

NOTICE OF INVITATIONS TO TENDERER (NIT)

(Tender: AMC19)

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

CONTENTS

S.No.	DESCRIPTION	PAGE NO.
NOTICE INVITING TENDER		
1.	Name of Work	3
2.	Qualification Criteria	3
3.	Key Details	6
ANNEXURES		
Annexure-1	: Not used	7
Annexure-2	: Not used	7
Annexure-3	: Financial Data (Work Done)	9
Annexure-4	: Prequalification Criteria	10

NOTICE INVITING TENDER (NIT)

1. The GM/IT, Delhi Metro Rail Corporation Ltd. Project Office, Mayur Vihar Phase-1 Metro Station, Near Gate No-1, Ground Floor, New Delhi-91, Invites tenders through open e-tendering process up to 1730 Hrs till 02.03.2019 for the following work:

Name of Work	Earnest Money Deposit (Rs.)
AMC-19 :Annual Maintenance of IT Equipment (Computers, Associated Peripherals and Servers)	1,07,000/-

2. 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.
3. In no circumstances, the amount paid for the tender form will be refundable.
4. Any corrigendum, addendum etc issued shall be part of this tender document and shall be made available on website <http://eprocure.gov.in/eprocure/app>.
5. The tender form is non-transferable.
6. (i) The instrument type for payment of tender cost is to be done only by RTGS, NEFT & IMPS. No other mode of payment will be accepted. The bidders will be required to upload the scanned copies for transaction of payment towards tender cost at the time of bid submission.
- (ii) The instrument type for payment of tender security is to be done only by RTGS, NEFT & IMPS. No other mode of payment will be accepted. The bidders will be required to upload the scanned copies for transaction towards payment of tender security at the time of bid submission

To facilitate above transaction through RTGS, NEFT & IMPS the details of following bank account of DMRC is used.

Name of Bank	Bank's Address	Account Name & No.	Account Type	IFSC Code
ICICI Bank Ltd	A, Phelps Building, Connaught Place, New Delhi – 110001	DMRC Ltd Tender Cell A/C 000705045337	Current	ICIC0000007

7. The tender that does not accompany EMD along with required documents will be summarily rejected. Exemption of tender cost and tender security is not allowed in any case.
8. The tender securities (EMD) of unsuccessful tenders shall be discharged / returned by DMRC after awarding of contract & EMD of successful bidder shall be released after the submission of Performance Security.
10. The Performance Bank Guarantee / Contract Agreement should be executed in the prescribed format provided by DMRC Ltd. If due to unforeseen circumstances, the tender is not opened on the stipulated date and time, the same will be opened on the next working day on the same time. Corporation will not be responsible for any type of delay.
11. Contract period of the work is 24 months as mentioned in the tender documents.

12. QUALIFYING REQUIREMENTS AND DOCUMENTS TO BE FURNISHED

In order to be eligible for bidding, the bidder shall meet the following qualifying criteria:

- 12.1 The tenders for this contract will be considered only from those firms (proprietorship firms, partnerships firms, companies, corporations), who meet requisite eligibility criteria prescribed in the Annexure 4 of NIT (prequalification Criteria).
- 12.2 Tenderer shall not have a conflict of interest. The Tenderers found to have a conflict of interest in this tender process shall be disqualified. Tenderers shall be considered to have a conflict of interest, if:

- a. Submit more than one tender for the work.
 - b. If Tenderers in two different tenders have controlling shareholders in common.
- 12.3 (a).The Tenderer must not have been banned/ rescinded/ terminated for business by any central/state government department or public sector undertaking and also none of work was rescinded by DMRC after award of contract during last 5 years due to non-performance(undertaking to given on company's letter head) as per FOT-15
- (b). Tenderer must not have suffered bankruptcy/ insolvency during the last 5 years. The tenderer should submit undertaking to this effect in Appendix-19 of Form of Tender.
 - (c) Tenderer must have Letter of Authorization from OEM, i.e., HP, IBM/Lenovo & Netgear for server and storage (Letter of authorization required from at least two OEM for bid to qualify).
 - (d) Tenderer must have ISO Certificates- Quality Management: system ISO 9000:2005 OR LATEST as revised by The ISO & ISO /IEC 20000-1:2005 / or the latest ISO REVISION for (Service Management: System-SMS) Certified for IT Services.

