

## **NOTICE INVITING TENDER (e-Tender)**

**AMC of Computers , Associated Peripherals and Servers**

**of**

**Delhi Metro Rail Corporation (DMRC)**

**(Tender: DMRC/IT/AMC/C&S 2015)**

**Web Site : [www.delhimetrorail.com](http://www.delhimetrorail.com)**

**NOTICE INVITING TENDER (e-Tender)**  
**DELHI METRO RAIL CORPORATION LIMITED**  
**(CIN: U74899DL1995GOI068150)**

**1.1.1 Name of Work:**

Delhi Metro Rail Corporation (DMRC) Ltd. invites Open e-Tenders from eligible applicants, who fulfill qualification criteria as stipulated in Clause 1.1.3 of NIT, for the work, **“AMC of Computers, Associated Peripherals and Servers of Delhi Metro Rail Corporation (DMRC)”**

**1.1.2 Key details :**

Estimated Cost	₹35 Lacs
Tender Security amount	₹ 70 Thousand
Completion period of the Work	12 months
Tender documents on sale	From 24.08.2015 to 14.09.2015 (up to 0900 hrs) on e-tendering website <a href="http://www.tenderwizard.com/DMRC">www.tenderwizard.com/DMRC</a> Tender document can only be obtained online after registration of tenderer on the website <a href="http://www.tenderwizard.com/DMRC">www.tenderwizard.com/DMRC</a> . For further information in this regard bidders are advised to contact on 011-49424307, 011-49424365 or 011-23417910
Cost of Tender documents	INR 5,250/- (inclusive of 5% DVAT) Non-Refundable (Demand Draft /Banker's cheque drawn on a Scheduled Commercial Bank based in India and should be in favour of "Delhi Metro Rail Corporation Ltd" payable at New Delhi.) Cost of tender documents i.e., D.D. / Banker's cheque, in original, shall be accepted only up to <b>1000</b> hours on 14.09.2015 in the office of ED/S&T/P-1 at below mentioned address.
Last Date of Seeking Clarifications	04.09.2015
Last date of issuing addendum	11.09.2015
Last date & time of Submission of Tender online	14.09.2015 up to 1000 hrs.
Date & time of opening of Tender online	14.09.2015 at 1030 hrs.
Authority and place for submission of Tender cost, EMD & seeking clarifications.	<b>ED/S&amp;T/P-1,</b> Delhi Metro Rail Corporation Ltd., 6 <sup>th</sup> floor, B-Wing, Metro Bhawan, Fire Brigade Lane, Barakhamba Road, New Delhi –110001

### 1.1.3 QUALIFICATION CRITERIA:

#### 1.1.3.1 Eligible Applicants:

- i. The tenders for this contract would be considered only from **Indian tenderers** (proprietorship firms, companies, corporations) who meet requisite eligibility criteria prescribed in the sub-clauses of Clause 1.1.3 of NIT.
- ii. Subcontracting of work is not permitted.
- iii. Tenderers shall not have a conflict of interest. Tenderers found to have a conflict of interest shall be disqualified. Tenderers shall be considered to have a conflict of interest with one or more parties in this bidding process, if:
  - (a) a tenderer has been engaged by the Employer to provide consulting services for the preparation related to procurement for implementation of the project.
  - (b) a tenderer lends, or temporarily seconds its personnel to firms or organisations which are engaged in consulting services for the preparation related to procurement for implementation of the project, if the personnel would be involved in any capacity on the same project.

#### 1.1.3.2 Minimum Eligibility Criteria:

- A. 1.1** The service provider should have the following quality certifications
1. ISO Certification- Quality Mgmt: system ISO 9000:2005 OR LATEST AS REVISED BY The ISO.
  2. ISO /IEC 20000-1:2005 / or the latest ISO REVISION for( Service Mgmt: System-SMS) Certified for IT Services,  
(Copies of the certificates must accompany the Bid).
- 1.2. The service provider should have back to back arrangement facility especially for servers with the OEM.
- 1.3 Qualification, Expertise and Experience(s) for each Engineer must be enclosed with the Technical Bids as per Appendix 7 of ITT to this Tender Document. The engineers' minimum qualification should be Diploma in Engg./IT with experience in IT hardware maintenance.

#### **B . Work Experience:**

- 1.1 The firm should have experience of having satisfactorily completed/ executed similar type of works and should have successfully completed business of IT facility management and annual maintenance contract work in computer hardware related maintenance services during the last 3 years for which following details duly authenticated by the client are to be submitted:
- a) Name of Organization where work done
  - b) Customer contact Name, email and Phone Number
  - c) Scope undertaken by Applicant
  - d) Value of Total contract.
  - e) Certificate from at least two Government organizations for satisfactory completion of work.

- C. Financial Standing:** The tenderers will be qualified only if they have minimum financial capabilities as below

- 1) **T2 - Profitability:** Profit before Tax should be Positive in at least 2 (two) year, out of the last five audited financial years.
- 2) **T 4 -** The bidder should have had an average annual turnover of Rs. 28, 00, 000/- (Twenty Eight Lakhs) or above out of last 5 years. This must be exclusively from IT Facility Management Services. Copies of attested Balance Sheet for the financial year 2013-14 and 2014-15 in support of this certified by Chartered Accountant must be submitted with the Technical Bid.

