

NOTICE INVITING TENDER (E-Tender)
DELHI METRO RAIL CORPORATION LIMITED

NIT No.:- NIT/36/GM(S&T)/2015, dated 11.12.2015

1.1.1 Name of Work:

Delhi Metro Rail Corporation (DMRC) Ltd. invites Open E-Tender (on 2 packet system) from eligible applicants, who fulfil qualification criteria as stipulated in Clause 1.1.3 of NIT, for the work, “**Contract/O&M/T-36 : Comprehensive AMC of Computers and Associated Peripherals of O&M wing of DMRC**”

1.1.2 Key details:

Approximate cost of work	INR 43,34,480/-
Tender Security amount	INR 86,690/-
Contract Period	2 years from the date of issue of LOA
Tender documents on sale	From 11.12.2015 to 12.01.2016 (up to 1100 hrs) on e-tendering website www.tenderwizard.com/DMRC Tender document can only be obtained online after registration of tenderer on the website www.tenderwizard.com/DMRC . For further information in this regard bidders are advised to contact on 011-23417910 #534752
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 1130 hours on 12.01.2016 in the office of AGM/S&T at below mentioned address.
Date & time of Submission of Tender online	12.01.2016 up to 1400 hrs.
Date & time of opening of Tender online	12.01.2016 at 1405 hrs.
Authority to purchase tender document, seeking clarifications and submission of completed tender document	AGM/S&T, Delhi Metro Rail Corporation Ltd., 6 th floor, B-Wing, Metro Bhawan, Fire Brigade Lane, Barakhamba Road, New Delhi –110 001

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 1.1.3.2 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.
- iv. The bidder should have had an average annual turnover of Rs. 17, 33,792/- or above. During the last three audited years.

This must be exclusively from IT Facility Management Services. Copies of attested Balance Sheet for the financial years 2012-13, 2013-14 and 2014-15 in support of this certified by Chartered Accountant must be submitted with the Technical Bid.
- v. 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).
- vi. The service provider should have back to back arrangement facility especially for all equipments with the OEM.
- vii. Qualification, Expertise and Experience(s) for each Engineer must be enclosed with the Technical Bids. The engineers' minimum qualification should be Diploma in Engg./IT with experience in IT hardware maintenance.

1.1.3.2 Minimum Eligibility Criteria:

A. Work Experience:

The tenderers will be qualified only if they 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 **30.11.2015** as given below:

At least one work of similar nature of value ₹. **34,67,584/-** or more.

OR

Two works of similar nature each of value ₹. **21,67,240/-** or more.

OR

Three works of similar nature each of value ₹. **17,33,792/-** or more.

Definition of similar work: - Tenderer should have the experience of execution of Comprehensive AMC of Computers, Associated Peripherals (like printers, scanners) and networking etc.

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.
- 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. Documentary proof such as completion certificates from client clearly indicating the nature/scope of work, actual completion cost and actual date of completion for such work should be submitted. **The offers submitted without this documentary proof shall not be evaluated.** In case the work is executed for private client, copy of work order, bill of quantities, bill wise details of payment received certified by C.A., T.D.S certificates for all payments received and copy of final/last bill paid by client shall be submitted.
 - Value of successfully completed portion of any ongoing work up to **30.11.2015** will also be considered for qualification of work experience criteria.
 - For completed works, value of work done shall be updated to **30.11.2015** price level assuming 5% inflation for Indian Rupees every year.

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

- (i) Deleted
- (ii) Deleted
- (iii) Deleted
- (iv) **T4 - Annual Turnover:** The average annual turnover from works of last three audited financial years should be \geq ₹ **17, 33,792/-**
- (v) **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.

Notes :

- Financial data for latest last three audited financial years has to be submitted by the tenderer in **Appendix-11 of FOT** along with audited balance sheets. The financial data in the prescribed format shall be certified by Chartered Accountant with his stamp and signature in original. In case audited balance sheet of the last financial year is not made available by the bidder, he has to submit an affidavit certifying that 'the balance sheet has actually not been audited so far'. In such a case the financial data of previous '2' audited financial years will be taken into consideration for evaluation. If audited balance sheet of any year other than the last year is not submitted, the tender may be considered as non-responsive.
- Where a work is undertaken by a group, only that portion of the contract which is undertaken by the concerned applicant/member should be indicated and the remaining done by the other members of the group be excluded. This is to be substantiated with documentary evidence.

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.

1.1.4 The work requires comprehensive AMC of Computers & Associated Peripherals. The descriptive and detailed scope is defined in Scope of Work (Volume 2).

1.1.5 **Tender Documents:** It comprises the following documents:

Volume 1

- Notice Inviting Tender (NIT)
- Instructions to Tenderer (ITT) including annexures
- Form of Tender (FOT) including appendices
- Special Condition of Contract (SCC)
- General Conditions of Contract (GCC)

Volume 2

- Scope of Work

Volume 3

- Bill of Quantity (BOQ)/ Pricing Document

1.1.6 The Contractor shall be governed by the documents listed in Para 1.1.5 above.

1.1.7 The tenderers may obtain further information/ clarification, if any, in respect of these tender documents from the office of **AGM/S&T**, Delhi Metro Rail Corporation, 'B' Wing, 6th floor, Metro Bhawan, Fire Brigade Lane, Barakhamba Road, New Delhi –110 001.

1.1.8 The tenderers may obtain further information/ clarification, if any, in respect of these tender documents from the office of AGM/S&T, Delhi Metro Rail Corporation, 'B' Wing, 6th floor, Metro

Bhawan, Fire Brigade Lane, Barakhamba Road, New Delhi –110 001.

- 1.1.9** The intending tenderers must be registered on e-tendering portal 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.
- 1.1.10** 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.
- 1.1.11** 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.
- 1.1.12** Late tenders (received after date and time of submission of bid) shall not be accepted under any circumstances.
- 1.1.13** 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.
- 1.1.14** 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.

AGM/S&T
Delhi Metro Rail Corporation Ltd.