



Indian Council of World Affairs

Sapru House, Barakhamba Road

New Delhi

NOTICE INVITING E-TENDER

for

Annual Maintenance Contract

for

**computers and peripherals, servers and
network equipment**

in the Council

The Indian Council of World Affairs (ICWA) is an Autonomous Body and Institute of National Importance under the Ministry of External Affairs widely known for research and conferences on current and relevant international issues with institutional partners world-wide. Sealed quotations are invited for the Selection of Agency to provide Annual Maintenance Contract for computers and peripherals, servers and network equipment in the Council.

General Terms & Conditions:

1. The last date & time for submission of quotations shall be 29-06-2021. ICWA may in exceptional circumstances and at its sole discretion may extend the last date & time of submission of quotation by issuing an appropriate notice. Such extension, if any, shall be notified on ICWA website and shall be applicable to all.
2. Firms will have to submit their quotations in two-bid system:
 - (i) Technical Bid
 - (ii) Financial BidFirms may submit two linked and sealed envelopes each with the phrase “**Annual Maintenance Contract for computers and peripherals, servers and network equipment**” written thereon. The full name, postal address, telephone no. fax no. e-mail address of the firm should be written on the bottom left corner of the sealed envelopes. Such sealed Quotations will be received during working hours at the office of:

**Deputy Director General
Indian Council of World Affairs
Sapru House, Barakhamba Road
New Delhi-110001**
3. Quotations may be submitted by Registered Post/ Courier service or in person, so as to reach ICWA on or before the last date & time set.
4. Technical bids are to be opened and evaluated first. Financial bids will be opened only of bidders shortlisted on basis of technical bids.
5. The contract awarded shall be valid for a period of one year from the date of placement of work order, unless extended by mutual consent, or annulled by ICWA for any reason whatsoever.
6. Bills shall be submitted by the Firm/Agency on quarterly basis to ICWA. Bills will be paid by A/c payee cheque only.
7. Bid can be submitted through GEM Web portal, as it is also published on GEM webportal.

ADDITIONAL TERMS AND CONDITIONS

- 1.1 All the computers and peripherals are at present installed at Indian Council of World Affairs, Sapru House, New Delhi cover under the AMC contract.
- 1.2 Annual Maintenance contract may be renewed for another year by mutual consent of both the parties after the expiry of contract period.
- 1.3 If the performance of the firm is not found satisfactory, the agreement shall be terminated by giving one month's notice in writing to the firm. The sole discretion as to the satisfactory performance by the firm lies with the undersigned.
- 1.4 The firm shall provide the following comprehensive maintenance services under the agreement to keep the system in good working conditions: -
 - 1.4.1 Replacement of defective part(s) except consumable. The part(s) replaced will either be new part(s) or part(s) equivalent in performance to new part(s). Whether a defective part(s) is/are to be replaced or repaired shall be left to the sole discretion of the firm, Any defective part(s) removed from the system on replacement with the new one will be taken over by the firm.
 - 1.4.2 Schedule preventive maintenance once in every three months.
 - 1.4.3 Provision of stand-by-equipment in case malfunction in the equipment is not set right within 72 hrs. of its reporting. In case firm fail to provide stand-by-equipment of same or higher specifications recovery will be made from the firm for different equipments at the rates given below.

S.No.	Description of equipment	Rate of recovery per day
1	Printer, Wifi, switch,	Rs. 100/-
2	Computer, All in one, Laptop	Rs. 300/-
3	UPS	Rs. 50/-
4	Server, storage, firewall	Rs. 400/-

2.0. Terms and Conditions

- The firm shall provide maintenance service to the systems at Indian Council of World Affairs, Sapru House, New Delhi
- 2.1. The maintenance service will also cover hardware as well as software problems arising due to viruses.
 - 2.2. The firm shall on call service for the system for the period of one year from date of signing this agreement.
 - 2.3. The original hard copy of Earnest Money Deposit (EMD) of Rs. 13,007/- (Rs. Thirteen Thousand and Seven only) in the form of Demand Draft / Pay Order in favor of “**INDIAN COUNCIL OF WORLD AFFAIRS, NEW DELHI**” is also required to be submitted separately in a sealed, failing which the bids will not be considered.
 - 2.4. The firm shall provide the service of “1 Nos. Service Engineer” at ICWA, Delhi on all working days from 09.00 AM to 05.30 PM and will keep the system in running condition. Service engineer will also assist to shifting/installation of other computers and peripherals those are not in the AMC in this Department. The Service Engineers should not, in any case, be paid less than the minimum wages prescribed by the competent Govt. authorities for required qualification/skill.

