# TENDER Ref. NO.:- K-10/AMC/HR/2014-15

# **Food Corporation of India**



Bays No. 29-32, Sector-4, Haryana, Panchkula-134112

# e-Tendering for

# **Comprehensive AMC of Computers, Server, Printers, Laptops**

Phone No. 0172-2566485

# Online Tender Enquiry for Comprehensive AMC of Computers, Server, Printers, <u>Laptops</u>

Cost of Tender Form:- Rs. 566 (Rs. 500 + 66 VAT), Non Refundable Last Date 26.02.2015 upto 11.00 AM

## Notice No:-K-10/AMC/HR/14-15

The Food Corporation of India, Haryana Region invites online tenders for <u>Tender Enquiry for Comprehensive AMC of Computers, Server, Printers, Laptops</u> at central public procurement portal(http://eprocure.gov.in/eprocure/app) for its offices in the state of Haryana from reputed and financially sound firms, those are in the business for the last five years under two bid system i.e. Technical bid and Price bid.

Tender document can be downloaded from the website of <a href="http://eprocure.gov.in/eprocure/app">http://eprocure.gov.in/eprocure/app</a> or <a href="www.tenders.gov.in">www.tenders.gov.in</a> and an amount of Rs. 566 (500+66) must be deposited in form of RTGS / NEFT in favour of FCI, Haryana, Panchkula A/C no 10275349442, IFSC code SBIN0001509, Branch - SBI, Sector-10, Panchkula as a cost of tender form. (Non-Refundable)

Critical Dates Section:				
Tender Publishing Date & Time	12.02.2015 at 10.00 AM			
Tender Documents download start date & time	12.02.2015 at 10.00 AM			
Tender Documents download end date & time	26.02.2015 upto 11.00 AM			
Bid Submission end date & time	26.02.2015 upto 11.00 AM			
Technical Bid Opening Date & Time	26.02.2015 upto 11.30 AM			

Place of online Bid opening

: O/o General Manager, Food Corporation of India,

Regional Office Haryana, Bays No.29-32, Sector-

4, Panchkula.

The Tenderer has to deposit an EMD of Rs. 50,000 (Fifty Thousand only), refundable, (without interest) to this office along with tender documents in the shape of RTGS / NEFT in favour of FCI, Haryana, A/C no 10275349442, IFSC code SBIN0001509, Branch SBI, Sector-10, Panchkula.

The interested parties can submit their online bids into two cover system i.e. (i) Technical Bid and (ii) Price Bid.

FCI reserves the right to accept or reject any tender or part thereof or all the tenders without assigning any reason thereof.

Tender is subjected to award to the lowest bidder and no negotiation shall be conducted with any participant bidder

AGM (Computer)

## <u>Instructions for Online Bid Submission</u>

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

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

#### **REGISTRATION**

- 1) Tenderers are required to enroll on e-Procurement module of Central Public Procurement Portal (URL <a href="https://eprocure.gov.in/eprocure/app">https://eprocure.gov.in/eprocure/app</a>.) clicking on the link " *Click here to enroll*" on the CPP Portal is free of charge.
- 2) As part of the enrollment process, the Tenderers will be required to choose a unique username and assign a password for their accounts.
- 3) Tenderers are advised to register their valid E-mail address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrollment, the Tenderers will be required to register their valid Digital Signature Certificate (class II or class III certificates with signing key usage) issued by any certifying authority recognized by CCA India (e.g. Sify/TCS/nCode/eMudra etc.), with their profile.
- 5) Only one valid DSC should be registered by a Tenderer. Please note that the Tenderers are responsible to ensure that they do not lend their DSC's to other swhich may lead to misuse.
- 6) Tenderer then logs into the site through the secure login by entering their user id/ password and the password of the DSC/ eToken.

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

### PREPARATION OF BIDS

- 1) Tenderers should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents – including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Tenderer, in advance, should get ready the bid documents to be submitted as indicated in the tender document/ schedule and generally, they can be in PDF/ XLS/ RAR/ DWF formats. Bid documents may be scanned with 100 dpi with black and white option.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. Pan card copy, annual reports, auditor certificates etc.) has been provided to the Tenderers. Tenderers can use "My Space" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and

need not be uploaded again and again. This will lead to a reduction in the time required for submission process.

