



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 for **Hiring of Agency for Comprehensive Annual Maintenance Contract (CAMC) of Desktops, Printers, Servers and other IT Devices at IGDTUW, Kashmere Gate, 110006** as per list of quantity attached with this NIQ.

1	Name of work	Hiring of Agency for Comprehensive Annual Maintenance Contract (CAMC) of Desktops, Printers, Servers and other IT Devices at IGDTUW, Kashmere Gate, 110006
2	Pre-Bid Meeting	Date: 20.11.2024 at 3:00 pm, Conference Room, IGDTUW Campus
3	Date, time and venue for Submission of Quotation	Date: 04.12.2024 Up to 3:00 PM
4	Date, time and venue for Opening of Technical Bid	Date: 04.11.2023, at 3:30 PM Conference Room, IGDTUW Campus
5	EMD	Rs. 56,000/- must be submitted in the form of DD in favor of Registrar, IGDTUW
6		Financial bid shall be opened after evaluation of technical bid and date & time shall be intimated thereafter separately through website (www.igdtuw.ac.in) of the University and from E-procurement Portal, GNCTD
7		The tender document can be downloaded from website (www.igdtuw.ac.in) 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	Desktop Computers core i7 (Different Make)	27
5	All in One Desktop Dell core i7	5
6	Laptops (core i5) (HP/Dell)	10
7	Laptops (core i7) (HP/Dell) (Touch Screen)	2
8	LaserJet Printers (HP, Samsung, Kyocera etc)	98
9	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.

III. TERMS & CONDITIONS:-

- 1) The tender will follow a simultaneous two bid system. One, the Technical Bid and the other Financial Bid. 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) The EMD of Rs. 56,000/- should be in the form of demand draft in favour of Registrar, IGDTUW payable at Delhi. The tenderer having valid NSIC/MSME registration for the goods / work/service required in this tender is exempted from submitting EMD. To support this, the scanned copy of such valid registration/ exemption certificate is to be submitted online.
- 4) Estimated value of the work is Rs. 28 Lakhs per year (inclusive of all).
- 5) 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.
- 6) The Firm/Company should quote rate on comprehensive basis for AMC as per attached format for Financial bid (Annexure II) and partial quote will be rejected summarily.
- 7) 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.
- 8) 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 for EMD shall be placed in the envelope marked "Technical Bid" which shall be super scribed as "**Quotation for Hiring of Agency for Comprehensive Annual Maintenance Contract (CAMC) of Desktops, Printers,**

Servers and other IT Devices at IGDTUW, Kashmere Gate, 110006” and to be deposited to In-charge IT Services, 2nd Floor, Examination Division, IGDTUW.

- 9) Bids without EMD/EMD Exemption letter with valid NSIC/MSME Certificate will be summarily rejected.
- 10) Conditional Bids will be summarily rejected.
- 11) The “Financial Bid” of those bidders whose “Technical Bid” have qualified will only be opened.
- 12) 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
- 13) The EMD of unsuccessful bidders shall be refunded without any interest.
- 14) Delivery:-F.O.R Indira Gandhi Delhi Technical University for Women, Kashmere Gate, Delhi-110006.
- 15) The successful bidder has 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 15 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.
- 16) 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.
- 17) In case the successful bidder fails to deposit the Performance Security within 15 days from the receipt of the contract award, the contract may be cancelled.
- 18) In case the successful bidder fails to start CAMC 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 CAMC shall be deducted.
- 19) The payment shall be made on quarterly basis on receipt of the claim/request by the agency.
- 20) TDS, if any, levied shall be deducted at source.
- 21) 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-quotations process.
- 22) 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.
- 23) 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.
- 24) In case of any dispute relating to the 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.
- 25) 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 contract shall be terminated immediately with a notice of one month and in this case; question of extending the contract does not arise.
- 26) In the event of addition of any more machines under the scope of the CAMC, 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

- 27) 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.
- 28) The Agency will provide minimum wages to all service engineers deputed at IGDTUW and should be revised according to the notifications of GNCTD time to time. Agency will provide salary slip of all service engineers for adhering minimum wages criteria of GNCTD during invoicing.
- 29) 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**
- 30) Firm/Company shall be required to maintain updated inventory records in the soft copy. Updated inventory list shall be required to be submitted to the department quarterly in the format provided by IT Services Division.
- 31) 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.
- 32) The Firm/Company must have expertise to provide maintenance of various types of Computers, Servers, Printer and Network Facility Management (Intranet & Internet and management of Servers).
- 33) The Firm/Company must have expertise to provide effective secured network solutions and maintenance of various network equipments.
- 34) The Firm/Company should be a registered firm and should possess PAN, GST No. etc.
- 35) **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.

