

Tender No: 8(11)/2019-CCA
GOVERNMENT OF INDIA
Ministry of Electronics and Information Technology
Office of Controller of Certifying Authorities
Electronics Niketan, 6, CGO Complex, Lodi Road
New Delhi – 110 003

“e - Tender Notice”

FOR

AMC of Desktop Computers, Printers and Projector
for three years (on yearly renewable basis)

Last Date of submission : 8/11/2019

Last date of Clarification * : 31/10/2019

* All clarifications should be submitted through CPP portal only.

I. INTRODUCTION

The Controller of Certifying Authorities (CCA) has been appointed by the Central Government with the aim of promoting the growth of E-Commerce and E-Governance through the wide use of digital signatures.

Office of Controller of Certifying Authorities, issue licenses to CAs and signs/certifies their public keys. As the Root CA of India, it certifies the public keys of the CAs, lays down the standards to be maintained by the CAs and performs several other functions to regulate the functioning of the licensed CAs in the country. Licensed CAs issue Digital Signature Certificates.

2. SCOPE OF THE PROJECT

Comprehensive Annual Maintenance is required for Desktops, Printers and Projector and its related accessories like monitor, keyboard, mouse cables, etc, installed in O/o CCA on comprehensive basis including/covering **replacement of all faulty parts at bidder's cost.**

The scope of work is

- i. Repair & Service of PC Hardware & Operating System, Projector, Printer and accessories (except Toner and cartridge) as and when required.
- ii. Preventive maintenance of Desktop, Projector, Printer and accessories
- iii. Replacement of the fault spare parts at bidder's cost.

3. Eligibility/Qualification Criteria:

- a) The bidder must have Office in Delhi.
- b) The bidder must have executed at least one AMC services in Government organization.
- c) The bidders should have GST registration and the GST certificate should be submitted.
- d) The bidder should not have been black listed elsewhere.

Note: Before submission of the tender, please ensure fulfilling the eligibility criteria and all the terms and conditions.

4. SELECTION PROCESS:

The bidders, who meet the eligibility criteria, will be considered for financial evaluation. The financial bids of the successful bidders will be evaluated. The selection of an agency for a particular assignment will be on the basis of L1.

5. TERMS AND CONDITIONS

1. EMD:

1. The proposal should be submitted with EMD of an amount of Rs. 50000/- in the form of **Demand Draft/Bank Guarantee** in favor of "**Pay & Accounts Officer, Ministry of Electronics & Information Technology**", payable at New Delhi.
2. Please write your name, address and Tel. No. on the back of the Demand Draft/ Bank Guarantee.
3. No other form of deposit towards Earnest Money shall be accepted.
4. Bid submitted without EMD will be rejected.
5. The original EMD should be submitted to Shri Jagadeesh Babu, Office of CCA, Room No 4006, Fourth Floor, MeitY on or before **08/11/2019 (05.00 PM)**. (ph 24301906)
6. The scanned copy of EMD should be uploaded.
7. **The bid will be rejected if original EMD is not received.**

2. Bid Submission:

1. Bids shall be submitted online only at CPPP website:
<https://eprocure.gov.in/eprocure/app>.
2. The tender shall be submitted online in Two parts, viz., **Technical bid** and **Financial bid**.
3. The bidders are advised to follow the instructions "Instructions To Bidder for Online Bid Submission" provided in the "Annexure-VI" for online submission of bids.
4. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
5. All the pages of Technical bid (Annexure 1) being submitted must be sequentially numbered by the bidder irrespective of nature of content of the documents before uploading. The reference page number should be provided as sought in the compliance sheet of the Technical bid.
6. **Technical Bid** should contain the documents as mentioned in **Annexure-I**.
7. **Financial Bids** should contain **BOQ**.
3. Bidder must attach Power of attorney of signatory of Bid on non-judicial stamp paper of value Rs 100/- along with technical Bid. **Bid without scanned copy of such Power of Attorney will be rejected.**
4. Bids not conforming to the above instructions are liable to be rejected at the discretion of Office of CCA
5. In the case of agencies whose proposals are not considered for placing order, the Earnest Money Deposit will be refunded without any interest.
6. Validity of offer- Proposals submitted by the agency shall remain valid for a minimum period of 6 months from the date of opening of the proposal.
7. The Office of CCA will not be responsible for postal delays.
8. The Competent Authority reserves the right to reject any proposal or all proposals, if any of the conditions is not fulfilled or without assigning any reason.
9. The payments will be on quarterly basis or as per the mutual agreement between bidder and Office of CCA.
10. The bid shall be on a fixed price basis. Prices should be exclusive of all taxes. Taxes will be paid separately as per prevailing Govt of India rule.
11. The bid shall not have any pre-condition by bidder. The bid with pre-condition shall be rejected or at the discretion of competent authority.
12. Office of CCA reserves their rights to cancel the order in the event of delay more than three times in providing AMC services.
13. Bidder needs to submit (within 1 month, after issuance of work order) 10% of the bid amount as performance bank guarantee value for a period of 3 years. The performance bank

