

TENDER DOCUMENT
FOR
ANNUAL MAINTENANCE CONTRACT
OF DESKTOPS, LAPTOPS, PRINTERS, SCANNERS AND OTHER
PERIPHERALS AND SERVER MANAGEMENT AT
NCDC, NEW DELHI



राष्ट्रीय सहकारी विकास निगम
NCDC
Assisting Cooperatives. Always!

राष्ट्रीय सहकारी विकास निगम
4, सिरी इंस्टीट्यूशनल एरिया, हौज़ खास, नईदिल्ली-110016

National Cooperative Development Corporation
4, Siri Institutional Area, Hauz Khas New Delhi- 110016

वेबसाईट: <http://www.ncdc.in>

निविदा की लागत - मुफ्त

सूचकांक
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पूर्व अहर्ता बोली

Pre-Qualification Bid

राष्ट्रीय सहकारी विकास निगम
(सामान्य प्रशासन प्रभाग)

स.एनसीडीसी:1-1/2017-सामान्य

दिनांक: 15.04.2021

निविदा सूचना

राष्ट्रीय सहकारी विकास निगम 4, सिरी इंस्टिट्यूशनल एरिया, हौज़ खास, नई दिल्ली - 110016 द्वारा एनसीडीसी मुख्यालय में स्थापित डेस्कटॉप, लैपटॉप, प्रिन्टर्स, स्कैनर व अन्य बाह्य उपकरणों तथा सर्वर प्रबंधन हेतु सयुक्त तीन वर्ष की अवधि के लिए वार्षिक रख-रखाव अनुबंध(AMC) सेवाएं अनुबंध करने हेतु संलग्न अनुसूची अनुबंध - III के अनुसार सीलबंद निविदाएं आमंत्रित की जाती हैं।

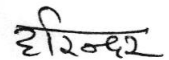
पात्रता मापदंड:

1. बोलीदाता के पास दिनांक 31.03.2021 से पूर्व 3 वर्षों के दौरान प्रत्येक वित्तीय वर्ष में सरकारी विभागों/ सार्वजनिक क्षेत्र उपक्रमों/ स्वायत्त निकाय/ वित्तीय संस्थानों और अन्य प्रतिष्ठित निजी कंपनियों में कम से कम 3.00 लाख या इससे अधिक की समान न्यूनतम एक वार्षिक रख-रखाव (न्यूनतम 150 सिस्टम्स के रखरखाव) अनुबंध AMC सेवाएं प्रदान की जानी चाहिए।
2. पिछले 3 वर्ष वित्त वर्षों में न्यूनतम ₹150.00 लाख का औसत वार्षिक वित्तीय कारोबार होना चाहिए। सम्बंधित वित्तीय दस्तावेज जैसा कि वार्षिक टर्नओवर, नफ़ा-नुक्सान खाते की पूर्ण जानकारी चार्टर्ड अकाउंटेंट द्वारा सत्यापित कर संलग्न करना अनिवार्य है।
3. बोलीदाता को भारत सरकार के कानून अनुसार पंजीकृत कंपनी और न्यूनतम पांच वर्षों से अस्तित्व में होना चाहिए। पैर और जीएसटी पंजीकरण वैध होना चाहिए।
4. फर्म/ कंपनी का दिल्ली / NCR क्षेत्र में अपना कार्यालय होना चाहिए।

निविदा (विधिवत भरी हुई और हस्ताक्षरित), बंद कवर में दो लिफाफे अर्थात पूर्व अर्हता बोली और वित्तीय बोली अलग-अलग, दिनांक 06.05.2021 को सायं 3:00 बजे तक एनसीडीसी कार्यालय में पहुँच जाने चाहिए। पूर्व योग्यता बोली, उसी दिन 3:30 बजे 06.05.2021 खोली जाएगी। केवल उन फर्मों की वित्तीय बोलियाँ खोली जाएगी, जिनको पूर्व अर्हता बोली निविदा दस्तावेज में उल्लिखित पात्रता मानदंड के अनुसार स्वीकार्य होना पाया जाएगा। वांछित सूचना संलग्न किये गए प्रोफोर्मों में ही भरी जाए। मूल्य बोली खुलने का समय और तारीख अलग से पात्र फर्मों को सूचित की जाएगी।

राष्ट्रीय सहकारी विकास निगम, 4, सिरी इंस्टिट्यूशनल एरिया, हौज़ खास, नई दिल्ली - 110016 के पक्ष में बयाना राशि ₹40,000/- (चालीस हजार रुपए मात्र) डिमांड ड्राफ्ट, के रूप में पूर्व अर्हता बोली के साथ प्रस्तुत की जाए। निविदा बिना बयाना राशि के अस्वीकार कर दी जाएगी।

निगम के पास किसी भी निविदा को बिना कोई कारण बताए स्वीकार करने अथवा सभी निविदाओं को अस्वीकार करने का अधिकार सुरक्षित है।



(हरिंदर पाल कौर)

निदेशक (सा०.प्र०.)

✓प्रतिलिपि:

मुख्य निदेशक (एमआईएस): कृपया निविदा दस्तावेज को निगम कि वेबसाइट तथा भारत सरकार के सीपीपी पोर्टल पर अपलोड करने का कष्ट करें।

**National Cooperative Development Corporation
(General Administration Division)**

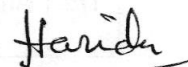
No. NCDC: 1-1/2017-Genl.

