

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

**AMC of IT Equipment (Computers, Associated Peripherals and Servers)**

**(Tender: AMC17)**

**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 IT Equipment (Computers , Associated Peripherals and Servers)**”.

**1.1.2 Key details:**

Estimated Cost	₹33,00,000/- (approx.)
Tender Security amount	₹ 66,000/-
Contract Period	12 months
Tender documents on sale	From 30/11/2016 to 20/12/2016(up to 1030 hrs) on e-tendering website <a href="http://eprocure.gov.in/eprocure/app">http://eprocure.gov.in/eprocure/app</a> Tender document can only be obtained after registration of tenderer on <a href="http://eprocure.gov.in/eprocure/app">http://eprocure.gov.in/eprocure/app</a> For further information on this regard bidders are advised to contact 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>1030</b> hours on 20/12/2016 in the office of DGM/IT at below mentioned address.
Last Date of Seeking Clarifications	12/12/2016
Last date of issuing addendum	14/12/2016
Date & time of Submission of Tender online	20/12/2016 up to 1030 hrs.
Date & time of opening of Technical Bid online	20/12/2016 at 1100 hrs.
Date & time of opening of Financial Bid online	Will be separately notified to technically shortlisted bidders.

<p>Authority and place for submission of tender cost, EMD &amp; seeking clarifications.</p>	<p><b>DGM/IT,</b> Delhi Metro Rail Corporation Ltd., 4<sup>th</sup> floor, B-Wing, Metro Bhawan, Fire Brigade Lane, Barakhamba Road, New Delhi –110 001</p>
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The tender documents (non-transferable) can only be obtained after registration of tenderer on the website <http://eprocure.gov.in/eprocure/app>. Downloaded tender document will not be entertained. All D.D. should be drawn in favour of "Delhi Metro Rail Corporation Ltd.", payable at New Delhi.

**NOTE:**

Any corrigendum, addendum etc issued shall be part of this tender document and shall be made available on DMRC website <http://eprocure.gov.in/eprocure/app> **Any corrigendum, addendum etc issued shall be part of this tender document and shall be available on DMRC website <http://eprocure.gov.in/eprocure/app>.**

**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 bidder should have had an average annual turnover for last 03 Financial Years of ₹ 26, 40, 000/- (Twenty Six Lakhs and Forty Thousand) or above. This must be exclusively from IT Facility Management Services. The tenderer shall submit details of works executed by them in the Performa prescribed in Appendix-10 of Forms of Tender (FOT) certified by Chartered Accountant with the Technical Bid.
  - 1.2 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 Management: System-SMS) Certified for IT Services, (Copies of the certificates must accompany the Bid).
  - 1.3. The service provider should have back to back arrangement facility especially for servers with the OEM. The bidder should be an OEM/Authorized Service Providers (ASP's) of OEM. The Letter of Authorization from OEM HP, IBM/Lenovo & Netgear should accompany the bid.(Authorisation from at least two OEM is mandatory for bid to qualify ).
  - 1.4 Qualification, Expertise and Experience(s) for each Engineer must be enclosed with the Technical Bids as per Appendix 7 of FOT to this Tender Document. The

engineers' minimum qualification should be Diploma in Engineering/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 as detailed in the bid document and should have successfully completed business of IT facility management and annual maintenance contract work in computer hardware related maintenance services during the last 5 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 of work undertaken by Applicant
- d) Value of Total contract.
- e) Certificate from at least two Government organizations for satisfactory completion of work.

**C. Deleted.**

**D . Work Experience 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 **31/03/2016** as given below:

At least one work of similar nature of value ₹ **26.4 Lakhs** or more.

OR

Two works of similar nature each of value ₹ **16.5 Lakhs** or more.

OR

Three works of similar nature each of value ₹ **13.2 Lakhs** or more.

**Notes:**

- (i) The tenderer shall submit details of works executed by them in the Performa prescribed in Appendix-13 of **Forms of Tender (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.

**List of documents to be uploaded as a single file named as Eligibility Criteria:**

<b>S no.</b>	<b>Eligibility cum Technical Bid e-Documents (PDF)</b>
<b>A</b>	<b>Sales Tax /VAT, Service Tax (as Applicable), PAN and TIN - Registration number</b>
<b>B</b>	Proof of Experience for IT facility management and annual maintenance contract work in computer hardware related maintenance services during the last 5 years (PO / Work Order issued by the customer)
<b>C</b>	Certificates from at least two Government organizations for satisfactory completion of work during the last 5 years.
<b>D</b>	Details of works claimed for experience, duly authenticated by the client, including Name of Organization where work done, Customer contact Name, email and Phone Number, Scope undertaken by Applicant and Value of Total contract.
<b>E</b>	Articles & Memorandum of Association or Proprietorship Deed.
<b>F</b>	Audited Balance Sheet of last 03 years ending 31st March of previous financial year ended 31 <sup>st</sup> March 2016.
<b>H</b>	Notarized Power of Attorney (In case of Signatory is other than Director of a Company or Proprietor)
<b>I</b>	Valid NSIC certificate if applicable
<b>J</b>	Letter of Authorization from OEM, i.e., HP, IBM/lenovo & Netgear (Letter of authorization mandatory from at least two OEM for bid to qualify).
<b>K</b>	Copies of ISO Certificates- Quality Management: system ISO 9000:2005 or latest as revised by The ISO. And ISO /IEC 20000-1:2005 / or the latest ISO revision for (Service Management: System-SMS) Certified for IT Services.
<b>L</b>	Qualified Support Staff List for Installation as per Appendix – 7 of FOT.
<b>M</b>	Undertaking w.r.t Not blacklisted as per Appendix – 6 of FOT.
<b>N</b>	Declaration of Minimum Wages on Company Letterhead as per Appendix – 14 of FOT.
<b>O</b>	ESI and EPF Registration certificates (attested copy) & latest challan copy if applicable.
<b>P</b>	Address of Service Center in Delhi on Company Letterhead.
<b>Q</b>	Any other eligibility related documents as per tender document.

- 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 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) & NAS. 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 **DGM/IT**, Delhi Metro Rail Corporation, 'B' Wing, 4<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 <http://eprocure.gov.in/eprocure/app>. 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 Bidders shall note that the maximum file size that can be uploaded is 5 MB. All the uploaded files in tender submission should be named properly and arrange systematically.
- 1.17 The bidders are advised to keep in touch with e-tendering portal <http://eprocure.gov.in/eprocure/app> for updates.

**DGM/IT**

**Delhi Metro Rail Corporation Ltd.**