guarantee will be released after successful completion of support period. Bank guarantees will be forfeited/ encashed in case of nonperformance by the bidder.

14. Either Party may terminate this Agreement by giving 60 days prior written notice to the other Party.
15. The following conditions should be fulfilled during AMC:-
 - a) The selected bidder must provide easy mechanism for registering the complaints.
 - b) The selected bidder must address the complaint immediately or must arrange for a site visit at least on the next working day after the complaint is registered.
 - c) The selected bidder must resolve the registered complaints within 3 working days from the date of registration of the complaint.
 - d) For non-availability of service with in stipulated time, a penalty of Rs. 500/- per day per item will be imposed from the day of reporting such fault
16. In the event of the bidder's Company or the concerned division of the company being taken over/bought over by another company, the bidder Company should ensure that the obligations under the agreement with office of CCA are passed on for compliance by the new company/new Division.
17. The prices in Indian rupees should be quoted as per specifications given in the Annexure II. The bidder shall quote for Annual Maintenance Contract (AMC) for 03 years.
18. After evaluation of all accepted proposals by the evaluation committee, the contract shall be awarded to the bidder having lowest financial bid.
19. If it is not possible to repair the part or component on-site then permission shall be required to take away the part from the user's premises only after replacement of similar or upgraded part. The replacement items should not be lower in capacity than the faulty part in respect of potential functionality.
20. The HDD will not be allowed to take out of the premises.
21. The quantities mentioned in the tender are indicative only. The quantity may increase or decrease. The amount will be paid based on the actual quantity of equipments included under AMC.

Technical Specification & Quantity of Hardware Items under AMC:

Sl no.	Item/Equipments	Qty.	Description/Configuration	Make
1.	Personal Desktop	8	Intel Core 2 Quad core 64 bit,500 GB HDD, 4 GB,DVD RW, windows vista or win-7,Standerd Mouse, Standard Key board, TFT Monitor Year Of purchase(2010)	HP Compaq dc7900SFF
2	Personal Desktop	8	Intel i5 64 bit,500 GB HDD, 2 GB,DVD RW, win-7 or Win-8,Standerd Mouse, Standard Key board, TFT Monitor Year Of purchase(2011)	HP Compaq 8100 Elite SFF
3	Personal Desktop	6	Intel i7 64 bit,500 GB HDD, 4 GB,DVD RW, Win-8,Standerd Mouse, Standard Key board, TFT Monitor Year Of purchase(2015)	HP Compaq 800 G1 SFF
4	Printer	2	Multi function Device (Color) Year Of purchase(2013)	HP laser jet pro M570DW
5	Printer	1	Laser printer (Mono) Year Of purchase(2011)	Hp Laser jet pro P3015dn
6	Printer	5	Laser printer (Mono) Year Of purchase(2013)	Hp laser jet pro P1606dn
7	Projector	1	Sony LCD Projector	XGA VPL-EX145

Proof to be submitted

SL	DETAILS OF DOCUMENT
1)	Proof for the Office in Delhi/NCR
2)	Proof of AMC services in Government organization
3)	GST registration certificate
4)	Self-declaration of the status of black listing
5)	Scan copy of the EMD
6)	Scan copy of Power of attorney

Annexure II

PRICE BID

1. Name of the bidder with address:

B- PRICE QUOTE - AMC price shall be quoted separately for each year

Sl. No.	Item Description	Quantity	First Year AMC price (1)	Second Year AMC price (2)	Third Year AMC price (3)	Total= (1)+(2)+(3)
1.	HP Compaq dc7900SFF	8				
2.	HP Compaq 8100 Elite SFF	8				
3.	HP Compaq 800 G1 SFF	6				
4.	HP laser jet pro M570DW	2				
5.	Hp Laser jet pro P3015dn	1				
6.	Hp laser jet pro P1606dn	5				
7.	XGA VPL-EX145	1				
Grand Total for 3 years =						

TOTAL PRICE QUOTE ()= _____

Note: All prices must be exclusive of all taxes.