Date: 15/04/2021

Tender Notice

National Cooperative Development Corporation (NCDC), 4, Siri Institutional Area, Hauz Khas, New Delhi -110016 invites sealed bids for Comprehensive Annual Maintenance Contract (AMC) of Desktops, Laptops, Printers, Scanners & other Peripherals and server management valid for three years as per the details enclosed at Annexure-III. The prospective bidder shall fulfill the following mandatory eligibility criteria (attach documentary evidence for all the criteria):

- i) The Firms/ agencies must have experience of having atleast one similar AMC services(minimum 150 systems maintained) for the value ₹3.00 lakh or more in Government Departments / Public Sector Undertakings / Autonomous Bodies / Financial Institutions and other reputed Private Firms in every financial year during the last 3 years prior to 31.03.2021.
 - ii) The Firms/ agencies should have minimum annual turnover of ₹150 Lakhs in each of the last 3 consecutive financial years (2017-18, 2018-19 & 2019-20). (Copy of Financial Statements viz trading account, profit & loss account, balance sheet duly signed by CA be enclosed).
 - iii) The bidder should be a registered company in India as per applicable statute and be in existence for at least 5 years. Should have valid PAN and GST registration.
 - iv) The firm/ company should have its own office in Delhi/ NCR region.
2. Prospective Bidder shall submit their offers in the bidding document specified for the purpose at National Cooperative Development Corporation (NCDC), 4-Siri Institutional Area, Hauz Khas, New Delhi-110016, 4th Floor, West Wing from 11.00 AM to 4.00 P.M. on all working days (Monday to Friday). The bid document is also available on NCDC's website www.ncdc.in. Each page of the tender document should be signed by the bidder before submission.
 3. The bidding document is required to be submitted in two parts viz. 'Pre-qualification Bid' and 'Financial Bid' in separate sealed envelopes put into one bigger envelop super scribed as "AMC of Desktops, Laptops, Printers, Scanners & other Peripherals and server management".
 4. The offer (duly filled in & signed), in sealed covers, duly marked "Annual Maintenance Contract (AMC) of Desktops, Laptops, Printers, Scanners & other Peripherals and server management" must reach the office of Director (Genl. Admin.), NCDC by **3:00 P.M on 06/05/2021** and the Pre-qualification Bid shall be opened at 3:30 P.M on dated 06/05/2021 in the office of Director(GA). Bidders or there Authorized representative may present at the meeting held for opening of Pre-qualification.
 5. The tender should be accompanied with earnest money deposit (EMD) amounting to **₹40,000/- (Rupees Forty thousand only)** in the form of demand draft in favor of National Cooperative Development Corporation payable at New Delhi. The tenders without EMD shall be rejected.
 6. The price bid of only those firms shall be opened whose pre-qualification bid are found to be acceptable as per eligibility criteria mentioned in the tender document. The time and date of opening of price bid shall be fixed and intimated to the eligible firms separately.
 7. The Corporation reserves the right to accept any or reject all the tenders without assigning any reasons thereof.



**(Harinder Pal Kaur)
Director (Genl. Admin.)**

Copy To:

Chief Director (MIS): With request to kindly upload tender document on NCDC website & CPP Portal of Govt. of India.

PARTICULARS OF THE FIRM

1.	Name of the firm	
2.	Office address	
3.	Telephone No.	
4.	Mobile phone No.	
5.	E-mail address	
6.	Fax No.	
7.	Whether the firm proprietary/ partnership	
8.	Name & Address of partner, in case of partnership firm please enclose a copy of partnership deed/power of attorney	
9.	Date of establishment of the firm :	
10.	Annual turnover for financial years a). 2019-20 b). 2018-19 c). 2017-18 (Please attach copy(s) of audited financial statement, accounts and balance sheets for the last three years 2017-18 to 2019-20)	
11.	No. of the organizations in which AMC of Desktops, Laptops, Printers, Scanners and other Peripherals and server management which firm is maintaining in Delhi NCR.	
12.	a) Do you have the strategy of Virus control/ removal and Disaster management in case of Data loss? Please give details. b) Do you have facility of stocking spare parts of the computer items proposed in this document? c) Do you have arrangements with the OEM supplier?	
13.	Manpower engaged in customer Service of Desktops, Laptops, Printers, Scanners and other Peripherals in Delhi-NCR. • No. of Hardware Engineers • No. of System Engineers • Out of above, No. of Certified MCSE Engineers • No of Graduate Engineers.	
14.	Particulars of DD/Banker's cheque towards EMD of ₹40,000/-	
15.	GST no. of the Firm: (Copy to be enclosed)	
16.	PAN No: (Copy to be enclosed)	
17.	Any other relevant information.	

Signature of the Bidder/ Firm
(Name & Address of the Bidder/ Firm with seal)

(Please attach self attested separate sheet/s, if required)

DETAILS OF EXPERIENCE

(The Firms/ agencies must have experience of having atleast one similar AMC services(minimum 150 systems maintained) for the value ₹3.00 lakh or more in Government Departments / Public Sector Undertakings / Autonomous Bodies / Financial Institutions and other reputed Private Firms in every financial year during the last 3 years prior to 31.03.2021.).

S.No	Name/Address of the Organization	Contact Details	Description of AMC provided	No. of Desktops /laptops / printer/ scanner / other peripherals maintained / no. of server managed (Specify in numbers for each item)	date of award	Total cost of AMC.*

Signature of the Bidder/Firm

(Name & Address of the Bidder/ Firm with seal)

*(Important Note: Enclose self attested copies of certified proof of work award/ performance certificate in respect of the above mentioned details.)

