



**CENTRAL GOVERNMENT EMPLOYEES WELFARE HOUSING
ORGANISATION**

(An Autonomous body of Govt. of India, M/o HUA)
6th Floor, 'A' Wing, Janpath Bhawan, Janpath, New Delhi – 110 001
Phone: 23739722/ 23717249/ Fax No.23717250
Email: cgewho@nic.in Website: <https://cgewho.in/>

File No. A-202/10/2

Date: 05/08/2020

TENDER NOTICE

Tender for AMC of Computers, Printers, Laptops Network item, Servers, UPS

GEWHO, an Autonomous body of Govt. of India functioning under aegis of Ministry of Housing and Urban Affairs intends to take services from firms/agencies having experience of maintaining and hosting websites.

Offline tenders are invited for CGEWHO, in two bids system – Technical and Financial from reputed agencies a period of ONE (01) year, extendable upto TWO (02) more years on same rates and terms & conditions subject to satisfactory performance. Tender may be studied and downloaded from the website www.cgewho.in. Last date for receipt of quotations is 19/08/2020 upto 1700 hrs at the address mentioned above.

Schedule of Bidding:

Tender No.	File No. A-202/10/2
Tender form available at the CGEWHO Website and Central Public procurement portal	https://cgewho.in/ http://eprocure.gov.in/
Performance Security from Successful bidder	5% of the value of contract. DD in favour of CGEWHO, New Delhi
Last date for submission of bids	<u>19/08/2020 till 17:00 Hrs.</u>
Opening of technical bids	<u>20/08/2020</u>

3. Eligibility Criteria

In order to participate in this bid, the Bidder should meet following eligibility criteria

Sr.No.	Parameter	Pre-Qualification Criteria	Document Required
1	Existence of the agency	The agency should have been in existence of more than 2 years as on last date of tender submission.	Incorporation certificate.
2	Tax registration	The bidder should be registered for sales /services	GST and PAN
3	Office location	Bidder should have office in Delhi	Proof of the office address
4	Customer detail	The party must have experience in maintenance of computers, printers, laptops, server etc. with at least one PSU/Govt. of India organization	Service order from the customer with completion certificate.
5	Blacklisting	The bidder should not have been blacklisted by Central / State Government/ PSU in India at the time of submission of the Bid	Self-declaration by Bid
6	Manpower	The bidder should have Minimum (05) Technical Manpower.	List of employees on letter head
7	Annual Turnover	The bidder should have Minimum 4(Four) Lakh turnover.	Balance sheet last two year

Note: If Bidder does not meet above eligibility criteria, the Bid will not be considered for financial evaluation.

4. Instructions to Bidders:-

1. Vendor must sign and write page no. on all the papers.
2. Financial offer should be in the same form as specified in this document. It must be submitted in separate sealed envelope as per annexure - A.
3. Payment terms: At end of the successful completion of each quarter on submission on original invoice with in 30 days subject to satisfactory performance.
4. CGEWHO reserves the right to change any bid condition after inviting/opening the bids, with/without prior notification.
5. CGEWHO reserves the right to cancel any or all of the bids without assigning any reasons.
6. CGEWHO reserves the right to cancel whole Bid process at any stage. CGEWHO CEO decision will be final and abide to all the bidders.
7. All correction/addition/deletion shall require authorized countersign.
8. Bidder may remain present at the time of bid opening as per the schedule decided by CGEWHO.
9. There shall be 2 sealed envelopes in the sealed main cover with the heading “Bid for AMC of computers, Printers, Network item, ,Server, UPS etc.”
 - a) A first separate envelop with the heading “Technical Bid - AMC of computers, printers, Network item ,Server ,UPS etc.” containing technical information.
 - b) The second envelope marked as financial bid with heading “Financial Bid - AMC of computers, Printers, Network, item Server, UPS etc.” with properly sealed and marked.

Each and every page of the bid must be signed and stamped by the bidder. In financial bid the amount quoted must be mentioned in figures and words. Overwriting and cutting is not allowed. In case of difference between amount of words and figures, amount written in words will be considered as final.

10. Proposals after due time period will not be accepted.
11. Submit your quotation in sealed envelope only (Do not simply Staple).
12. Do not email your offer.

5. Scope of work : We are looking for AMC (comprehensive) provider for one year from the date of issue of work order for 38 Nos. of Desktops, 2 server, 09 Nos. of Laptop, 22 Nos of Printers, 33 Nos of UPS and 4 network components(router and switches), fixing/installation of LAN cable, LAN I/Os etc. as per the list given in **Annexure-B**.