- 2.5. The firm should send its service engineer daily to the ICWA from 09.00 AM to 05.30 PM **penalty @Rs. 500/- per day shall be imposed, if the firm fails to provide the services of “service engineer” as per para 2.5 above.**
- 2.6. **The firm shall supply all spare parts required for repair (other than consumables, hard disk, UPS battery and Printer heads etc). If the hardware parts are required to be replaced then their charges shall be reimbursed on production of proper bills.**
- 2.7. The maintenance and repair shall include replacement of parts whenever necessary up to a value of Rs 1500/- excluding VAT in each case. This shall, however, not apply to consumables. The criteria of Rs 1500 shall apply to each item (mouse, key board, power-supply unit, patch cable, RJ-45 connector, etc, even if more than one item are required for repair of any single unit/system). This shall also apply to the repair/replacement of items that may be physically damaged/burnt. The defective equipment/item/part shall be replaced by the equipment/item/part of the same specification and in case, these are not available, the higher specification, acceptable to the Council, shall have to be installed. In no case, shall the defective equipment/item/part be replaced by old spares. The details of the defective equipment/item/part of those, which are replaced, will be specified in the maintenance record;
- 2.8. Physical damage, burn out, breakage, mishandling, carelessness, any consumable, data recovery, natural disaster will not have covered under AMC. The firm shall provide normal tools and test equipment needed for maintenance of the system.
- 2.9. Annual Maintenance Charges will be paid quarterly in equal installments after the end of the maintenance period (Three months), recovering penalty, as applicable.
- 2.10. Income Tax at source /TDS and GST as applicable shall be deducted from the bills before making any payment.
- 2.11. Earnest money of successful bidder shall be automatically converted into security deposit on acceptance of his bid. Security will be refunded after the satisfactory completion of the annual maintenance contract of one year / extend period if any.
- 2.12. On completion of AMC period all the equipments should be in working order. If any equipment would not be set right by the firm, it will be got repaired from other agency at risk and cost of firm.
- 2.13. Engineer-In-Charge has the right to decrease/increase/remove any item/items at any time during the maintenance period without prior intimation to the agency.
This contract also includes the maintenance of networking of computers which is required for providing internet services in the ICWA.

3.0. **Eligibility Criteria**

- 3.1. The bidder should have a minimum of **7 years of experience** in maintenance of IT hardware and software and rendering Facility Management Services.
- 3.2. Copy of Certificate of registration, incorporation, PAN, NSIC Certificate of the agency/ details of other firms under the same management etc.
- 3.3. Copy of income Tax/Service Tax filing for the last three years.
- 3.4. The bidder should have authorised partner for GeM business at least any two brands out of HP, Dell, Microsoft and Cisco.
- 3.5. Annual turnover must be more than 2 Crore for the last three financial years.
- 3.6. The firm should be duly registered with MSME, ESIC and EPFO authorities.
- 3.7. The firm should have minimum 20 engineers on company pay roll for the last 2 years.
- 3.8. Testimonials from at least five Govt./Semi-Govt. Organizations/ Banks regarding their satisfactory performance of similar contract for the last 3 years.

- 3.9. The rates quoted for site engineer should not be less than the minimum wages prescribed by the Ministry of Labour and Employment, Government of India from time to time. The bidder is free to quote higher than the minimum wages to enable it to execute the work as per the terms and conditions of agreement/NIT, if it so desires. The indicative minimum wages must be as effective w.e.f. 01.10.2020.
- 3.10. The bidder shall submit an undertaking in support of the claim that the firm has not been blacklisted during the last five years by any organisation/ Government Department.
- 3.11 The Firm should be having AMC in hand for at least 100 computers through Gem Portal or more in single work order details of clients with numbers of numbers of computers be furnished.
- 3.12 Qualification of Site Engineer (1 Nos) should be: B.E./B.Tech/BCA/ 3 years full time Diploma in Computer Science & Engineering from a Govt. recognized Institute with Minimum 3-year experience in IT equipment Maintenance Service. resume of engineer need to be attached.

NOTE: Documents / certificates mentioned in the eligibility criteria as above must be uploaded along with the Bid documents failing which the bid document shall be summarily rejected.

List of Assets

Item Description	Qty
Computer PC	69
All-in-one	5
Laptop	6
MFM colour	4
MFM Mono	2
Computer Printer	52
UPS 1 KVA (offline)	45
UPS 5 KVA (Online)	2
Scanner	3
Server	2
Wireless Bridge	3
Storage	1
Switch	17
Firewall	1
Technical Manpower	1

Tender documents should be submitted with the following documents, failing which the tender shall be rejected: -

01. Company should be an ISO 9001:2015, ISO 20000-2011: 2005, & 27000-1:2005 for IT security services or Higher certified.
02. The firm should be in existence for over 5 years in the trade with Annual Maintenance Contracts worth more than Rs. 25 Lakh per annum during the last 3 years ending 31 March 2021 & List of customer along with copies of order of AMC executed within last 3 years.
03. Audited balance sheet for last three years showing that the bidder has a minimum per annum turnover of at least Rs. 2 Crore.
04. The firm also must have expertise and experience in IT Hardware devices & troubleshooting. The bidder should have executed satisfactorily minimum one Annual Maintenance Contract of more than 100 Computers, Printers, Storage & Etc. connected with LAN under Linux / Windows environment for at least two years consecutively.
05. Customer satisfactory certificate (at least 03 Nos. of Copy) issued by the clients (by Govt. Dep't., PSU only).