TECHNICAL SPECIFICATION

Annexure-III

S.No	Description of Item	No. of Units
A	DESKTOPS (199 Units)	
1	HP-3090 Pro Intel®Pentium Core 2 Duo,2.9 Ghz,2GB DDR3 RAM,32 Bit OS , 320 GB SATA HDD,18.5" TFT Color Monitor, DVD-RW, Windows 7 Prof. OS, Wired Keyboard, Wired Optical Mouse	7
2	HP-Compaq Elite 8200 (SFF) Intel® Core™ i7 2600 CPU, 3.4 Ghz, 2 GB DDR3 RAM, 32 Bit OS, 500 GB HDD,18.5" TFT Color Monitor, DVD Multi Player, Windows 7 Prof. OS, Wired Keyboard, Wired Optical Mouse	1
3	HP-Compaq Elite 8200 (MT) Intel® Core™ i5 2400 CPU, 3.1 Ghz, 2 GB DDR3 RAM, 32 Bit OS, 500 GB HDD,18.5" TFT Color Monitor, DVD Multi Player, Windows 7 Prof. OS, Wired Keyboard, Wired Optical Mouse	1
4	Lenevo (All-in-One) PC A-700 Intel®Core i5 480 (2.66), 4 GB DDR3 RAM,1 TB HDD, DVD-RW, High sense Web-Camera, 6 in 1 card reader, LAN, Blue tooth, Wi-Fi, Wireless Keyboard and Mouse, 23" TFT, 1 GB Graphic Card, TV-Tuner, Touch Enabled Windows 7 Home Premium OS	1
5	HP-Elite 8300 (MT) Intel® Core™ i5-3470 CPU @ 3.20 Ghz, 2GB DDR3 RAM, 32-Bit OS, 18.5" TFT Color Monitor, 500 GB HDD, DVD-RW, Windows 7 Prof. OS, Wired Keyboard, Wired Optical Mouse	21
6	HP-Elite 8300 (MT) Intel® Core i7-3770 CPU, 3.40 Ghz.,4 GB DDR3 RAM, 64-Bit OS, 18.5" TFTColor Monitor,500 GB HDD, DVD-RW, Windows 8.0 Prof. OS, Wired Keyboard, Wired Optical Mouse	2
7	HP-Elite 8300 (SFF) Intel® Core i7-3770 CPU, 3.40 Ghz.,4 GB DDR3 RAM, 64-Bit OS,18.5" TFTColor Monitor,500 GB HDD, DVD-RW, Windows 8.0 Prof. OS,Wired Keyboard, Wired Optical Mouse	5
8	HP-EliteDesk 800 G1 (SFF) Intel® Core i7-4770 CPU, 3.4 Ghz.,4 GB DDR3 RAM, 64-Bit OS,18.5" TFTColor Monitor, 500 GB HDD, DVD-RW, Windows 8.1 Prof. OS, Wired Keyboard, Wired Optical Mouse	98
9	HP ProDesk 600 G3 (SFF) Intel® Core i5-6500 CPU, 3.2 Ghz.,4 GB RAM, 64-Bit OS, LAN, Blue tooth, Wi-Fi, 18.5" TFTColor Monitor,500 GB HDD, DVD-RW,Windows 10 Prof. OS,Wired Keyboard, Wired Optical Mouse	47
10	Apple iMAC i5Processor, 3.0 Ghz.,8 GB RAM,27" 5K Retina display, 1 TB Fusion Drive, LAN, Blue tooth, Wi-Fi, Wireless Keyboard & Mouse	1
11	Acer Veritton M6660G Intel® Core i7-8700 CPU, 3.2 Ghz.,8 GB RAM, 64-Bit OS, LAN, Blue tooth, Wi-Fi, 21.5" IPS Color Monitor,500 GB HDD, DVD-RW, Windows 10 Prof. OS, Wired Keyboard, Wired Optical Mouse (AMC required from October 2022 onwards)	15
B	LAPTOPS (3 Units)	
1	SONY Laptop S Series	1