However, the above said number may increase or decrease. Please quote for 7ah Battery (Exide make) to be replaced in UPS, Quick Heal Total Security (for desktop & laptop) valid for three years for five users, three users valid for three years, UTP CAT 6 LAN cable per meter with

installation/fixing whenever required at a fixed price, during the AMC period. For UPS batteries, Antivirus, UTP CAT 6 LAN cable cost will be paid by us as per the actual number of batteries replaced in UPS, antivirus supplied and UTP CAT 6 LAN cable used.

6. Bid Evaluation Bid will be evaluated as per following process:

Proof of Eligibility criteria.

Correctness of the bid as per all the terms and conditions. If all above documents are submitted and match as per criteria, then only bidder will be considered as technically qualified for comparison of commercial offer.

- a) Final Price = Grand Total : as per Annexure – A.
- b) Successful bidder will be L1 as per final price as above.
- c) In case of multiple bidders offer to supply at L1 rate the company with maximum experience will be considered.
- d) If successful bidder not perform work after issue of WO/PO then the same price should be offered to L-2, L-3 etc.

GENERAL TERMS & CONDITIONS

1. INCOMPLETE TENDER OR LATE TENDER: Tenders received late, unsealed or without superscription or incomplete in any other respect are liable to be rejected. For such cases the decision of the tender opening committee constituted by CGEWHO management will be final.

2. SUCCESSFUL TENDERER: The successful tenderer shall be informed of the intention of CGEWHO to award the work through letter of intent/ Purchase Order before the date of expiry of the validity of the tender.

3. QUALITY OF MATERIAL/EQUIPMENT/SERVICES: The supplies made must be strictly in accordance with the laid down specification of the tender. Supplies deviating from the specification shall be liable to be rejected by CGEWHO at its sole discretion. Maintenance call for the above items shall be attended by you within 24 hrs. after lodging the complaint by us (CGEWHO). A penalty of Rs.500/- per day shall be imposed if, call is not attended by you within 24 hrs. of our complaint. However, the penalty will not be imposed on holidays.

4. PAYMENT: AMC charge quarterly on successful completion of every quarter on submission of original invoice within 30 days. For supplies like batteries, antivirus, LAN cable etc. after successful delivery and installation.

5. RISK PURCHASE: In the event of failure or delay on the part of the supplier to fulfil his obligation in the execution of the order/contract to CGEWHO satisfaction, CGEWHO shall have the right to

terminate the order/contract and make necessary alternate arrangements for completion of the order/contract through other means at delinquent suppliers risk and cost. In such an event the Performance security deposit will be forfeited without prejudice to CGEWHO right to claim compensation from supplier for the loss incurred by CGEWHO as a result of supplier's failure to fulfill his obligation under the contract/order conditions. The damages so claimed by CGEWHO will be in addition to the liquidated damages recoverable by CGEWHO as mentioned in our liquidated damage clause. The supplier shall have no claim for compensation for any loss that may accrue from any material he might have collected or engagements, he may have entered into on account of the order/contract.

SIGN OF AUTHORISED SIGNATORY

NAME OF SIGNATORY _____

FIRM'S NAME _____

SEAL _____

Date _____

6. LOSS/DAMAGE to CGEWHO's property due to the negligence or commission of the contractor or his personnel working at the premises of CGEWHO will have to be made good by the contractor/supplier.

7. During the pendency of order no revision of price shall be entertained. Price breakup should be shown distinctly in the Price Bid.

8. Price offered by the tenderers shall remain firm during the validity of order from the date of issue of LOI/Placement of order as the case may be.

9. Transit Risk & Insurance: - Transit insurance, if any, should be arranged by the supplier at their cost since the material is to be supplied on F.O.R. our Stores basis.

10. FORCE MAJEURE: If the execution of the work by the successful tenderer is delayed beyond the stipulated period given in the purchase order as a result of outbreak of war, acts of God, fire, flood and earth quakes, strikes, riots or acts of nature the supplier shall not be held responsible for such delay and CGEWHO and the supplier shall immediately consult with each other to determine the measures to be taken. The Supplier shall have to provide proof of existence of such condition of force majeure as stipulated above to entire satisfaction of CGEWHO duly certified by an appropriate authority as required by CGEWHO in the event of enforcement of the force majeure clause to justify the delay in execution of the work. The supplier shall not be allowed to sublet or assign the work awarded hereunder to any other party unless approved by CGEWHO in writing.