#### **Notes :**

- a. Financial data for last five audited financial years has to be submitted by the tenderer in **Appendix-12 of FOT**. The financial data in the prescribed format shall be certified by Chartered Accountant with his stamp, signature, Membership Number and Firm Registration Number.

**D. Bid Capacity Criteria:**

The firm should have experience of having satisfactorily completed/ executed similar type of works related to business of IT facility management Service and annual maintenance contract work in computer hardware related maintenance services during the last 5 years ending **31.03.2015** as given below:

At least one work of similar nature of value ₹. **28 Lakhs** or more.

OR

Two works of similar nature each of value ₹. **17.5 Lakhs** or more.

OR

Three works of similar nature each of value ₹. **14 Lakhs** or more.

**Notes:**

- (i) The tenderer shall submit details of works executed by them in the Performa prescribed in **Appendix-13 of FOT** for the works to be considered for qualification of work experience criteria.
- (ii) The Contractor shall provide documentary proof such as completion certificates/performance certificate from client showing satisfactory performance of similar works wherein following details are to be given:
- (a) Name of Organization where work done
  - (b) Customer contact Name, email and Phone Number
  - (c) Scope of work undertaken by the Applicant
  - (d) Value of work
  - (e) Actual completion cost
  - (f) Actual date of completion
  - (g) Certificate of satisfactory completion.

**E. Additional Requirements of Eligibility:**

- (i) The Tenderer must not have been banned for business by any central / state government department or public sector undertaking and also none of their work was rescinded by DMRC after award of contract during last 5 years due to non performance.
- (ii) The tenderer shall submit copy of Permanent Account Number (PAN/TIN/Service tax Registration) issued by Income Tax Department.
- 1.1.3.3 The tender submission of tenderers, who do not qualify the minimum eligibility criteria & bid capacity criteria stipulated in the clauses 1.1.3.2 above, shall not be considered for further evaluation and therefore rejected. The mere fact that the tenderer is qualified as mentioned in sub clause 1.1.3.2 shall not imply that his bid shall automatically be accepted. The same should contain all technical data as required for consideration of tender prescribed in the ITT.
- 1.1.3.4 Besides quantities mentioned in BOQ some of the devices are under warranty with their respective OEMs, for these devices only Facility Management Services are to be provided at present.
- 1.1.4 Deleted
- 1.1.5 The work requires non comprehensive AMC of Computers & Associated Peripherals; and comprehensive AMC of Servers(HP / IBM). The descriptive and detailed scope is defined in Scope of Work.

1.1.6 Tender Documents comprise of following documents:

- Notice Inviting Tender (NIT)
- Instructions to Tenderer (ITT) including annexure
- Form of Tender (FOT) including appendices
  
- Particular Specifications including Scope of Work
- Financial Package (Bill of Quantities / Pricing Document)
- Special Conditions of Contract
- General Conditions of Contract

**Please note carefully the requirements for submitting tenders, and the date and time for submittal.**

- 1.9 The tenderers may obtain further information/ clarification, if any, in respect of these tender documents from the office of **ED/S&T/P-1**, Delhi Metro Rail Corporation, 'B' Wing, 6<sup>th</sup> floor, Metro Bhawan, Fire Brigade Lane, Barakhamba Road, New Delhi –110 001.
- 1.10 The intending tenderers must be registered on e-tendering portal [www.tenderwizard.com/DMRC](http://www.tenderwizard.com/DMRC). Those who are not registered on the e-tendering portal shall be required to get registered beforehand. If needed they can be imparted training on 'online tendering process'. After registration, the tenderer will get user id and password. On login, tenderer can participate in tendering process and can witness various activities of the process.
- 1.11 The authorized signatory of intending tenderer, as per Power of Attorney (POA), must have valid **class-III** digital signature. The tender document can only be downloaded or uploaded using Class-III digital signature of the authorized signatory.
- 1.12 Tender submissions will be made online after uploading the mandatory scanned documents towards cost of tender documents such as Demand Draft or Pay Order or Banker's Cheque from a Scheduled commercial bank based in India and towards Tender Security such as Bank Guarantee or Demand Draft or Pay Order or Banker's Cheque from a Scheduled commercial bank based in India and other documents as stated in the tender document.
- 1.13 Late tenders (received after date and time of submission of bid) shall not be accepted under any circumstances.
- 1.14 Tenders shall be valid for a period of 180 days (both days inclusive i.e. the date of submission of tender and the last date of period of validity of the tender) from the date of submission of Tenders and shall be accompanied with a tender security of the requisite amount as per clause 4.0 of ITT.
- 1.15 DMRC reserves the right to accept or reject any or all proposals without assigning any reasons. No tenderer shall have any cause of action or claim against the DMRC for rejection of his proposal.
- 1.16 Tenderers shall quote all prices as per clause 11.1.1 of GCC.

**ED/S&T/P-1**  
**Delhi Metro Rail Corporation Ltd.**