	Intel Core i5-560 M Processor, 2.66 Ghz., Turbo boost, 4 GB DDR3 RAM, 64 bit OS, Inbuilt Modem, Wi-fi, Blue tooth, Web-cam, Keyboard with touchpad 500 GB HDD, Windows 7 Prof. OS	
2	HP-440 G2 (ProBook) Intel Core i7-5500U CPU, 2.4 Ghz, 4 MB L2 Cache, 8GB DDR3 RAM, 1 TB 5400 RPM HDD, 14" Screen, Intel Integ. Graphic/Dedicated video Memory, , Integrated wireless/Blue tooth, HD DVD Writer, Touchpad, key pad, Finder proof reader, Windows 8.1 Prof. OS	1
3	Lenovo YOGA 900 Intel Core i7-6560U CPU, 2.2 Ghz, 4 MB/6 MB Cache, 8GB DDR3 RAM, 512 GB HDD, 13.3" LED Touch Screen, Intel Integ. HD Graphic, Integrated wireless/Blue tooth, Touchpad, key pad, Windows 10 Prof. OS	1
C	PRINTERS (133 Units)	
1	HP-Laser Jet 5200n (A3)	1
2	HP-LaserJet P-1007/1008	12
3	HP LaserJet 1320	1
4	Canon-LBP654CXCColor Printer	1
5	HP-Laser Jet 1020	65
6	HP-Laser Jet 1020 Plus	37
7	HP Laser jet pro CP-1025 Color Printer	1
8	Canon -416	1
9	HP Office jet J-3608 (All-in-one)	2
10	EPSON LQ-590 DMP	2
11	Canon MF 8580 CDWColor Printer	1
12	HP 4675 (All-in-One)	1
13	HP-Laser Jet M403N	1
14	Pantum 2200	7
D	SCANNERS (23 Units)	
1	HP Scanjet 5590	2
2	HP Scanjet 4010	1
3	Canon DR-1060	2
4	Canon DR-F120	13
5	Canon DR-M160 II	5
E	OPERATING SYSTEM & OTHER SOFTWARE/ HARDWARE SUPPORT SERVICES	
	Installation of LINUX, WINDOWS Server 2003/2008/2012/2016 OS, Oracle database, MYSQL database, MS-SQL database, Windows 7 Pro/8 Pro/10Pro/MAC OS etc. onsite at NCDC H.O, New Delhi.	
F	NETWORK	
	Replacement of old/ breakage/ not working wires/cables from LAN point to desktops. Re-crimping of LAN cables.	
G	Server Management (HPE DL 380, HPE ML 350, HPE Proliant ML 10, Dell R720, Cloud VM servers)	
	<p>The bidder has to provide experienced engineer onsite at NCDC, H.O, New Delhi for preventive maintenance of server, hardening of server, log analysis, patch management, Vulnerability Assessment (VA) and remediation, configuration of web servers such as IIS, Apache Tomcat, XAMPP etc. and monitoring of servers post deployment of application software in these servers etc. The engineer engaged by the bidder for the above work must have sound knowledge and experience in all the areas mentioned above. The engineer will visit NCDC H.O. New Delhi on fortnightly basis for the above activities under the supervision of MIS Division.</p> <p>In excess of preventive maintenance, engineer may be further called by MIS Division, NCDC on need basis and bidder has to provide the engineer on-site within 24 hours after the request has been made by MIS Division, NCDC.</p> <p>The engineer has to physically visit the NCDC site at New Delhi and no remote access will be provided by NCDC to perform any of the above mentioned activities. The bidder has to make sure that the servers are always up and running without any interruption</p>	

General Terms and Conditions

1. This Tender is open to all Firms/ agencies capable of carrying out the above work and having already carried out similar work in reputed organizations.
2. The Firms/ agencies must have experience of having atleast one similar AMC services (minimum 150 systems maintained) for the value ₹3.00 lakh or more in Government Departments/ Public Sector Undertakings/ Autonomous Bodies/ Financial Institutions and other reputed Private Firms in every financial year during the last 3 years prior to 31.03.2021. The copies of Purchase/ Work Orders/ Satisfactory Completion Certificates are required to be enclosed with the Technical Bid
3. The Firms/ agencies should have minimum annual turnover of ₹150 Lakhs in each of the last 3 consecutive financial years (2017-18, 2018-19 & 2019-20). (Copy of Financial Statements viz trading account, profit & loss account, balance sheet duly signed by CA be enclosed).
4. The bidder should be a registered company in India as per applicable statute and be in existence for at least 5 years. Company should have a valid GST Registration, PAN Number allotted by the respective authorities. Self-attested copy of company registration certificate. Copy of Article of Association and Memorandum of Association are required to be submitted
5. The firm/ company should have its own office in Delhi/ NCR region.
6. The sealed bids for Comprehensive Annual Maintenance Contract (AMC) are to be submitted super-scribing "Tender for AMC of Desktops, Laptops, Printers, Scanners & other Peripherals and server management" addressed to Director (Genl. Admin.), 4, Siri Institutional Area, Hauz Khas, New Delhi-110016. The bid shall be submitted in two parts in separate sealed envelopes clearly marking "Prequalification Bid" and "Financial Bid".
7. **Earnest Money Deposit:**
The tender should be accompanied with earnest money deposit (EMD) amounting to ₹40,000/- (Rupees Forty Thousand Only) in the form of demand draft in favor of National Cooperative Development Corporation payable at New Delhi. The tenders without EMD shall be rejected. Exemption for EMD is allowed only for Micro and Small Enterprises (MSE). Valid certificate needs to be attached. Earnest Money shall be forfeited in the event of any of the following situations:
 - a) If the bidder withdraws or amends his tender or increases the rates after deadline for submission of the Tender but before the validity of the tender expires.
 - b) On refusal to enter into contract after award.
 - c) on failure to furnish the required performance security or
 - d) If the work is not commenced on the date of starting the work after the work is awarded.
 - e) Once the tender is submitted, no tenderer will be allowed to withdraw the tender. Even if, any tenderer withdraws the tender, E.M.D. of that tenderer will be forfeited in full.
 - f) Any error on the part of the tenderer while quoting the rates will not be accepted as an excuse for refusal to execute the order for any or all items, if order is placed on the basis of the quoted rates. For refusal of the order, the E.M.D. of the tenderer will be forfeited in full.
 - g) No interest is payable on the EMD under any circumstances and will be returned on completion of tendering process.
8. Each Bidder will submit only one tender either by himself or as a partner in Joint venture firm/ company.
9. Performa for furnishing rates for AMC of Desktops, Laptops, Printers, Scanners & other Peripherals and server management at NCDC is enclosed. In case bidders need any clarification, the office of Director (Genl. Admin.), NCDC as indicated above may be visited on any working day (Monday to Friday) between 11.00 AM to 4.00 PM.
10. The bidder shall place his Technical & Financial Bid in two separate covers, clearly mentioning at the envelop covers. This should be treated as mandatory since otherwise the bid shall be treated as rejected. Each and every page of the Bid submitted shall have to be mandatorily signed by the

authorized signatory of the prospective bidder and seal of the firm affixed along with, since non compliance in this regard will make bid ineligible for consideration