11. ARBITRATION/CONCILIATION: All disputes and differences arising between the parties in respect of the order/contract or breach thereof will be decided by a sole arbitrator appointed by CEO CGEWHO. The Arbitration is to be proceeded under the Indian Arbitration Act and the rules framed thereunder. The decision of the arbitration will be binding to all parties to proceedings and the laws applicable will be Law of India. The venue for arbitration shall be Delhi.

12. LEGAL JURISDICTION : Dispute, if any, arising out of supplies made against purchase order for Head Office shall be subject to the jurisdiction of Delhi courts for all legal matters pertaining to the Purchase Order, as the case may be.

We hereby confirm that the above terms & conditions are acceptable to us.

SIGN OF AUTHORISED SIGNATORY

NAME OF SIGNATORY _____

FIRM'S NAME _____

SEAL _____

Date _____

Financial Bid format

S. NO.	Description	Quantity	Unit Price	GST	Total
1	Desktops	38			
2	Laptop	9			
3	Printer	22			
4	UPS	33			
5	Server	2			
6	Network Component	4			
7	I BOX	100			
Total (A)					
	7ah Battery for UPS (Approx quantity 30. Actual may vary as per the requirement during the year)				
	5 users Antivirus (approx.)				
	3 users antivirus (approx.)				
	UTP CAT 6 CABLE(approx.) with installation/fixing				
Total (B)					
Grand total (A + B)					

Note :- a) Grand Total amount will be considered for determining L1 vendor.

b) Price must be quoted both in figures and in words. In case of a discrepancy in the two, price quoted in words will be taken as valid.

c) No other charges would be payable by CGEWHO.

d) For part B payment will be made on actual supply and consumption of the battery, antivirus, UTP CAT 6 LAN cable.

Annexure – B

Summary of Computers , printer, laptop, UPS, Servers etc for AMC

S. NO.	Description	Quantity
1	Computer	38
2	Laptop	9
3	Printer	22
4	UPS	33
5	Server	2
6	Network Component	4

Make	Desktop Specifications	Printers	UPS
Dell	I5 Processor HDD: 1TB RAM: 8GB Windows 10	Colour Laser Jet MFP M177fw	No UPS
Acer	Core 2 Duo HDD: 320GB RAM: 4GB Windows 10	Laser Jet Pro MFP 126nw	Luminous Model: LB 1000 UNO
Dell	Pentium CPU RAM: 4GB HDD: 500GB Windows 10	HP LaserJet Pro MFP M128fn	Uniline
HP	i3 Processor HDD: 1TB RAM: 4GB Windows 10	Laser Jet Pro MFP 126nw	Microtek Model: TGE PRO 1000
HP	i3 Processor HDD: 1TB RAM: 4GB Windows 10	No Printer	No UPS
Acer	Core 2 Duo HDD: 320GB RAM: 4GB Windows 10	Laser Jet Pro MFP 126nw	Uniline
Acer	Core 2 Duo HDD: 320GB RAM: 4GB Windows 10	Laser Jet M1136 MFP	Uniline smart Power
Acer	Core 2 Duo HDD: 320GB RAM: 4GB Windows 10	No Printer	Luminous Model : LB UNO 1000
Acer	Core 2 Duo HDD: 320GB RAM: 4GB Windows 10	No Printer	Uniline

HP	i3 Processor HDD: 1TB RAM: 4GB Windows 10	Laser Jet Pro MFP 126nw	Zebronics Model: ZBEU725
HCL	Pentium Processor HDD: 500GB RAM: 4GB Windows 10	Laser Jet Pro MFP 126nw	Uniline
Acer	Core 2 Duo HDD: 320GB RAM: 4GB Windows 10	No Printer	Uniline smart Power
Acer	Core 2 Duo HDD: 320GB RAM: 4GB Windows 10	Laser Jet Pro MFP 126nw	No UPS
HP	i3 Processor HDD: 1TB RAM: 4GB Window 10	Laser Jet Pro MFP 126nw	Uniline smart Power
HP	i3 Processor HDD: 1TB RAM: 4GB Window 10	No Printer	Microtek Model: TGE PRO 1000
Acer	Core 2 Duo HDD: 320GB RAM: 4GB Windows 10	Laser Jet Pro MFP 128fn	Uniline
Acer	Core 2 Duo HDD: 320GB RAM: 4GB Windows 10	No Printer	Uniline smart Power
HP	i3 Processor HDD: 1TB RAM: 4GB Window 10	Laser Jet Pro MFP 126nw	Uniline smart Power
Acer	Core 2 Duo HDD: 320GB RAM: 4GB Windows 10	No Printer	Uniline
Acer	Core 2 Duo HDD: 500GB RAM: 4GB Windows 10	EPSON	Luminous

