

**GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI**  
**DIRECTORATE GENERAL OF HOME GUARDS**

No.F.1(Comp Cell/12/17/HG/LAN

Dated :

**TENDER NOTICE**

Limited Tender/ Sealed quotations are invited for Annual Maintenance of LAN (Local Area Network) installed in the Office of the DIRECTORATE GENERAL OF HOME GUARDS. All the vendors should submit the Tender/Sealed-quotations on or before 11/08/2017 up to 3:00 pm which will be opened on the same day at –3:00--PM. The Bid /Sealed Quotation/ Tender should reach physically on or before the last date & time fixed for submission of quotations in the office of **DIRECTORATE GENERAL OF HOME GUARDS**, Delhi.

EMD	Rs. 10000
Performance Security	5 % of actual value of contract
Period of Contract	One year (Extendable for further one year)
Start date for Submission of quotations	20/07/2017
Last date for submission of Quotations	11/08/2017 up to 03:00 pm
Date and time for opening of Quotations	11/08/2017 at 03:30 PM

SD/

**S.K Shokeen**  
**JSO(HG)**

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**ELIGIBILITY:-**

1. The tenderer firm/agency/company should have a valid registrations such as Permanent Account Number (PAN) of the Income Tax Deptt; Service Tax Registration Number; Registration No. of the Agency/Firm; Employees Provident Fund Account Number; ESI Registration Number; License Number under Contract Labour Act.
2. The tenderer should submit an undertaking with the Technical Bid to the effect that he or his firm has not been black listed by any of the Departments/Organizations of the Government of India/Government of NCT of Delhi and no criminal case is pending against the said firm on the date of submission of this bid (Prescribe Performa as per Annexure Attached).
3. Resolution of Board meeting authoring the person to sign tender document. (If Applicable)
4. The tenderer should submit an undertaking with the Technical Bid to the effect that Terms and conditions of the Tender are duly accepted /signed with the stamp of the prospective bidder.

**PROCEDURE OF SUBMISSION OF BIDS:**

The following documents should be placed/ enclosed/ attached with the Technical Bids if applicable:-

- 01 Self attested copy of PAN No. card under Income Tax Act;
- 02 Self attested copy of Service Tax Registration Number;
- 03 Self attested copy of VAT Registration Number
- 04 Self attested copy of Valid Registration No. of the Agency/Firm;
- 05 Self attested copy of valid Employees Provident Fund Account allotted letter.
06. Self attested copy of valid ESI Registration Number;
- 07 Self attested copy of valid License and Number under Contract Labour Act and under any other Acts/Rules;
- 08 EMD/Bid Security of Rs.10000/-
- 09 Self attested copy of GST registration certificate;

- 10 An undertaking to the effect that the Agency has not been blacklisted by any of the Departments/Organizations of the Government of India/Government of NCT of Delhi and no criminal case is pending against the said firm/agency;
- 11 Terms and conditions duly accepted/signed with the stamp of the prospective bidder;
- 12 Proof to the effect that tenderer have experience of providing similar works for at least Three years.
- 13 Resolution of Board meeting authorizing the person to sign Tender Document ( if Applicable)
- 14 Annual turnover of last 3 years
- 15 Prescribed Technical Bid tender form (as per Annexure-I)
- 16 Prescribed Financial Bid form (as per Annexure-II).

### **OPENING OF FINANCIAL BID**

- 01 Financial Bids will be opened only of those firms which qualify in technical bid.
- 02 In case, any holiday is declared by the Government on the day of opening of the tender, the tender will be opened on the next working day at the same time but the tender box will be sealed on the scheduled day and time.

### **TENDER FOR AMC OF LAN NODES & SWITCHES:**

**Comprehensive Annual Maintenance Contract of 126(approx.) nos. Of LAN Nodes & AMC (cat - 6I/O Boxes ,CAT cables,fibrepatch Cord,Optic Fibre cables,switchs,Jack panels,PVC channels,Media Splitters,Other Releated Items and installation of fresh LAN Nodes at DGHG premises in Delhi.**

Contract Period from the date of entering into the Agreement \_ \_\_\_\_\_ or the date of award the contract whichever is earlier.