12.4 No consortium or joint venture is allowed for bidding

12.5 Subcontracting of work are not permitted.

12.6 Financial Standing (Annual Turn Over)

The average annual turnover of the tenderer during last three audited financial years should not be less than Rs. 42.74 Lakhs. This must be exclusively from IT facility management services.

Notes:

Financial data for last three audited financial years has to be submitted by the Tenderer in Annexure 3 along with audited balance sheets. The financial data in the prescribed format shall be certified by Chartered Accountant with his stamp and signature. 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 not been audited so far'. In such a case the financial data of previous '4' audited financial years will be taken into consideration for evaluation. If audited balance sheet of any other year than the last year is not submitted, the tender will be considered as non-responsive.

12.7 Performance Certificates

The Bidder must have performance certificates in related work (not older than 7years) from at least two different government organizations/ public sector units.

12.8 Following documents shall be furnished by the bidder to enable the DMRC to make an assessment as to whether or not the bidder complies with the qualifying criteria:

- a. Documents related to the qualifying criteria as per in NIT Annexure 4.
- b. Permanent Account Number (PAN) & GST No.
- c. Financial Data as per Annexure 3 of NIT.

12.9 DMRC reserves the right to accept or reject any of all proposals without assigning any reasons; the Tenderer shall not have any cause of action or claim against the DMRC for rejection of his proposal.

12.10 Work Experience:

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

towards Annual Maintenance contract (AMC) of Computers & Associated Peripherals like printers, scanners, UPS, Servers, networking etc during the last 7 years as on 31.01.2019.

One similar completed works* costing not less than Rs 85.48 Lac

OR

Two similar completed works*, each costing not less than Rs 53.43 Lac

OR

Three similar completed works*, each costing not less than Rs 42.74 Lac

* Annual Maintenance contract (AMC) of Computers & Associated Peripherals like printers, scanners, UPS, Servers, networking etc.

Note

The tenderer shall submit details of works executed by them in the Performa of **Appendix-21 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 also be submitted.

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

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.

The authorized signatory of intending tenderer, as per Power of Attorney (POA), must have valid Class- II or Class-III digital signature. The tender document can only be downloaded or uploaded using Class- II or Class-III digital signature of the authorized signatory.

Tender submissions will be made online after uploading the proof of payment of cost towards tender documents and Tender Security along with the other documents as stated in the tender document.

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.

Bidders shall note that all the uploaded files in tender submission should be named properly and arrange systematically.

The bidders are advised to keep in touch with e-tendering portal <http://eprocure.gov.in/eprocure/app> for updates.

On Behalf of DMRC Ltd.
GM/IT

Key Details

1.	Date of Issue of NIT	31.01.2019
2.	Estimated Cost	Rs 1.07 crore (Inclusive of GST)
3.	Cost of Tender document	Non-refundable fee of Rs 5,900/- (inclusive of GST@18%) through RTGS, NEFT & IMPS.
4.	Dates for Purchase of Tender document	From 31/01/2019 to 02/03/2019 (up to 1730 hrs) on e-tendering website http://eprocure.gov.in/eprocure/app Tender document can only be obtained after registration of tenderer on the http://eprocure.gov.in/eprocure/app For further information on this regard bidders are advised to contact 011-49424307, 011-49424365 or 011-23417910.
5.	Pre Bid Meeting	NA
6.	Office Address	Office of GM/IT, DMRC Project Office Mayur Vihar Phase-1 Metro Station, Near Gate No-1, Ground Floor, New Delhi-110091.
7.	Last date for submission of queries / clarifications	20.02.2019 up to 1730 Hrs.
8.	EMD/ Tender Security Amount	Rs 1,07,000/-
9.	Last date and time for submission of Tender	02/03/2019 (up to 1730 hrs) IST
10.	Date and time of opening of Tender	05/03/2019 on 1100 hrs IST
11.	Contract Period	24 Months
12.	Bidder's name and address (To be completed by bidder)