		Model: EPSON M100	Model: LB 1000 UNO
HP	i3 Processor HDD: 1TB RAM: 4GB Window 10	No Printer	Luminous Model: LB 1000 UNO
HP	i3 Processor HDD: 1TB RAM: 4GB Window 10	No Printer	Microtek Model: TGE PRO 1000
Acer	Core 2 Duo HDD: 500GB RAM: 4GB Windows 10	Laser Jet Pro MFP 126nw	
HP	i3 Processor HDD: 1TB RAM: 4GB Window 10	No Printer	Uniline Smart Power
HP	i3 Processor HDD: 1TB RAM: 4GB Window 10	Laser Jet Pro MFP 126nw	Uniline
Acer	Pentium Processor RAM: 4GB HDD: 500GB	Laser Jet P2035	Uniline
HP	i3 Processor HDD: 1TB RAM: 4GB Window 10	Laser Jet Pro MFP 128fn	Luminous Model: LB 1000 UNO
Intex	Core 2 Duo HDD: 500GB RAM: 4GB Windows 10	No Printer	Uniline
Acer	Core 2 Duo HDD: 320GB RAM: 4GB Windows 10	Laser Jet Pro MFP 128fn	Luminous Model: LB 1000 UNO
HP	i3 Processor HDD: 1TB RAM: 4GB	HP LaserJet Pro MFP M126nw	Intex

	Window 10		Model: Intex Power 1000
HP	i3 Processor HDD: 1TB RAM: 4GB Window 10	HP LaserJet Pro MFP M126nw (Zion)	Luminous Model: LB 1000 UNO
HP	i3 Processor HDD: 1TB RAM: 4GB Window 10	No Printer	Uniline
HP	i3 Processor HDD: 1TB RAM: 4GB Window 10	No Printer	Zebronics Model: ZEB-U725
HP	i3 Processor HDD: 1TB RAM: 4GB Window 10	HP LaserJet Pro MFP M128fn	Uniline
HP	i3 Processor HDD: 1TB RAM: 4GB Window 10	No Printer	
Acer	Core 2 Duo HDD: 320GB RAM: 4GB Windows 10	HP LaserJet Pro MFP M128fn	Uniline
Acer	Core 2 Duo HDD: 320GB RAM: 4GB Windows 10	No Printer	Uniline
HCL	Pentium Processor HDD: 500GB RAM: 4GB Windows 10	No Printer	Uniline

Make	Laptop Specifications
HP	I7 processor
HP	I7 Processor RAM: 8GB HDD: 1TB Windows 10
Dell	I5 Processor RAM: 4GB HDD: 1TB Windows 10
HP	I7 Processor RAM: 8GB HDD: 1TB Windows 10
HP	I7 Processor RAM: 8GB HDD: 1TB Windows 10
Dell	I5 Processor RAM: 4GB HDD: 1TB Windows 10
Lenovo	I3 Processor RAM: 8GB HDD: 1TB Windows 8
HP	I5 Processor RAM: 8GB HDD: 1TB Windows 10
Lenovo	I3 Processor RAM: 8GB HDD: 1TB Windows 8

Severs Specification:

1) **Make** : HP Server:-

Model: ProLiant ML 350e G8 E5-2403 (664044-B21)

Specification: Inten Xenon E5-2403(1.8 GHZ/4-Core/10Mb/80W)

4GB SATA DVDRW/Smart Array B120i SATA Controller

Raid (0/1/10)/500GB 6G SATA 7.2K 3.5in/460w Fio PWR Supply Kit

2) Make: IBM Server:-

Model: x3500 M4, Machine Type 7383-AC1

Specification: IBM x3500 M4, 8 GB DDR#ECC 4*500 GB, Inbuilt Raid Cord, DVD Writer

Note : The Contract is for one year initially, however, contract may be extendable up to TWO (02) more years on same rates and terms & conditions. Any extension is subject to satisfactory service of the work.

The Interested agencies/firms may drop their Bids/ Tenders in the tender box at Head Office by 05.00 PM on - 19.08.2020 addressed to:

The CEO, CGEWHO
6th Floor, 'A'-Wing, Janpath Bhawan
New Delhi -110001.

Yours faithfully,

(Roshan Kishore)
Asstt. Director (Admn)
CEO, CGEWHO