



Chandigarh Industrial & Tourism Development Corporation Limited
CIN: U45202CH1974SGC003415

Regd Office: SCO – 121-122, Sector 17-B, Chandigarh – 160017
Phone No. 0172 – 4644430-31-32-33-34, 2704761, Fax No. 0172-4644441
Email: info@citcochandigarh.com, Website: www.citcochandigarh.com

E-TENDER NOTICE

CITCO invites e-bids for availing Annual Maintenance Contract (AMC) services in respect of Computer Hardware and Peripherals viz. Servers/Desktop Computers/ Laptops/ Printers/ Networking equipments with other IT items/ components installed in Hotels/Units of CITCO.

Tender documents are available on Chandigarh Administration website <http://etenders.chd.nic.in> for online participation. Last date of loading/Uploading of e-E-Tenders is 25.05.2018 upto 05:00 P.M. The tenders uploaded by the tenderers will be opened online on 28.05.2018 at 10:30 A.M.

MD reserves the right to reject any or all tenders without assigning any reason.

Chief General Manager



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E-Tender are invited for availing Annual Maintenance Contract (AMC) services in respect of Computer Hardware and Peripherals installed at various hotels/units of CITCO viz. Hotel Mountview, Hotel Shivalikview, Hotel Parkview, Head office, Chef Lakeview, Transit Lodge, Engineering Wing, IDFC, Sales Depot etc.

Eligibility criteria

- a) The tender must be accompanied by earnest money (EMD) of Rs.15,000/- (Rupees Fifteen Thousand Only) in the shape of Bank Draft/Pay Order of any Scheduled Bank drawn in favour of “CITCO”, and payable at Chandigarh.
- b) The bidder to submit copy of PAN No. and GST No.
- c) Average Annual Turnover from AMC services should not be less than Rs.10 lakhs in the immediate preceding last 3 financial years ended 31.03.2018.

For the purpose, please attach Profile and a certificate showing turnover from AMC services in the last 3 years, duly certified by Practicing Chartered Accountant.

- d) The Tenderer/ Bidder should be the Authorized Service Provider/ partner/ dealer/ distributor of any leading manufacturer of Computers and should have its office in Tri-city of Chandigarh, Panchkula and Mohali.

For the purpose, the documents regarding Authorized Service Provider/ partner/ dealer/ distributor of any leading manufacturer of Computers and office in Tri-city of Chandigarh, Panchkula and Mohali should be submitted.

- e) The Tenderer/ Bidder should have an experience in similar work in Government/PSU/MNC/Banks in last 2 years with assignments amount not less than Rs.3.00 lacs per year.

For the purpose, the Tenderer will submit copies of last 02 year's AMC work orders executed specifying the assignments amount or certificate/letter duly signed & stamped by the entity, where the tenderer had provided the said services, clearly indicating the name of the tenderer, date of issue of certificate/letter, period for the which the said services were provided, nature of services provided and assignment fee etc.

- f) The Tenderer/ Bidder should have copy of valid ISO 9001:2008 certificate.

For the purpose, the Tenderer may submit certificate/letter duly signed & stamped.

- g) The Tenderer/ Bidder should have 10 or more number of service engineers working in the Company.

For the purpose, the Tenderer will submit copy of list of engineers with qualification.

TERMS & CONDITIONS

1. The Tenderer is required to provide Annual Maintenance Contract (AMC) services in respect of Computer Hardware and Peripherals installed at Hotels/ Units of CITCO and also ensure providing of best quality service engineers for providing the said services.
2. The tender must be accompanied by earnest money (EMD) of Rs.15,000/- (Rupees Fifteen Thousand Only) in the shape of Bank Draft/Pay Order of any Scheduled Bank drawn in favour of "CITCO", and payable at Chandigarh. The amount of earnest money shall not be accepted through cheque. The amount of earnest money, if any, lying with the Corporation or any other outstanding payment will not be adjusted against the present tender as earnest money. The earnest money of the successful tenderer(s) shall be converted into performance security and shall be refunded after the faithful execution/completion of the contract without any interest. EMD of all unsuccessful bidders would be refunded.