#### SUBMISSION OF BIDS

- 1) Tenderer should log into the site well in advance for bid submission so that he/she upload the bid in time i.e. on or before the bid submission time. Tenderer will be responsible for any delay due to other issues.
- 2) The Tenderer has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Tenderer has to select the payment option as "offline" to pay the tender fee/ EMD as applicable and enter details of the transaction no. (UTR No.) at appropriate place.
- 4) Tenderer should deposit the EMD as per the instructions specified in the tender document. The details of the EMD/ tender fee should be filled carefully at specified place well before the closure time of the bid as indicated in the tender form. Otherwise the uploaded bid will be rejected.
- 5) Tenderers are requested to note that they should necessarily submit their **Price bids** in the format provided and no other format is acceptable. Price Bid as per Annexure VII provided is to be downloaded, completely filled and then upload the scanned copy in the price bid folder.
- 6) The server time (which is displayed on the Tenderers' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the Tenderers, opening of bids etc. The Tenderers should follow this time during bid submission.
- 7) All the documents being submitted by the Tenderers would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done.
- 8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

- 9) Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

#### **TENDERERSASSISTANCE**

- 1) Any query relating to the tender document and the terms and conditions contained therein should be addressed to agmcomphr.fci@nic.in
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24X7 CPP Portal Helpdesk. The contact number for the helpdesk is 1800 3070 2232.

### **Model Tender Form**

# FOOD CORPORATION OF INDIA, REGIONAL OFFICE (HARYANA), BAY NO 29-32, SECTOR-4, PANCHKULA

Food Corporation of India, Haryana Region Invites <u>online</u> tender under *two bid system* for the Annual Maintenance Contract of the Hardware installed in FCI Regional Office Haryana, FCI District Offices & FCI Depots located in the state of Haryana. The Technical bid is available as **Annexure A** & format of Price bid as **Annexure B**. details of Hardware & Locations are mentioned in **Annexure C & D**.

### 1. Detailed Description of Job to be undertaken:-

- (a) Comprehensive (inclusive of all parts of Hardware) onsite maintenance of the Hardware as per the requirements from time to time. The Hardware requiring maintenance may be added during the period of contract on pro-rata payment basis.
- (b) Upgradation and Removal of viruses from time to time. Software related to the Antivirus however to be provided by FCI separately.
- (c) Any other maintenance work, to be undertaken related to the stated Hardware.

#### 2. Minimum Eligibility Criteria:-

- I. The firm / Company should be in existence for over 5 years in the trade with the maintenance & service business having turnover of more than Rs.10 lakhs per annum during the last 2 years.
- II. The firm / company should have a previous experience of Hardware maintenance for at least two years with a Government Department/Public Sector Undertaking. The total annual value of such contract should not be less than Rs.15 Lakhs. The Company would be required to furnish the certificates to this effect from the Govt. Dept / Public Sector Undertaking.
- III. The firm/Company should be well versed with the Windows environment (Server 2003 / XP / Vista / Windows 7 / Window 8 / ISA Server)
- IV. A Performance Certificate to this effect from at least one Govt. Deptt. / Public Sector Undertaking shall be furnished.

- V. The firm/company should attach self attested photocopies of documents related to allocation of its Registration Number, Partnership deed (wherever applicable), PAN number, Service Tax Number etc.
- VI. The firm must quote the rates for all Hardware. Partial quote will not be accepted under any circumstances and shall be stand rejected without assigning any reason.
- VII. It will be comprehensive AMC and shall cover all the parts under AMC. Any Damage due to natural calamities or physical damage may not be covered under AMC. However the repair of such damage will be done on actual chargeable basis & no service charges shall be paid.
- VIII. The firm should provide 01(One) Resident Engineer (preferably having a minimum qualification of Bachelors Degree / Diploma in Computers / Diploma in Hardware from a reputed Institute). He should be stationed on fulltime basis at FCI Panchkula during office hours for proper coordination between FCI District Offices as well as Depots. If required FCI reserves the right to call the Engineer on Holidays to facilitate the working of FCI Regional Office / Field office. If the services of the engineer are not found satisfactory, he must be replaced immediately.
  - IX. Tenderer is not eligible for award of the tender if the tenderer or the firm or any of the partners, Directors, Associates, Proprietors of the said firm have been convicted by a court to imprisonment for a period of 3 years or more.
  - X. The successful bidder have to provide 2 computer set (complete) and 2 Laser Printer (1010/ 1020 /1005/ 1007 /1108 any of them) to all 5 Distt. Offices of and 4 Computer Set (complete), 4 Laser Printer (1010/ 1020 /1005/ 1007 /1108 any of them) in Regional Office Haryana immediately after the award of work.
  - XI. The no. of computers / printers may be increased as & when any computer / printers warranty expired & the rate of individual item as mentioned in Annexure A shall be payable by FCI to the successful bidder.
- XII. All the Technical documents must be uploaded in pdf format only.