The firms fulfilling the Terms and Conditions as prescribed below, may submit their bids super scribed as "Quotation for Comprehensive on site AMC of LAN Nodes & LAN Switches" and addressed to the **DDO, Home guard Delhi.**

**The tender will be called in single bid system i.e. Technical eligibility with Financial bid be submitted in sealed envelope on the following terms and conditions: -**

### **TERMS & CONDITIONS:-**

1. The comprehensive maintenance includes preventive maintenance/regular services of the LAN Nodes (LAN Networking) and LAN Switches and all accessories/or replacement of all such hardware/items necessary for keeping the LAN Nodes in prefect working order and condition at all the times during the period of the AMC from any defects/disturbance or any unscheduled call for corrective and maintenance services, by taking appropriate steps on time to set right the full functioning of the LAN Nodes & Switches.
2. The replacement of all spares of hardware is included under the AMC. Defective parts will be replaced with good and **standard quality** spares by the vendor without any extra charges of any kind.
3. The comprehensive maintenance shall be carried out at DGHG

premises or wherever the LAN Nodes & Switches have been installed. In case the vendor feels that the equipment cannot be repaired at DGHG premises will carry and deliver the equipments at their own cost and risk to get it repaired promptly and provide standby forthwith in lieu thereof and Job card will be maintained strictly and signature of the users will be obtained on every visit.

#### **TECHNICAL TERMS AND CONDITIONS: -**

1. **Experience**—Three similar completed works costing not less than the amount equal to 40% of the estimated cost; or (b) Two similar completed works costing not less than the amount equal to 50% of the estimated cost ; or (c) One similar completed works costing not less than the amount equal to 80% of the estimated cost.
2. Each quotation must be accompanied with demand draft as EMD for Rs. 10000/- (**Rupees Ten Thousand Only**) in favour of “ **DDO ,Home guards** ” payable at Delhi only. The quotations/tenders received without EMD shall be summarily rejected without assigning any reason thereof and no tenderer shall have any right to represent against it, even if, his quotations happen to be the lowest. The EMD shall be forfeited, if the contractor fails to abide by the rules of these tender/terms of AMC. No interest shall be payable on EMD.
3. The firm whose quotation is finally accepted shall deposit Performance security, which will be 5 % of actual value of the contract in the form of demand draft/term deposit or bank guarantee drawn in favour of the **DDO, Home guards**, Delhi. No interest shall accrue on security deposits
4. The EMD shall be refunded to unsuccessful applicants on written request, EMD of successful firm shall be returned only after submission of Performance security. After successful execution of contract/ Agreement. Agreement shall be entered into Stamp paper of Rs. 100/- values.
5. The applicant shall enclose details of infrastructure and backup facility
6. The contractor shall check the LAN, switches and wire other equipments etc. every month and submit a report to the department. In case of failure to do so a penalty of Rs.1000/- shall be imposed on every default and penalty can be adjusted against pending payment/EMD/Security Deposit.
7. All repairs and servicing of equipment shall be carried out on site. In exceptional circumstances where the equipment/component is/are to be taken to the companies premises/service centre for repair standby component shall be made available. The equipment being taken to the workshop for repair would be at company own risk and expenses.
8. The replacement of components or equipment shall be as per manufacturer's instruction under orders of IT Branch.
9. Any damage or loss caused to equipments due to negligence, mishandling shall be made good by contractor either by payment in cash at the prevailing market price of the equipment/items or by replacing equipment/item of same make and specification.
10. The contractor shall maintain and use genuine/original components for replacement wherever needed.
11. Copies of Annual turnover of last 3 years ending 31<sup>st</sup> march of the previous

Financial year should be at least 30% of the estimated cost, duly certified by CA.