EMD in original will be submitted by the bidder and original DD of EMD shall be submitted in person in the Computer Cell, Head Office, CITCO, SCO 121-122, Sector 17-B, Chandigarh. E-tender/ E-bid without EMD will not be considered. If the bidder withdraw or amend its tender in any respect within the period of Tender OR if the successful bidder fails to furnish the required Security Deposit, EMD will be forfeited.

3. E-bids are to be submitted under two ways tendering process i.e. Technical Bid and Financial Bid separately. After scrutiny of the information received in Technical Bid, clarifications, if any, wherever necessary, will be obtained from the party. After necessary appraisal of the party's experience and technical expertise, technical short-listing will be done. Consequently, Financial Bid will be opened in respect of only those tenderers, who are found technically eligible.

While submitted financial bid/ rates in the BOQ, the tenderer/ bidder has to quote rates per unit/ item of hardware/peripherals only. The tenderer must clearly indicate GST % separately in the Financial Bid. The Corporation will not entertain any request for increase of rates on account of natural calamity, strike or other reasons during the contract period. However, any request for increase/decrease in Govt. taxes/levies or any new tax imposed during the contract period by the Govt. will be considered, on merit and as per Law.

The allotment shall normally be made to any Company/agency/firm, which is technically evaluated to be meeting criteria for selection & quoting lowest rates on aggregate basis.

4. The tentative list of Computer Hardware and Peripherals installed at various hotels/units of CITCO are as under: -

21	Laser Jet P1007	2			1	1								
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5. The list of Computer Hardware and Peripherals as mentioned in clause 4 can be increased or decreased depending upon the operational requirement of the Corporation. The Corporation also reserves the right to withdraw any item from the Tender BOQ or contract and no compensation shall be payable for the same.
6. The AMC Contract shall be for a period of 3(Three) years with a provision to extend further for another period of 1 year depending upon performance. Increase @ 5% will be given in the approved rates in 3rd year and onwards annually. There is no increase in the approved AMC rates in the initial two years.
7. The Agency will have to deposit interest free security of Rs.50,000/- less EMD of Rs.15,000/- within 30 days from the date of allotment letter. Failure to deposit the interest free security within 30 days of allotment of contract, the amount of EMD on account of earnest money deposited by Agency shall stand forfeited.
8. The CITCO reserves the rights to terminate the AMC Contract by serving the agency 3 month's notice. Similarly, the agency may also surrender the contract during the contract period by giving three month's notice in writing to the licensor.
9. The agency shall not sublet, assign or part with possession of the said booth or any part thereof.
10. The Goods and Service Tax (GST) as applicable should be indicated clearly in the BOQ/Financial Bid as percentage of GST as applicable against each and every item failing which it will be treated that the rates quoted by the tenderer are inclusive of GST. The prospective supplier/vendor must have a GST registration and indent to pay tax and issue valid invoice under GST. The tax invoice shall be issued as per Section 31 of GST Tax and shall contain particulars as prescribed under GST Invoice Rules, 2017. The amount of GST shall be charged separately and clearly on the Invoice. Any discount provided by the prospective vendor should clearly be mentioned on the Invoice. The prospective vendor/supplier shall have to produce challans for the payment of GST in order to make CITCO eligible to avail the input credit.

11. **Scope Of Work**

The Contract will be on comprehensive basis inclusive of repairs and replacement of spare parts/peripherals. Replacement of parts at the agency's cost, will be with original spares/peripherals of the brand/make of the equipment of same or higher configuration. The agency shall be responsible for any loss or damage caused to any of the machines owing to negligence on their part. The agency will be required to keep virus-free computer environment during the contract period.