36) **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.

IV. SCOPE OF WORK

The successful bidder/vendor would be required to carry out following along with details given in points A, B, C, D & E.

- 1) One Year Comprehensive Annual Maintenance Contract (CAMC) along with onsite technical support for the IT Asset as given in Annexure-II.
- 2) The service includes servicing, repair and/or replacement of all defective components. In case of replacement of non-serviceable components, the component should be replaced only with a new or compatible component of equivalent or better configuration. On replacement of the item i.e. Monitor, Printer, Scanner, or whole PC, the vendor should inform about the

replacement to IGDTUW -ITS (In-charge) on the letter head of his company and provide the complete report of both (part(s) getting replaced and defective part(s)).

3) Comprehensive maintenance shall include all components of Desktop/Servers / Printers along with printer heads, fuser assemblies of printer, cables but excludes Toner/Ink cartridges.

4) Vendor shall maintain their own vacuum cleaner/cleaning sprays/duster etc for cleaning of desktops, servers and printers. Vendor shall provide tools to every engineer such as- multi meter, LAN tester, screw driver set, cleaning brush, cloth, small blower, soldering tool etc required for smooth functioning of items under AMC.

5) The vendor has to provide Asset Management service for items under AMC which shall include checking configuration, maintain hardware change documents and data updating. 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 Assets with providing Tag nos. etc. The stationary will be provided by IGDTUW.

6) The bidder shall submit the scheduled monthly/ quarterly reports on regular basis or as and when required.

7) Three Standby Desktops (along with CPU, monitor, keyboard, mouse and cables) & Two MFP Printers to be provided for service during major failure at University.

8) The vendor has to provide services to maintain security of desktops installed at IGDTUW. The vendor will check desktops for virus and ensure it is operational. 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.

9) The firm shall carry out preventive maintenance regularly for items under CAMC once in six months (June-July and Dec-Jan). A separate logbook shall be maintained to record the preventive maintenance carried out of each equipment. The scope of preventive maintenance shall includes following:

- 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 etc;
- iv. Ensuring that covers, screws, switches etc. are firmly fastened in respect of each equipment;
- v. Running of diagnostic software for system performance.

A. Desktop Management-

Desktop Management provides support for Hardware, Software & Network Support for desktop as an integrated solution as detailed under:

Deliverables:

i. Vendor has to provide 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 Desktops, Printers, Network etc.

ii. Root cause analysis should be carried out for frequent hardware/software failures and report to Incharge ITS, IGDTUW.

iii. Supply of new, genuine/compatible hardware parts and installation of the same if required.

iv. Preventive maintenance as scheduled.

v. Support of various OS systems, file sharing, printer sharing, Active directory, Antivirus configuration etc.

- vi. Installation/ Upgradation of available hot fixes/patches/service packs/operating systems on all desktop 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. Performance Administration/ Periodic Monitoring (Checking of desktops, printers etc in labs on daily basis and submit report to In-charge IT Services.
- ix. Problem isolation/ Trouble shooting/ Resolution.
- x. Pro-active Disk management.
- xi. Installation and re-installation of all desktop software as required due to disk crashing/formatting, virus attack etc.
- xii. MIS reports showing parts repaired, replaced, sent for repair, pending repair etc.
- xiii. Run approved tools on client machines to free disk space, delete unwanted programs etc. for better performance.
- xiv. Checking of network issues in desktops and printers and getting them resolved. Service Engineers must have knowledge of crimping of RJ45 Jack and punching of I/O etc. The consumable material will be provided by IGDTUW.

B. Printer Management

Printer Management will ensure the printers 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 once in a six months for all printers in IGDTUW (refer list attached in Annexure-II) and to submit a detailed report as per the format given by IGDTUW, along with user's signature confirming work completion.
- 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 and do root cause analysis and report.
- vi. The bidder will have to provide two standby LaserJet MFP printers of equivalent model to provide service during major failure.