12. Three similar completed works costing not less than the amount equal to 40% of the estimated cost; or (b) Two similar completed works costing not less than the amount equal to 50% of the estimated cost; or (c) One similar completed works costing not less than the amount equal to 80% of the estimated cost.
13. The tenderer/bidder must have satisfactorily executed for atleast three AMCs contracts of the last three years.
14. The quotations must be accompanied with copy of VAT registration Certificate duly self attested.
15. The vendor will also quote the charges of installation of fresh LAN Nodes, Switches, Cabling etc and its all accessories, unit wise with specifications, during the period of the tender.
16. The bidder should state whether the Firm is accompany under Corporation Act, Partnership Firm. The address of the firm with telephone number/s and fax number/s in Delhi/New Delhi has to be given. The firm shall have dedicated email address(es) and landline/mobile connection to attend to the complaints in regard operation of LAN.
17. A general undertaking that all the terms and conditions of this Bid Document are acceptable on the letter head of the firm. This needs to be signed by an authorized person with Firm seal.
18. The vendor /tenderer should not have been black listed by any Govt. Department. An undertaking to this effect be provided by the authorized person.
19. Each paper of the tender should be numbered and stamped by the Tenderers / vendors with the seal of the firm.
20. The operating environment conditions in which the equipments are presently installed are quite satisfactory. The vendor will not raise any conditions/objections with regard to the working environment for the equipment covered under this AMC would be given on as-is-where-is basis.
21. The LAN down time should not exceed 12 hours from the time at which the complaint was made. In case, the LAN Node is not repaired or standby is not provided within stipulated time, the Department may elect/choose to get the same repaired or replaced from any other outside agency and the cost & expenditure incurred therein shall be recovered from the vendor and the Department may also decide to levy penalty @ Rs. 1,000/- per day.
22. In case, the Switch mode is not repaired or standby is not provided within 48 hours, the Department may elect/choose to get the same repaired or replaced from any other outside agency and the cost & expenditure incurred therein shall be recovered from the vendor and the Department may also decide to levy penalty @ Rs. 2,000/- per day.
23. The tenderer/vendor/AMC holder shall check each LAN Switch (Cleaning of Switches, re-installation of Switches, Jack Panels, Wire Manager & dressing of cables including checking/repairing/replacement of the fiber optical wires.) installed at the DGHG, Rajauri Garden atleast once in a month, and get the signatures of the concerned user/Branch In charge and submit the satisfactory

Reports to this office simultaneously.

24. The vendor will replace the old/breakage wires from LAN point to switch and the wires are in loose condition, it will be installed under the conduit pipe/channel installed in D G H G , **Home guards** ,CTI complexes Rajauri garden new delhi during AMC period without any extra charges.
25. The AMC will be valid for one year but it may be extended for further period of one year on mutual agreement.
26. The Department reserves its right to terminate the contract at any time before the expiry of contract period, if the work of the vendor is not found to be satisfactory and forfeit the EMD/security deposit.
27. It will be at the discretion of the Department to make inquiries either itself or through any of the officials of this office to judge the suitability and capability of the vendor.
28. In the event of any dispute, the matter will be decided by arbitrator under the provision or as per the under arbitration and conciliation Act 1996. The Arbitrator will be appointed by the Lt. Governor, Delhi.
29. The announcement of decrease/increase of taxes, duties or prices etc., will not affect the AMC rates during entire period of the contract.
30. The terms of a contract, including the scope and specification once entered into, will not be materially varied.
31. This department may accept the tenders at any time within period of 90 days from the date of submission of tenders and the rates quotes will be valid during the entire contract period.
32. This department may impose further liquidated damages as it think fit for any delay/defective work or material etc.
33. The rates quoted shall be exclusive of all taxes and charges including VAT/ Sales Tax, Custom Duty, Service Charge/Tax, Transportation etc.
34. This department reserves the right to accept or reject any tender without assigning any reason whatsoever. However the bidder is entitle to question any bidding conditions process or rejection of its bids.
35. The tenders received after the due dates and time shall not be considered by this department.
36. The tender must be unconditional. If the tenderer imposes any condition, this department may reject tender without assigning any reason.
37. The tender is not transferable.;
38. The rates should be quoted in words as well as in figures, without any overwriting or erasing which will render particular item invalid.
39. When any working day is declared a holiday, then tenders will be opened on the next working day.
40. Tenders are advised to visit the office to see the hardware on or before 25/07/2017 between -11:00 AM to 03:00 P.M.

41. Tenders must provide Chart describing the location of LAN connectors.

#### **DISPUTE SETTLEMENT**

1. In the event of any question, disputes or difference rising between the parties relating to the interpretation and application of the provisions of this tender term, such disputes or differences shall be resolved amicably by mutual consultations and on failure to do so shall be referred for arbitration to the nominee of the Lt. Governor of Delhi. Arbitration shall be conducted in accordance with the provision of the arbitration and conciliation Act 1996. The decision of Arbitrator shall be final and binding upon both the parties. The venue of arbitration shall be at Delhi.
2. In case of dispute Delhi courts alone will have the jurisdiction.
3. After the tenders are opened no attempt will be made to meet any Member/Chairman of the Committee to influence their decision.