- a) Payment for any inclusion/ deletion of Server/ Desktop/ Laptop/ Printers/Scanner etc during the AMC period will be calculated on pro-rata basis. No advance payment in any case would be made.
- b) The firm shall be responsible for verifying that data backup has been taken before attending the fault and shall also be responsible for restoring the same. Bidder will be responsible for taking backups before formatting the system/server.
- c) AMC also cover the maintenance of operating system, software installation, installation of patches, pre-emptive actions against virus spread, detection/removal of virus, configuration of Internet, configuration of applications(client/server), Maintenance of LAN cables Network connectivity, maintenance of UTM Firewall for configuration/policy making in the existing setup etc.
- d) The work shall be carried out in the premises of the CITCO unit and only such work which is not possible in the premises will be allowed to be done in the workshop of the agency. No transport charges on this account will be paid. The tenderer will take all necessary steps for the preventive maintenance, regular check-ups, fixing loose connections, proper adjustments/tuning/fine tuning on the basis of standard specifications thus ensuring satisfactory performance and maintenance of proper lock and keys for network components on regular/daily basis.
- e) During breakdown of hardware i.e. Server/ Laptop/ Desktop/ Printers, the engineer will visit the premises within 1 Hour otherwise suitable action will be taken accordingly.
- f) It shall be the responsibility of the agency to make all the computers and peripherals work satisfactorily throughout the contract period and to hand over the systems in working conditions at all the said units on expiry of the contract.
- g) In case the contracting agency is not able to accept the contract after it is awarded or is not able to perform the work after accepting the contract, CITCO reserves the right to get the work done from any outside agency at the risk and cost of the contracting agency. In this case, the agency is liable to be blacklisted and his EMD will be forfeited.
- h) For purpose of allotment of AMC, the AMC vendor would be required to depute 02 Qualified Service Engineer exclusively at disposal of Hotels and HO/Units of CITCO for attending the problems immediately. The Resident Engineers would be stationed at Head office and One of the Hotels. The Resident Service Engineer should have sufficient and requisite knowledge of maintenance and troubleshooting in Windows/LAN environment etc.
- i) The system down time should not exceed 6 hours from the time at which the complaint was made. If the down time is more than 12 hours, the company will provide a standby system. In case the system is not repaired or an alternative system not supplied within the period of 12 hours from the time of failure report then the client department may

choose to get the same repaired by or replaced from any other agency and the cost and expenditure incurred therein shall be recoverable from the company.

- j) The AMC vendor should keep stock of atleast 02 Computer System, 01 Laptop, 2 Nos. Printer (i.e. 1 No. laserjet printer & 1 No. KOT printer), Switches, Power cords, Keyboard/Mouse/LAN Card/ Parallel Port/ Serial Port cables connectors (RJ 45) etc.
 - k) The vendor should keep stock of 01 Server as stand by for the CITCO units, in case of any break down. No excuse will be entertained at the time of break down, if any.
 - l) The tenderer shall visit the units of CITCO for the inspection of hardware before applying the E-Tender. No disputes regarding the form nature or guilty of infrastructure and site shall be entertained after submission of the bid by the bidder
 - m) Duration of Services including holidays 24X7.
12. Payments will be processed on half yearly basis and the payment will be made at the respective units. As per the instructions of the Ministry of Finance, Govt. of India, New Delhi, Govt. Companies / PSUs have been directed to adopt e-payments as the preferred mode of payment w.e.f. 01.04.2013. For the purpose, tenderers are required to compulsorily furnish the following information to enable them receive payments in time:-

Sr. No.	Particulars	Information to be filled by Tenderer
1.	Name of the party (as appearing in their bank account).	
2.	Bank's Name	
3.	Bank's Address	
4.	Bank Account Number	
5.	IFSC Code of the Bank	
6.	Type of Bank Account	
7.	Enclose one cancelled cheque of the bank	
8.	Mobile No. of the tenderer on which SMS alerts for payment credited to their account is to be given	
9.	E-mail I.D. of the tenderer on which email notification for payment credited to their account is to be given	

On adoption of the above system, the payments will be remitted electronically under intimation to them by e-mail / SMS on submission of above said RTGS/NFET details, all the payment will be made through RTGS/NEFT to the contractor agency.