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 / Video conferences - including, but not limited to, loading, supporting and projecting PowerPoint Presentations/PDF/word etc to projector/TV/ large screen.

- ii. Provide technical support and training to end-users to use Video conferencing application/system.
- iii. Provide pre-conference testing and setup for video teleconferences and/or meetings.
- iv. Manage Video Conferencing hardware, software and network connectivity which is considered within the scope of services.

D. Server Management

Server Support Engineer will make arrangement and check readiness of server for Website Hosting in the campus. Necessary training will be provided to Server Support Engineer by ITS Incharge, IGDTUW for the exiting servers and service running in IGDTUW.

- i. 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.
- ii. Installation of Linux Server/Ubuntu/Windows server and its management.
- iii. The Server Support Engineer has to provide support for Xampp Server installation and monitoring for proper functioning of server. (Note – Training will be provided by IGDTUW)
- iv. The Server Support Engineer has to provide Support during online examination, online admissions and other activities under the guidance of In- charge IT Services and coordinate with vendor to resolve the issues within time.
- v. SSL Certificate Installation and support for conduction security audit of different applications of university.
- vi. Creation of Virtual servers, VMware, Hyper V etc
- vii. The Server Support Engineer should have the Knowledge to maintain Domain Server, DNS setup, DHCP Servers etc.

E. 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 two years of experience.
- iii. Estimated Number of full time Service Engineers required for IGDTUW Office is as indicated in Para V. 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.
- iv. One Engineer may be deputed in one department and may sit in one lab assigned by HOD. Engineers can be moved from one department 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. Call register must be maintained by team lead (service engineer) for all complaints.
- 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.

V. DEPLOYMENT OF SERVICE ENGINEERS ON FULL TIME BASIS

- 1) The successful bidder shall be required to depute following 06 Service Engineers on full time basis at the IGDTUW Campus:
 - i) Five qualified Hardware Engineers (Service Engineers) for computers and printers with minimum two years of experience to manage the services specified in the scope of work.
 - ii) One qualified Server Support Engineer (Service Engineers) for managing Servers related activities, Server Installations, Configurations, Maintenance and issues with minimum two years of experience to manage the services specified in the scope of work.

Note- The Service Engineers will be posted at University Campus for six days in a week (9:00 AM to 6:00 PM). Further, in case of any requirement, the Service Engineers may be called during flexi shifts (Day/Night). Also, one Engineer from the above six, has to be deployed during night shift in computer centre from 8:30 PM- 5:30 AM.

- 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/ IT or equivalent with minimum two year of experience to manage the services specified in the scope of work.
 - ii) **Minimum Qualification and Experience for Server Support Engineer (Service Engineers):** MCSE Certified Engineer with minimum two years of Experience to manage service related activities and issues.
 - iii) **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 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 4 hours
- iii) The Major Faults with in 24 hours by replacement method with the available spares, if instructed by IT Services Division, IGDTUW.

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. 2000/- per day 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.
- 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

Work: Hiring of Agency for Comprehensive Annual Maintenance Contract (CAMC) of Desktops, Printers, Servers and other IT Devices at IGDTUW, Kashmere Gate, 110006

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:

S NO.	Mandatory Requirements	Please fill up each column (attach supporting documents)
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	The bidders should have their own at least One Technical Repair Facility in Delhi/NCR.	Certificate on company letter head
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 five years (minimum 3 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 2021-22, 2022-23 & 2023-24 should not be less than Rs. 25 Lakhs 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 50 Technical Service Engineers (Hardware-desktop & printer), 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 Security Management System) company (Proof to be attached)	Copy of certificates 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/EMD Exemption Letter with MSME/NSIC registration details	Document & Certificate to be attached
11	Undertaking : 1. The firm has not been debarred or blacklisted by any Govt./ Semi Govt./Autonomous Organization/Public Sector Undertakings 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). 3. The firm has no personnel dealings with the Officials of the University.	Undertaking on Company Letter Head to be attached
12	Copy of the terms and conditions as given in the bid with the signature and seal of the dealer/ proprietor/manufacturer must be attached.	Signed and Stamped Tender Document to be attached
13	The bidder should have executed satisfactorily Annual Maintenance Contract of more than 500 Computers in a University/ Educational Institution. Copy of Work orders in support of this must be furnished along with the bid	(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 21-22, FY 22-23, FY 23-24)	Documentary proof of order/ contract copy/customer credentials to be attached.
15	If any agency/company who have executed the similar work at IGDTUW in last 10 years, then letter for satisfactory performance received from IGDTUW must be attached with this bid.	Copy of IGDTUW Letter.

