

**Address of Vendor:**

**Mobile No.:**

**Email:**

**PAN No.:**

**GST No.:**

Date  
Place

**Annexure-IV**

**FORMAT OF BID SECURITY DECLARATION FROM BIDDERS IN PLACE OF  
EMD  
(On Bidders Letterhead)**

I / We, the authorized signatory of M/s .....  
participating in the subject tender no. / bid ..... for the item/job of  
..... , do hereby declare:

1. That I/we have availed the benefit of waiver of EMD while submitting our offer against the subject Tender and no EMD being deposited for the said tender.
2. That in the event we withdraw/modify our bid during the period of validity Or I/we fail to execute formal contract agreement within the given timeline OR I/we fail to submit a Performance Security within the given timeline Or I/we commit any breach of Tender Conditions / Contract which attracts penal action of forfeiture of EMD and I/we will be suspended from being eligible for bidding/award of all future contract(s)/Work(s) of Indira Gandhi Delhi Technical University for Women for one year from the date of committing such breach.

Signature and Seal of Authorised Signatory of the bidder

Name of Authorized Signatory .....

Company Name .....=-.....