11. Rate should be quoted both in figures & in words in English in the Financial Bid.
12. Opened/ stapled/ improperly sealed/ tenders or received after expiry of last date shall not be entertained.
13. It will not be permissible for the firm/agencies to which the work is outsourced to further outsource the work.
14. NCDC reserves the right to select or reject any or all bids without assigning any reasons thereof. Conditional & incomplete bids shall summarily be rejected.

15. **EVALUATION OF BIDS:**

An Evaluation Committee will evaluate the bids of all the bidders.

- a. To evaluate the Technical Bid, the committee constituted by the Corporation shall examine the documents furnished by the Firm/ Company in the Technical bid/ Pre-Qualification Bid.
- b. The Financial Bids of those Bidders only who are technically qualified by the committee will be opened. The bid will be scrutinized with respect of eligibility conditions. The financial bid of only those firms shall be opened whose pre-qualification bid are found to be acceptable as per eligibility criteria mentioned in the bid document

16. **CRITERIA OF DISQUALIFICATION**

- a) Failure of any Bidder(s) to provide all of the information / documents required in the bid proposal or any additional information / documents as sought by the Corporation including supporting documents.
 - b) Non receipt of Bid proposal on or before due date and time.
 - c) Misrepresentation in the Bid proposal
 - d) Tender not accompanied with Earnest Money Deposit (EMD).
 - e) Incomplete or conditional Bid
 - f) Use of unfair means /misrepresentation
 - g) Bid found in unsealed envelope, unsigned bids, bids signed by unauthorized person and any unconfirmed material alteration.
 - h) Technical Bids containing any price information.
 - i) Conditional tenders shall be summarily rejected.
17. After receiving the confirmed offer from NCDC, the successful bidder will give his acceptance and execute an agreement on stamp paper of requisite value on prescribed format as per tender document, within 07 days from the date of receiving the confirmed order. In case the Firm/ Company fails to execute the agreement within 10 days as above, the offer for the work is liable to be cancelled and the earnest money shall be forfeited. In such case, the Corporation is free to award the work to the next eligible firm/ company.
 18. The Bidder shall bear all costs associated with the preparation and submission of its bid and NCDC will in no case be responsible or liable for these costs.
 19. There should be no overwriting in the bidder's offer. The initials of the bidder's authorized person and the seal of the bidder's company must verify each correction.
 20. Any bid received by NCDC after the deadline for submission of bids prescribed will be rejected and/or returned unopened to the Bidder. NCDC shall not be responsible for any postal/transit delays.
 21. **Validity of Bid:** Bids shall remain valid for 90 days after the date of bid opening prescribed by NCDC. A bid valid for a shorter period shall be treated as non-responsive and will be rejected.
 22. During evaluation of bids, the NCDC may, at its discretion, ask the Bidder for a clarification of its bid. There will be no change in prices or substance of the bid shall be sought, offered or permitted.
 23. NCDC may terminate the contract by giving 7 days notice in writing for breach of any of the terms & conditions etc or unsatisfactory performance without prejudice to its any rights & remedies against the firm, decision of the competent authority of this office shall be final and binding on the

firm/ vendor on contract. In the event of the cancellation of Work Order, Earnest Money Deposit and Security Deposit lying with the Corporation will be forfeited.

24. Bidder should submit certificate/ undertaking to the effect that firm is neither blacklisted by any government department nor any criminal case is registered against the firm. Firm/ Company declared by Central Governments / State Governments/ Public Sectors to be ineligible to participate on account of corrupt, fraudulent or any other unethical business practice shall not be eligible during the period for which such ineligibility is declared. Simultaneously the companies blacklisted by any such Government Department/established Institutions shall also be ineligible for the tender.
25. The contract shall be valid for a period of 3 years. The rates of items quoted will remain in force for the entire period of contract. No demand for revision of rates on any account shall be entertained during the contract period. The contract may be renewed for a further period of one year, at the discretion of NCDC and based on satisfactory services provided by the agency and mutually agreed terms and conditions.
26. **NO PRICE VARIATIONS:** The financial bid shall be on a fixed price basis. No upward revision in the price will be considered on account of subsequent increase in foreign exchange, customs duty, excise tax, minimum wages etc. However, if there is any reduction in government levies/taxes, the same shall be passed on to the NCDC.
27. Penalty: In case of non-compliance with any of the terms and conditions, 5% of the AMC charges due for the month on every occasion will be deducted before making payment to the vendor.
28. No advance payment will be made. The payment will be released on quarterly basis after satisfactory completion of service and submission of bill and effort shall be made to make payment at the earliest on the receipt of a clear & corrected bill.
29. The successful bidder shall furnish a **refundable security deposit of 3% of the contract value in the form of Bank guarantee /Pledge of FDR/ DD in the favor of "National Cooperative Development Corporation and payable at New Delhi" valid for a period of 42 months** within 10 days of award of contract. If successful bidder fails to comply obligations of contract in that case security deposit will be forfeited. No interest shall be payable on the performance Security
30. The successful bidder shall execute an indemnity bond as per annexure in favor of NCDC.
31. On the expiry of the contract, the firm shall handover the Desktops, Laptops, Printers, Scanners and other Peripherals with specified standard conditions. In case of failure with this clause, the expenditure in bringing the AMC of Desktops, Laptops, Printers, Scanners & other Peripherals and server management to normal condition, will be charged to the firm.
32. The Corporation reserves the right to enhance/reduce/delete any part of the work at its discretion.
33. **FORCE MAJEURE CLAUSE:**
 - a) The Firm/Company shall be liable for any delay in execution or failure of their respective obligations under this agreement except for delay caused by occurrence of events beyond control of the Firm/Company, including but not limited to natural calamities, fire, explosions, floods, power shortages, acts of God, hostility, acts of public enemy, wars, riots, strikes, sabotage, order/action or regulations of government, local or other public authorities.
 - b) In case a Force Majeure situation arises, the Firm/company shall immediately notify NCDC in writing of such conditions and the cause thereof within two calendar days and prove that the same is beyond his control and is likely to affect completion of the work.
 - c) Unless otherwise directed by NCDC in writing, the Firm/Company shall continue to perform its obligations under the contract as far as it is reasonably practical, and shall seek all reasonable means for performance not prevented by the Force Majeure event.