Financial Bid of only those bidders, who meet the above Technical Criteria, would be opened. Bids of those Bidders not fulfilling the eligibility criteria given above will be summarily rejected. The Corporation reserves the right to seek clarification on any of the Documents submitted along with the Tenders.

### 3. Schedule of Work

The party shall carry out preventive maintenance of all the hardware covered under AMC, every quarter and report the same to the concerned officer of FCI in writing.

The service engineers would take up the reported fault within 24 working hours of registering the call and the fault should be rectified within a maximum period of 48 working hours. If not, an equivalent stand by equipment should be provided by the firm. If the party fails to do so, a penalty to the tune of Rs. 200/- per day will be charged to the service provider for a maximum of 10 days failing which FCI will repair the faulty system from own level and all the expenditure shall be deducted from the bills of firm and contract may be terminated on the discretion of FCI and tender refloated at the risk and cost of the party. As far as possible, all the repairs of Hardware would be carried out on-site.

# 4. EMD / Security Deposit

The cost of Tender form Rs.566/-(Rupees Five hundred Sixty Six only) & EMD Rs.50,000/- (Rupees Fifty Thousand only) must be deposited by the bidders in FCI account no. 10275349442, IFSC code SBIN0001509, Branch SBI, Sector-10, Panchkula in form of RGTS / NEFT.

The EMD may be considered for adjustment against security deposit of successful bidder.

#### 5. Process of Submission of Tenders:-

- i) On line ternders are invited on behalf of FCI, Haryaan Region in two cover system under two bid online process (Technical and Financial Bid) at CPP portal would be followed for bid submission. The entire Tender document relating to Technical Bid along with proof of payment towards Tender fees i.e. Rs. 566 and EMD of Rs. 50,000/- must be loaded on pdf format under Technical bid cover.
- ii) Person signing the tender should state in which capacity he is signing the tender. In case the Tender is being signed by any person other than the Proprietor / Director of the Firm, the Tender documents should be submitted along with proper authorisation documents.
- iii) Bids duly completed along with required documents must be uploaded CPP portal on upto 11.00 AM of 26.02.2015.

All the bids submitted should be addressed to:

General Manager (Region) Food Corporation of India, Regional Office, Haryana Bay no. 29-32, Sector 4 Panchkula - 134112

- iv) The online technical bids will be opened on 26.02.2015 at 11:30 AM in presence of the bidders or their duly authorized representatives who wish to remain present, at Food Corporation of India, Regional Office (Haryana), Bays No. 29-32 Sector -4, Panchkula (Haryana) 134112. If the date fixed for opening of the tender is subsequently declared as a holiday, the tenders will be opened on the next working day following the holiday but there will not be any change in the time for opening of the tender. The financial bids of those bidders only, whose technical bids are found qualified, will only be opened at the date and time to be intimated to them separately. The notification to this effect may be sent to them by email or through any representative in person. The Financial Bids would be opened in the presence of the firm representative, who wishes to attend, at a pre notified date.
- v) Subletting will not be permitted in AMC
- vi) It will be liable on the firm that the parts of Laptops, Servers, Computers & Printers must be of OEM. No duplicate / local parts shall be used. If the firm use the duplicate / local parts, FCI has rights to cancel the tender & If the successful bidder refuse to work at the time of award of tender or during the contract period, the security deposit will be forfeited and firm shall be blacklisted for further business with FCI.
- vii) Bids once submitted cannot be withdrawn/altered or modified. The bids shall remain valid and open for acceptance for a period of 45 days from the date of opening of the Technical Bids or for a period as mutually agreed upon. The EMD of any bidder, who fails to abide by the above conditions, will be forfeited.
- viii) No negotiation will be conducted with any of the bidders who participate in this tender.

#### 6. Technical Bid Evaluation:

The firm fulfilling the <u>minimum eligibility criteria</u> laid down in Para 2 should fill in the required details of their organization as per enclosed **Annexure I** of the NIT. The bid of the firm who do not fulfill the minimum eligibility criteria are liable to be summiliarly rejected.

### 7. Financial Bid Evaluation:

The rates quoted should be inclusive of all taxes, conveyance & other charges etc. Rates should be quoted in online price bid. Rates offered in Financial bid shall be valid till 30 days from the opening of Financial Bid. However, FCI reserve the right to extend the validity of Financial Bid to 60 days.