13. In case, if the agency fail to repair or provide a stand by Server/PC/Printer within 2 days, then either penalty of Rs.500/-, Rs.200/-, Rs.100 respectively per day or part thereof will be charged for delay beyond two days till such time, the Server/PC/Printer are repaired or CITCO may get the said services done from open market at your risk and cost of the agency. If 6 penalties will be levied for failure to provide timely services (Unitwise), the action may be taken as per clause 14 of the allotment.
14. In case of non-fulfilment/ violations of any of the terms and conditions of the tender document / allotment letter, CITCO reserve the right to cancel the contract, forfeit the security deposit/EMD. Further, the agency may be liable to be debarred from the participation in the Tender of the Corporation for the next 3 years
15. The Managing Director of the Corporation may impose additional terms and conditions as may be required in the best interest of the Corporation.
16. In the event of any dispute, difference or question arising out of or in respect of this agreement or breach of any terms thereof or in any manner whatsoever in connection with it, the same shall be referred to the Sole Arbitrator, which shall be appointed as per provisions of Arbitration & Conciliation Act, 1996 as amended. The decision or award so given shall be binding on the parties. Courts at Chandigarh shall have exclusive jurisdiction to adjudicate any dispute arising under or in connection with this Agreement.
17. Subject to the arbitration clause, the Courts at Chandigarh shall have the exclusive jurisdiction.

CHIEF GENERAL MANAGER

Procedure for E-Tendering

1. The Bids shall be received electronically only through the website etenders.chd.nic.in.
2. Bid Document can be downloaded from the website of Chandigarh Administration <http://etenders.chd.nic.in/nicgep>.
3. The Bidders shall have to submit their Bids (Technical Bid & Financial Bid) online in Electronic Format with Digital Signatures. For participation in the e-tendering process, the Bidders need to register themselves on <http://etenders.chd.nic.in/nicgep>. On registration, they will be provided with a user ID and a system generated password enabling them to submit their Bids online using Digital System Certificate (DSC).
4. The Bids shall be uploaded in Electronic Format on the website <http://etenders.chd.nic.in/nicgep>. **Scanned copies of Earnest Money Deposit, Document and Eligibility Documents shall also be uploaded alongwith Technical Bid within prescribed time limit.**
5. EMD in original as uploaded by the Bidder shall be placed in the manner as described in the Bid Document and shall be submitted in person by the specified date and time in Computer Cell, Head Office, CITCO, SCO 121-122, Sector 17-B, Chandigarh. The Agency who fails to submit the EMD as mentioned above, in physical form on or before the prescribed date will be declared as ineligible and the Bid submitted by them shall be declared as invalid.
6. The Agency has to produce the original documents as and when asked for by Computer Cell, CITCO. The failure of the Agency to furnish the said original documents will entail rejection of its tender summarily.
7. Instructions to Bidders regarding e-tendering process:
 - a) Tenders without digital signatures will not be accepted by the Electronic Tendering system. **No Tender will be accepted in physical form and in case it has been submitted in the physical form it shall be rejected summarily.**
 - b) Bids will be opened online as per time schedule mentioned above.
 - c) Before submission of online Bids, Bidders must ensure that scanned copies of all the necessary documents have been uploaded with the Bid.
 - d) It will be mandatory for all the Bidders to upload all the documents mentioned under 'Tender Details' template.
 - e) **CITCO will not be responsible for any delay in online submission of the Bids due to any reason whatsoever.**
 - f) The details of EMD specified in the Tender documents should be the same as submitted online (scanned copies) otherwise tender will be rejected summarily.
8. For any technical issue related to Electronic Tendering Portal, Bidders may contract IT Cell, The Department of Information Technology (DIT), Additional Deluxe Building, 5th Floor, Sector-9, Chandigarh, or email at etender@chd.nic.in, Phone No.0172-2740641, 0172-2740003.