**Comndant  
CTI**

**Tender for AMC for Local Area Network & Facility Management Services at DGHG**

<b>S.No.</b>	<b>Particulars</b>	
1	EMD /Bid Security of Rs.10000/-	
2	Name of the Firms/Agency	
3	Address of the Firm	
4	Mobile No./Phone No.	
5	Name of Tenderer, Mobile No.	
6	Registration No. of the firm	
7	Name, Designation and Mobile No. the Person authorised to deal with the Board	
8	Constitution of the Firm (Attach Proof)	
9	Self attested copy of GST registration certificate	
10	Permanent Account Number under Income tax Act (Attach Proof)	
11	VAT Registration Number	
12	Service Tax Registration No. (Attach Proof)	
13	EPF No. Account No. (Attach Proof)	
14	ESI No. (Attach Proof)	
15	Labour Contract No. (Attach Proof)	
16	List of various diagnostic tools available with the firms for rectification of the faults and maintenance contract of the LAN	
17	List of Govt.Offices where the firm has been awarded annual maintenance contract of the LAN with value of the contract.	
18	Work experience of Annual Maintenance Contract with name of organization, total quantity of equipment copy of work order from each organization may be enclosed for last three years	
19	Whether Agency has been blacklisted by any of the Department/organisations (Attach undertaking on the letter head of the Firm duly signed and stamped)	
20	Whether Terms and conditions of Tender duly accepted (Attached undertaking on the letter head of the firm duly signed and stamped)	



This is to certify that I/we have carefully read the contents of the tender document and fully understood all the terms and conditions therein and undertake may self /ourselves to abide by the same.

Signature of the Tenderer \_\_\_\_\_

Name of the Signatory\_\_\_\_\_

Place:

Date :

**Annexure-II****(PRICE BID)**

<b>S.N.</b>	<b>Description</b>	<b>Unit Price</b>	<b>Amount (in Rs.)</b>
1	AMC and Repairing of LAN Nodes and other Items mentioned in the discription(cat -6I/O Boxes ,CAT cables,FibrePatch Cord,Optic Fibre cables,switchs,Jack panels,PVC channels,Media Splitters,Other Releated Items .		80% of the Unit Price of Sr. No 1
2	Installation of additional LAN node (rates should be included all types of cables,One year warranty & other fixtures)		20% of the unit price of S.No.2
<b>TOTAL(1+2)</b>			

**\*Rates should be excluded of all taxes/charges.**

**\*Each column of unit price is mandatory.**

**\*Tender will awarded to the L1 on lowest Total(1+2) as weightage.**

**\*Total AMC amount will be(Unit price at sr.no1X126),Sr.no 2 rates may be used whenever new installation will be made.**

Certified that the above information is correct and the firm is willing to accept all the terms and conditions of the tender document.

**SINGNATURE** \_\_\_\_\_

**NAME** \_\_\_\_\_

**ADDRESS** \_\_\_\_\_.

**PHONE NO** \_\_\_\_\_ **FAX NO** \_\_\_\_\_

**MOBILE NO.** \_\_\_\_\_

**UNDERTAKING**

It is certified that my firm/agency/company has never been black listed by any of the Departments /Autonomous Institutions/Universities /Public Sector Undertakings of the Government of India or Government of NCT of Delhi or any other State Government or Public Sector Banks or Local Bodies/Municipalities and no criminal case is pending against the said firm/agency as on -----

Signature of the Tenderer \_\_\_\_\_

Place:  
\_\_\_\_\_

Name of the Signatory

Date: \_\_\_\_/\_\_\_\_/2016  
\_\_\_\_\_

Name of the Firm/agency

Seal of the Firm/Agency \_\_\_\_\_

**UNDERTAKING**

It is certified that my firm/agency/company having sufficient Experience for Repair and maintenance of LAN (Local Area Network) as mentioned in the Tender Document.

Signature of the Tenderer\_\_\_\_\_

Name of the Signatory\_\_\_\_\_

Name of the Firm/Agency\_\_\_\_\_

Place :\_\_\_\_\_

Date :\_\_\_\_\_

**UNDERTAKING**

It is certified that I personally read the Tender Document and accept all the terms and conditions mentioned therein.

Signature of the Tenderer\_\_\_\_\_

Name of the Signatory\_\_\_\_\_

Name of the Firm/Agency\_\_\_\_\_

Seal of the Firm/Agency\_\_\_\_\_

Place :\_\_\_\_\_

Date :\_\_\_\_\_