For

(Signature of the Authorized Person)

Name:

Designation:

Seal

Date:

Place:

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 500 Computers in a University/Educational Institution. Copy of Work orders in support of this must be furnished along with the bid	1	03
		2-5	05
		More than 5	10
2	The tenderer must have executed minimum three 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 five 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	3 Clients	05
		3-7 Clients	10
		More than 7 Clients	15
3	The firm must have 50 Technical Service Engineers (Hardware-desktop & printer), and 5 Server Engineers on its payroll in Delhi NCR. Firm must submit ESIC and EPFO details of these Engineers.	Min 50 Desktop Support Engineer and 5 Server Support Engineers	05
		More than 100 Desktop Support Engineer and 10 Server Support Engineers	10
4	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
5	The minimum turnover of the Company for the financial years 2021-22, 2022-23 and 2023-24	25 Lakhs	05
		25 Lakhs to 3 Crore	10
		More than 3 Crore	15
6	Maintenance services for an average of 2500 assets comprising of Computer Hardware peripherals / IT Infrastructure per year for the	2500 Assets	05
		2500-5000 Assets	10

	last 3 Years (FY 21-22, FY 22-23, FY 23-24 FY). Copy of Work orders in support of this must be furnished along with the bid.	More than 5000 Assets	15
7	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
8	Approach and Methodology for Conducting Facility Management Service, AMC of IT Infrastructure in IGDTUW.		15

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

Name of Work	Hiring of Agency for Comprehensive Annual Maintenance Contract (CAMC) of Desktops, Printers, Servers and other IT Devices at IGDTUW, Kashmere Gate, 110006
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S.N O	ITEMS/EQUIPMENTS	MAKE AND MODEL	QTY	RATE PER UNIT	TOTAL AMOUNT
1	Desktop Computers HP core i7 with Monitor, Keyboard, Mouse and Cables	HP 8300 Elite	350		
		HP 406G1	108		
2	Desktop Computers HP Core i5 with Monitor, Keyboard, Mouse and Cables	HP 8100 Elite SFF Series	96		
3	Desktop Computers Lenovo core i7 with Monitor, Keyboard, Mouse and Cables	Lenovo V530	21		
4	Desktop Computers core i7 with Monitor, Keyboard, Mouse and Cables	Dell Optiplex 5070: 1 No Dell Optiplex 5060: 1 No Lenovo Thinkcentre M80T: 15 Nos. Dell Inspiron D29M: 2 Nos. Voltriq V1700: 8 Nos.	27		
5	All in One Computers core i7 with Keyboard, Mouse and Cables	Dell Optiplex 5400 AIO Series	5		
6	Laptop Core i5	Lenovo IdeaPad S340:1 No Dell Inspiron 14 3000: 6 Nos. HP14S DQ 2535TU: 3 Nos.	10		
7	Laptop Core i7	HP ENVY x360 2in1 Laptop 13	2		
8	Printers with all accessories	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	8		
		Kyocera FS1020MFP	17		
HP Deskjet GT 5821	1				

		Samsung XpressSL-M2880FW Laser Multifunction Printer	1		
		HP LJ 108A	10		
		HP LJ Pro M255dw (Colour)	6		
		HP LJ MFP 136A	3		
		HP LJ MFP M233dw	10		
9	Servers With Monitor, Keyboard, Mouse and Cables	HP Tower Server ML 350 G9 & Fred Server	7		
		HP Rack Server DL360 G9	3		
		HP Tower Server ML 350 G6	1		
6	CAMC Total				
7	GST				
8	Grand Total				

- 1) The Firm/Company should quote rate on comprehensive basis for AMC as per attached format for **financial bid. 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:

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 CAMC work as per tender document of IGDTUW.

The rates quoted are including repairing and CAMC 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.:

Date
Place