34. **ARBITRATION**

In the event of any dispute or disagreement over the interpretation of any of the terms herein above contained or claim of liability, the same will be referred to an arbitrator to be appointed by the Managing Director, NCDC, whose decision shall be final and binding upon both the parties. Such reference shall be deemed to be a submission to arbitration under the Arbitrations and Conciliations Act 1996. The venue of arbitration shall be New Delhi. Subject here to the court in New Delhi shall have exclusive jurisdiction to the exclusion of all other courts.

TECHNICAL AND SPECIAL TERMS & CONDITIONS.

35. The Annual Maintenance Contract (AMC) would be comprehensive covering all the Desktops, Laptops, Printers, Scanners & other Peripherals and server management and shall include supplies of all spares (except consumables). The AMC shall be for a period of 3 years. It shall be binding on the contractor to provide the services on the agreed terms and conditions and rates.
36. The service will consist of both preventive and breakdown maintenance.
37. **Successful bidder should ensure availability of technical support (in person) of technically qualified person at MIS division on all working days from 10:00 A.M to 4:30 P.M. Person deployed shall be responsible for preventive & corrective maintenance of all desktops, laptops, printers, scanners and other peripherals mentioned under schedule of quantities (Annexure-III). Technical Person provided by the firm should not be changed frequently.** If needed, he must attend on Sundays and holidays, on call basis.
38. Deployed experienced technical engineer shall report to MIS division of NCDC and carry out all the activities under the supervision of MIS division. In case the Resident engineer is on leave, another engineer with similar skill set and experience who is well aware of the IT setup of NCDC will have to be provided by the bidder.
39. New equipment as and when purchased by the department will be included in AMC as soon as warranty expires after the approval of competent authority.
40. During any working day, any maintenance problem reported by NCDC must be attended within two hours of reporting of the problem and the tenderer will ensure that downtime due to any maintenance problem does not exceed 8 hours.
41. In case any system/sub-system remains inoperative due to maintenance problem for more than 2 working days or is required to be taken out of NCDC building for repairing, a stand-by system/sub-system of similar configuration is to be provided.
42. AMC will include formatting of computers/ servers, data recovery and re-installation including maintenance of software. Resident Engineer should be able to do System reconfiguration, OS & S/W installation, System support, Client formation, recovery of data etc.
43. Successful bidder shall be responsible for Virus scan, detection and removal of virus using installed/ external tools and also help in recovery of data to the extent possible.
44. Every machine will be attended to at least once in every one month for preventive maintenance, the Schedule for which shall be decided in consultation with NCDC.
45. The software support for WINDOWS 7/8/10, WINDOWS SERVER 2003/2008/2012/2016 & UBUNTU/ LINUX, MAC OS is to be included as a part of the AMC. In case of any problem reported by NCDC the Resident Engineer must attend to the same and provide solution.
46. All complaints will be recorded in a register/computer maintained in the MIS Division of NCDC. The Resident Engineer should go through the same daily and attend to all outstanding complaints. The Resident Engineer must record in the register/computer, the action taken on the complaints.
47. The bidder has to provide experienced engineer onsite at NCDC, H.O, New Delhi for preventive maintenance of server, hardening of server, log analysis, patch management, Vulnerability Assessment (VA) and remediation, configuration of web servers such as IIS, Apache Tomcat, XAMPP etc. and monitoring of servers post deployment of application software in these servers etc. The engineer engaged by the bidder for the above work must have sound knowledge and experience in all the areas mentioned above. The engineer will visit NCDC H.O. New Delhi on fortnightly basis for the above activities under the supervision of MIS Division. In excess of preventive maintenance, engineer may be further called by MIS Division, NCDC on need basis and bidder has to provide the engineer on-site within 24 hours after the request has been made by MIS Division, NCDC. The engineer has to physically visit the NCDC site at New Delhi and no remote access will be provided by NCDC to perform any of the above mentioned activities. The bidder has to make sure that the servers are always up and running without any interruption.