The selection of L1 will be on the basis of lowest among the bidders who successfully qualified in technical evaluation.

Format for Covering Letter for bid On Applicant's letterhead
(TO BE SUBMITTED ALONG WITH TECHNICAL BID)

To,

Office of Controller of Certifying Authorities
Ministry of Electronics & Information Technology, Electronics Niketan,
6, CGO Complex, Lodi Road, New Delhi – 110 003

Subject: Submission of Bid for “AMC of Desktop Computers, Printers and Projector“

Sir,

In response to the advertisement dated <_____ > issued by the Office of Controller of Certifying Authority, we offer our bid to participate in the bidding process for “**Submission of Bid for “AMC of Desktop Computers, Printers and Projector”**”

Having examined the tender Documents for the execution of the above project, we the undersigned offer our Products and services for the whole Scope of Work in accordance with the terms and condition mentioned in the tender and in conformity with the documents comprising the tender. In the capacity of the Applicant for the Project, we declare that we have requisite technical competence and experience and are interested in the Project, should the Office of CCA select us for this purpose.

We are submitting this Bid on our own and the details of the company are enclosed herewith. We are also enclosing Power of Attorney for the person who is signing the bid.

We declare that we have disclosed all material information, facts and circumstances to the Office of CCA, which would be relevant to and have a bearing on the evaluation of our Bid and selection. We acknowledge and understand that in the event anything contrary to our above declarations is discovered , the Office of CCA may forthwith disqualify our Bid from further participation in the process.

Yours faithfully,

Authorized Signatory

Name & Title of Signatory

Declaration

I/We do hereby declare that the entries made in the application are true to the best of my / our knowledge and belief. I/We do also confirm that I/We have read and understood General conditions of Contract as contained in these tender documents and agree to abide by the same in all respect.

I/We undertake to communicate promptly to Office of CCA all the subsequent changes in condition affecting the accuracy of the details given above. Further I/We undertake that in case the facts/ information furnished, as above is/ has been found false, the Office of CCA may be its absolute discretion reject/ cancel any assignment, if any, awarded / agreed to be awarded to me / us and in such case I / We shall not be entitled to claim any damages/ whatsoever in regard to that assignment

Authorized Signatory

Name & Title of Signatory

INFORMATION ABOUT THE BIDDER
(TO BE SUBMITTED ALONG WITH TECHNICAL BID)

1	Name of the Firm/ Company	
2	Year of Establishment	
3	Status of the Firm/ Company (Partnership. Limited etc)	
4	Postal Address	
	Telephone numbers	
	Fax	
	e-mail	
	Website Address (If Applicable)	
5	Bank Account Detail for e-payment	Account No
		Account Type
		Name of Account Holder
		Address of Account Holder
		Name of Branch
		Address of Branch
		IFSC Code
6	Any authorized branches of the Firm/ Company, if so give details	
7	Name of the proprietor/ partner/ Managing Director etc.	
8	Nature of your Firm/ Company/ Manufacturer/ Stockiest/ Dealer/ Distributor/ Agent etc.	
9	Details of products you are dealing in	
10	Turnover for the last three years in Rs. (Year Wise)	
11	List of Existing Clients (Govt./ PSU/Major Client)	
12	Has your firm ever been blacklisted by the Govt. or any other authority? Please give details and reasons thereof If blacklisted & revoked give details of the same	
13	Are you income tax payee, if so please furnish following details (a) PAN/TAN (b) TDS Accounts if any (c) Central Sale Tax Registration No./ Service Tax Registration No./GST No.	

Instructions for Online Bid Submission:

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “Online bidder Enrollment” on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC’s to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- 6) The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.

7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

9) Upon the successful and timely submission of bids (ie after Clicking “Freeze Bid Submission” in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.

10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.