#### 8. Award of the Contract:-

The successful firm will be notified separately by way of an acceptance letter through Registered Post /AD / Speed Post / e-mail. The firm will have to convey its acceptance within 07 working days upon receipt of Registered Post / AD / E-mail. Initially the contract will be valid for a period of 1 (One) year from the date of award and would be extendable for further period not exceeding one year on the same terms & conditions or mutually agreed. The work done by firm will be reviewed periodically by the Corporation.

# 9. Payment:-

- (i) No advance payment in any case would be made. Payment will be made on monthly basis with the condition that the firm should submit a certificate from FCI District Offices that the hardware is working properly and firm has attended complaints well in time and no call is pending.
- (ii) It may also be noted that in case Service Provider failed to provide services during the currency of the contract without any explicit consent of this department, the work will have to be carried out at his risk & cost and he will be liable for recovery of loss suffered by the Corporation

# 10. Indemnity:-

The firm will defend, indemnify and hold FCI during and after the term of the contract harmless from and against any liabilities, damages, claims, fines, penalties, actions, proceedings and expenses.

# 11. Dispute Resolution:-

In case of dispute, if any, the decision of the General Manager (Region), FCI, Haryana will be final binding upon the Service provider.

# 12. Termination:-

In case of default of the firm, the FCI may without prejudice to any other remedy/ claim for breach of contract, terminate the contract in whole by giving a notice of maximum 15 (Fifteen) days.

# 13. Disclaimer:-

The Corporation is under no obligation to enter into any contract with any one by issuing this Tender Notice.

The Corporation reserves the right to accept or reject any or all responses and to request additional submissions or clarification from one or more Bidder at any stage or to cancel the entire process without assigning any reason.

The Corporation makes no representation or warranty, express or implied, as to the accuracy, correctness and completeness of the information contained in the bid documents.

> -sd-DGM(Computer)

# **ANNEXURE-'A'**

# **Technical Bid**

1. Name of firm.	
2. Name of the Proprietor in case of	
Proprietary company/firm.	
3. Name of Directors /partners in	
case of Pvt. Ltd. Company / firm.	
4. Address (with Tele. No. fax NO. &	
e-mail.	
5. Contact person	
6. (a) The number of years of	
experience in business (minimum 5	
year) & business profile.	
(b) Total turnover per year of	
business in respect of the last 2	
years.	
(c) List of Customers including	
Govt. offices (give details)	
7.(a) Registration Number of Firm.	
(b) PAN Number	
(c) Service Tax Number	
(d) VAT	

- 8. Address of Office/Workplace.
- 9. Whether owned/rented.
- 10. Whether the firm / company has any legal suit/criminal case pending against its proprietor or any of its Directors (in the case of Pvt. Ltd. Company) or

having been earlier convicted on the ground of moral turpitude or for violation of PF/ESI/ Minimum wages Act. Or any other laws? Yes / No. If yes, give details.

- 11. Confirm the following enclosure along with this format:
  - a) Certificate from the previous customers regarding period of service, volume and value of work.
  - b) Certificate for registration Income Tax, Sales Tax, Service Tax and any authority applicable as required by laws of land.
- 12. RTGS / NEFT Details of EMD & Cost of Tender Form: (Attached Copy)

SI. No.	Date	Amount	Transaction details
1.		566	
2.		50000	

## RTGS/NEFT/Bank A/C Details

Name of Party	<b>:</b>
Address	:
Valid Email ID	:
Mobile No:	<b>:</b>

I/we have submitted following amounts in General Manager, Food Corporation of India, Haryana A/C no 10275349442, IFSC code SBIN0001509, Branch SBI, Sector-10, Panchkula against the UTR no and date mentioned.

Tender Form Cost	
Amount	Rs.566/-

UTR No.		
Deposit Date		
Earnest Money Depo	sit (EMD)	
Amount	Rs.50,000/-	
UTR No.		
Deposit Date		

Ban	Bank Details for Refund of EMD		
1.	Bank Account in name of		
2.	Bank Name		
3.	Bank A/C No		
4.	Bank Branch Address		
5.	Branch IFSC		
6.	MICR Code		

# **Declaration**

I / We hereby certify that the information furnished above is full and correct to the best of my / our knowledge. I / We understand that in case any deviation is found in the above statement at any stage, the firm / firms will be black-listed and will not have any right to deal with FCI in future.