Signature of the Bidder/ Firm
(Name & Address of the Bidder /Firm with seal)

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FINANCIAL BID

FINANCIAL BID

S.N	Description of Items	No. of Units	Rate per unit for a year (₹)	Total Amount for 1 year (₹)
A	DESKTOPS (199 Units)			
1	HP-3090 Pro Intel®Pentium Core 2 Duo, 2.9 Ghz, 2GB DDR3 RAM, 32 Bit OS , 320 GB SATA HDD,18.5" TFT Color Monitor, DVD-RW, Windows 7 Prof. OS, Wired Keyboard, Wired Optical Mouse	7		
2	HP-Compaq Elite 8200 (SFF) Intel® Core™ i7 2600 CPU, 3.4 Ghz, 2 GB DDR3 RAM, 32 Bit OS, 500 GB HDD,18.5" TFT Color Monitor, DVD Multi Player, Windows 7 Prof. OS, Wired Keyboard, Wired Optical Mouse	1		
3	HP-Compaq Elite 8200 (MT) Intel® Core™ i5 2400 CPU, 3.1 Ghz, 2 GB DDR3 RAM, 32 Bit OS, 500 GB HDD,18.5" TFT Color Monitor, DVD Multi Player, Windows 7 Prof. OS, Wired Keyboard, Wired Optical Mouse	1		
4	Lenevo (All-in-One) PC A-700 Intel®Core i5 480 (2.66), 4 GB DDR3 RAM,1 TB HDD, DVD-RW, High sense Web-Camera, 6 in 1 card reader, LAN, Blue tooth, Wi-Fi, Wireless Keyboard and Mouse, 23" TFT, 1 GB Graphic Card, TV-Tuner, Touch Enabled Windows 7 Home Premium OS	1		
5	HP-Elite 8300 (MT) Intel® Core TM i5-3470 CPU @ 3.20 Ghz, 2GB DDR3 RAM, 32-Bit OS, 18.5" TFT Color Monitor, 500 GB HDD, DVD-RW, Windows 7 Prof. OS , Wired Keyboard, Wired Optical Mouse	21		
6	HP-Elite 8300 (MT) Intel® Core i7-3770 CPU, 3.40 Ghz.,4 GB DDR3 RAM, 64-Bit OS, 18.5" TFT Color Monitor, 500 GB HDD, DVD-RW, Windows 8.0 Prof. OS, Wired Keyboard, Wired Optical Mouse	2		
7	HP-Elite 8300 (SFF) Intel® Core i7-3770 CPU, 3.40 Ghz.,4 GB DDR3 RAM, 64-Bit OS, 18.5" TFT Color Monitor,500 GB HDD, DVD-RW, Windows 8.0 Prof. OS, Wired Keyboard, Wired Optical Mouse	5		
8	HP-EliteDesk 800 G1 (SFF) Intel® Core i7-4770 CPU, 3.4 Ghz.,4 GB DDR3 RAM, 64-Bit OS, 18.5" TFT Color Monitor, 500 GB HDD, DVD-RW, Windows 8.1 Prof. OS, Wired Keyboard, Wired Optical Mouse	98		
9	HP ProDesk 600 G3 (SFF) Intel® Core i5-6500 CPU, 3.2 Ghz.,4 GB RAM, 64-Bit OS, LAN, Blue tooth, Wi-Fi, 18.5" TFT Color Monitor,500 GB HDD, DVD-RW, Windows 10 Prof. OS, Wired	47		

	Keyboard, Wired Optical Mouse			
10	Apple iMAC i5 Processor, 3.0 Ghz., 8 GB RAM, 27" 5K Retina display, 1 TB Fusion Drive, LAN, Blue tooth, Wi-Fi, Wireless Keyboard & Mouse	1		
11	Acer Veritton M6660G Intel @ Core i7-8700 CPU, 3.2 Ghz., 8 GB RAM, 64-Bit OS, LAN, Blue tooth, Wi-Fi, 21.5" IPS Color Monitor, 500 GB HDD, DVD-RW, Windows 10 Prof. OS, Wired Keyboard, Wired Optical Mouse (AMC required from October 2022 onwards)	15		
B	LAPTOPS (3 Units)			
1	SONY Laptop S Series Intel Core i5-560 M Processor, 2.66 Ghz., Turbo boost, 4 GB DDR3 RAM, 64 bit OS, Inbuilt Modem, Wi-fi, Blue tooth, Web-cam, Keyboard with touchpad 500 GB HDD, Windows 7 Prof. OS	1		
2	HP-440 G2 (ProBook) Intel Core i7-5500U CPU, 2.4 Ghz, 4 MB L2 Cache, 8GB 1600 mhz DDR3 RAM, 1 TB 5400 RPM HDD, 14" Screen, Intel Integ. Graphic/Dedicated video Memory, , Integrated wireless/Blue tooth, HD DVD Writer, Touchpad, key pad, Finder proof reader, Windows 8.1 Prof. OS	1		
3	Lenovo YOGA 900 Intel Core i7-6560U CPU, 2.2 Ghz, 4 MB/6 MB Cache, 8GB DDR3 RAM, 512 GB HDD, 13.3" LED Touch Screen, Intel Integ. HD Graphic, Integrated wireless/Blue tooth, Touchpad, key pad, Windows 10 Prof. OS	1		
C	PRINTERS (133 Units)			
1	HP-Laser Jet 5200n (A3)	1		
2	HP-LaserJet P-1007/1008	12		
3	HP LaserJet 1320	1		
4	Canon-LBP654CX Color Printer	1		
5	HP-Laser Jet 1020	65		
6	HP-Laser Jet 1020 Plus	37		
7	HP Laser jet pro CP-1025 Color Printer	1		
8	Canon -416	1		
9	HP Office jet J-3608 (All-in-one)	2		
10	EPSON LQ-590 DMP	2		
11	Canon MF 8580 CDW Color Printer	1		
12	HP 4675 (All-in-One)	1		
13	HP-Laser Jet M403N	1		
14	Pantum 2200	7		
D	SCANNERS (23 Units)			
1	HP Scanjet 5590	2		
2	HP Scanjet 4010	1		
3	Canon DR-1060	2		
4	Canon DR-F120	13		
5	Canon DR-M160 II	5		
I	Total(A+B+C+D) (in ₹)			