ANNEXURE-1 & 2

NOT USED

ANNEXURE- 3**FINANCIAL DATA****(WORKS DONE DURING THE LATEST LAST THREE FINANCIAL YEARS)****NAME OF THE TENDERER***(All amounts in Rupees in Lakhs)*

S.	DESCRIPTION	Financial Data for Last 3 Audited Financial Years		
		Year 2015-2016	Year 2016-2017	Year 2017-2018
1	2	3	4	5
	Total value of similar works done as per audited financial statements			
NOTE: <ol style="list-style-type: none"> 1. Similar works means Annual Maintenance contract (AMC) of Computers & Associated Peripherals like printers, scanners, UPS, Servers, networking etc. 2. Attach attested copies of the Audited Financial Statements of the last three financial years as Annexure. 3. The financial data in above prescribed format shall be certified by Chartered Accountant / Company statutory Auditor in original under his signature & stamp. 				

Annexure 4**Prequalification Criteria**

Sl	Criterion	Documents Required	Compliance
1.	The bidder must be a Company/ Corporation/ Partnership firm/ Proprietorship who have their registered offices in India and should have been in existence for a period of at least 5 years from the date of submission of bids	Certificate of Incorporation / Partnership Deed / Affidavit for prop. Firm/ Any other document as registration proof.	
2.	The bidder must have a valid GST & PAN Registration in India	Copy of Certificate and PAN	
3.	The bidder should have satisfactorily completed/ executed either one similar work costing not less than Rs 85.48 Lac or two similar works each costing not less than Rs 53.43 Lac or Three similar works each costing not less than Rs 42.74 Lac. The works should be similar to Comprehensive Annual Maintenance Contract (CAMC) / Annual Maintenance contract (AMC) of Computers & Associated Peripherals like printers, scanners, UPS, Servers, networking etc and not older than 7 years.	Customer order PO/LOA with completion certificates including satisfactory performance. 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 also be submitted	
4.	The Bidder must have atleast 2 performance certificate in similar work (not older than 7 years) related to Annual Maintenance contract (AMC) of Computers & Associated Peripherals like printers, scanners, UPS, Servers, networking etc from Govt Organization/PSU	Performance Certificates along with user stamp & signature of issuing authority	
5.	The bidder must not have been banned/ Terminated/ rescinded by any central /state government department or public sector undertaking during last 5 years	Undertaking on Company's letterhead as per Appendix 15 of FOT	
6.	Undertaking for not suffered bankruptcy during last 5 years	Undertaking on Company's letterhead as per Appendix 19 of FOT	
7.	Letter of Authorization from OEM, i.e., HP, IBM/Lenovo & Netgear for server and storage (Letter of authorization required from at least two OEM for bid to qualify).	Authorization Letter	
8.	Copies of ISO Certificates- Quality Management: system ISO 9000:2005 OR LATEST as revised by The ISO & ISO /IEC 20000-1:2005 / or the latest ISO REVISION for (Service Management: System-SMS) Certified for IT Services.	ISO Certificates	
9.	Qualified Support Staff List	Annexure-2 of ITT	

10.	Declaration of Minimum Wages on Company Letter head as per Appendix – 16 of FOT	Appendix – 16 of FOT	
11.	ESI and EPF Registration certificates (attested copy) & latest challan copy if applicable		
12.	Address of Service Center in Delhi/NCR on Company Letterhead		
13.	Audited Balance sheet for the last three years 2015-16, 2016-17 and 2017-18.	With affidavit, if Audit not done for last FY.	
14.	Notarized Power of attorney along with Board Resolution with specimen signature of authorized signatory.	Affidavit in case of proprietorship firm and partnership deed in case of partnership firm.	
15	Article and Memorandum of Association	Affidavit in case of proprietorship firm and partnership deed in case of partnership firm.	
16	Any other related documents		