(Signature & Seal of authorized signatory)

# **TENDER SUBMISSION UNDERTAKING**

From (full name & address of the tenderer)	
To The Food Corporation of India,	
Regional Office (Haryana),	
Bays No 29-32, Sector 4, Panchkula.	
Subject: Acceptance of Terms & Conditions of tender- Reg E. Tender Notice No. K-10/AMC/HR/14-15	
Name of Work: : Annual Maintenance Contract for Computers, Laptop, Ser Printers	ver &
1.I submit the Online Tender for <b>Annual Maintenance Contract for Comp Laptop, Server &amp; Printers</b> In FCI Offices in Haryana Region for a period of year & further extended upto one more year.	•
2.I have thoroughly examined and understood all the term & condition a contained in the Tender documents and all its annexures and agrabide by them.	
3.RTGS/NEFT with transaction/UTR no	/UTR indred tion of sector- being lated

mentioned tender document(s)/corrigendum(s) in its totality/entirety.

I hereby declare that I have not been convicted at any time by a Court of Law of an offence and sentenced to imprisonment.

I certify that all information furnished by me is correct and true and in the event that the information is found to be incorrect/untrue and are any provisions of this tender are found violated during the period of the contract, the food corporation of India shall have the right to disqualify me without giving any notice or reason therefore or summarily terminate the contract besides forfeiture of the EMD/Security deposit, without prejudice to any other rights that the corporation may have under the contract and Law.

Yours faithfully

(Signature of Tenderer with Name & Official Seal)

Annexure B

<u>Price Bid for AMC of Server/ Client/ Computers/ Printers /Laptop of FCI Haryana</u>

SI. No.	Description	Qty	AMC Rate (Per unit)	Total
1.	Computers	300		
2.	HCL Xeon Server 2700 HN	1		
3.	ISA Server	1		
4.	Sony Vaio Laptop (Model No. PCG-61911W, Product Name VPCEG38EN)	3		
5.	Dell Laptop Model No. Model No. 5521	1		
6.	Printers			
	HP Laser Jet 1005	23		
	HP Laser Jet 1007	106		
	HP Laser Jet 1010	14		
	HP Laser Jet 1020	52		
	HP Laser Jet 1020 plus	27		
	HP Laser Jet 1108	26		
	HP Laser Jet 1150	01		
	HP Laser Jet 1160	01		
	HP Laser Jet 1606	16		
	HP Laser Jet 2035	01		
	HP Laser Jet 2600n color	01		
	HP Laser Jet 200 color	01		
	Samsung 1866	26		
	HP MFP 1213 (all in one)4521F	1		
	Canon Network printer, Model No. IR 2520	4		
	DMP	2		

Annexure C Location of FCI Distt. Offices where Hardware is installed

SI. No.	Name of Office	Total No. of Computers	Total No. of Printers
1	Faridabad	26	19
2	Hisar	40	42
3	Karnal	65	47
4	Kurukshetra	62	52
5	Rohtak	41	54
6	RO	66 + 2 server and 4 laptops	88
	Total	300 + 2 server and 4 laptops	302

Annexure D
List of FCI Offices & depots where Hardware has been installed

SI. No.	FCI Distt.	Location	SI. No.	FCI Distt.	Location
1		Distt. Office Karnal	27		Distt. Office Rohtak
2		FSD KARNAL	28		FSD Rohtak
3		MRM KARNAL	29		FSD Gohana
4		PINGLI ROAD GODOWN	30	Rohtak	FSD Sonipat
5		TARA SINGH GODOWN	31	Roman	FSD Safidon
6		HEMDA	32		FSD Narwana
7		ASSANADH	33		BG Narwana
8		GHARAUNDA	34		HAIC Jind
9		BG PANIPAT	46		Distt. Office Hisar
10	Karnal	FSD TARRORI	47		Bhiwani Khera
11		AMBALA CANTT	48		FSD Bhiwani
12		PAY OFFICE A.CANTT	49		Tohana
13		PAY OFFICE JAGADHARI	50		Sirsa
14		HSAMB ASSANDH	51	Hisar	Hansi
15		SWC JAGADHARI	52		Barwala
16		A.CITY	53		FSD Hisar
17		BARARA	54	1	Dabwali
18		ARDC JAGADHARI	55		Bhattu
19	1	NARAINGARH	56	1	Ellenabad
20		Distt. Office Kurukshetra	57		Fatehabad
21	1	Kaithal	58	1	Kalanwali
22	Kurukshetra	Kurukshetra	59	Famialahad	Distt. Office Faridabad
23		Shahbad	60	Faridabad	FSD Palwal
24		Pehowa	61		FSD Faridabad
25		BG-Dhand			
26		Cheeka			

Hardware may be shifted to other location as per the requirement of FCI

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