S.No.	Description	No.	Rate Per visit (₹)	Total Amount for 1 year(₹)
1	<p>The bidder has to provide experienced engineer onsite at NCDC, H.O, New Delhi for preventive maintenance of server, hardening of server, log analysis, patch management, Vulnerability Assessment (VA) and remediation, configuration of web servers such as IIS, Apache Tomcat, XAMPP etc. and monitoring of servers post deployment of application software in these servers etc. The engineer engaged by the bidder for the above work must have sound knowledge and experience in all the areas mentioned above. The engineer will visit NCDC H.O. New Delhi on fortnightly basis for the above activities under the supervision of MIS Division.</p> <p>In excess of preventive maintenance, engineer may be further called by MIS Division, NCDC on need basis and bidder has to provide the engineer on-site within 24 hours after the request has been made by MIS Division, NCDC.</p> <p>The engineer has to physically visit the NCDC site at New Delhi and no remote access will be provided by NCDC to perform any of the above mentioned activities. The bidder has to make sure that the servers are always up and running without any interruption.</p>	1		
II	Total (in ₹)			
	Total Amount for 1 year (I+II) (in ₹)			
	GST			
	Total Amount including GST for 03 year (₹)			
	Total Amount (in Words)			

1. Certified that the above rates are inclusive of all statutory taxes as may be applicable
2. Certified that I agree to all the terms & conditions of the tender document.

Signature of the Bidder/ Firm
(Name & Address of the Bidder/ Firm with seal)

FORMAT OF AGREEMENT

1. Article of agreement made this _____ between National Cooperative Development Corporations, 4 Siri Institutional Area, Hauz Khas, New Delhi-110016 (hereinafter called 1st party) of the one part and M/s. _____, (hereinafter called 2nd party) of the other part.
2. WHEREAS a contract for the work of Comprehensive Annual Maintenance Contract (AMC) of Desktops, Laptops, Printers, Scanners & other Peripherals and server management at the corporation's head office in New Delhi has been awarded to the 2nd party for a period of three year i.e. from _____ to _____ vide letter No. NCDC at a total cost of Rs. _____
3. AND WHEREAS the 2nd party shall furnish a refundable security deposit equivalent to 3% of the annual maintenance contract value at the time of signing contract agreement in the form of BG or demand draft payable or Pledge of FDR to NCDC at New Delhi.
4. The 2nd party is required to execute indemnity bond in favor of NCDC as per the terms & conditions of the tender document.
5. The 2nd party will maintain the logbook & carry out maintenance of various equipment & other connected installations as per the terms & conditions of the tender document.
6. The said scope of work & terms conditions for the work of Comprehensive Annual Maintenance Contract (AMC) of Desktops, Laptops, Printers, Scanners & other Peripherals and server management at the corporation's head office in New Delhi as incorporated in the tender document as also the work award letter No. NCDC: dated _____ shall be read & construed as forming integral part of this agreement & the parties here to shall abide by, submit themselves to the conditions & perform the agreement on their part in the said manner as contained therein.
7. All disputes and differences between the parties arising out of or in any way connected with this agreement shall be deemed to have been arisen in New Delhi and shall be subject to jurisdiction of courts in Delhi alone.
8. The several parts of the contract have been read/by to us & fully understood by us.

In witness whereof we set our hands to these presets on this _____ day of _____ 2021 in the presence of following witnesses.

Signed by the said 1st party

Signed by the said 2nd party

1. Witness in the presence of

1. Witness in the presence of

2. Witness in the presence of

2. Witness in the presence of

INDEMNITY BOND

This indemnity bond is executed on this _____ day of _____ 2021 by M/s. _____ in favour of National Cooperative Development Corporation, 4, Siri Institutional Area, Hauz Khas, New Delhi – 110 016.

Whereas the work of Comprehensive Annual Maintenance Contract (AMC) of Desktops, Laptops, Printers, Scanners & other Peripherals and server management at NCDCs Head Office at New Delhi has been awarded to M/s. _____ vide letter No.NCDC: _____ dated _____.

Whereas as per the terms and conditions of the tender document M/s. _____ shall indemnify installations therein due to any mishandling / Mistake / negligence in the maintenance of the network and it will be the sole responsibility of the firm to make good the damages, if any at their risk and cost.

In pursuance thereof I, _____, undertake on behalf of M/s. _____ i.e. second party to make good to NCDC any loss of damage caused or suffered or to be suffered in the process of execution of the said Agreement/award.

In witness thereof, I have hereto set my hand to these presets on this _____ day of _____ 2021 in presence of:

(Signature)

Place
Date

WITNESS

1.

2.