

Government of India
5th Floor, Vikram Sarabhai Bhavan,
Anushaktinagar, Mumbai – 400 094
Notice Inviting Tender

HWB/IT/CAMC-FM/2020/01

/12/2020

- 1.1 **Online Public Tenders** are invited through e-tendering mode by the Director (Engineering), Heavy Water Board, Mumbai on behalf of the President of India in **Two Part Tender: Part-I: Technical Bid** and Part-II: **Commercial Bid** from eligible bidder(s) for the following work:

1	NIT No.	HWB/IT/CAMC-FM/2020/01
2	Name of Work	“Comprehensive Annual Maintenance Contract (CAMC) of IT Infrastructure comprising of, Servers, Desktop Computers, Laptops, Printers, PSC, Scanners, other Peripherals and Local Area Network along with Facility Management (FM)Services”.
3	Estimated cost	Rs. 22,50,000/- (for 1st year)
4	Bid Security Declaration	Bidder shall submit duly filled & signed Bid Security Declaration accepting that if they withdraw or modify their bids during period of validity, they will be suspended for 1 year as per format specified in the Appendix-F.
5	Period of Completion	Initially One (01) Year, Extendable up-to next Two (02) Years based on Satisfactory Performance and Mutual Agreement.
6	Performance Guarantee	The successful bidder shall deposit an amount equal to 3% of the tendered and accepted value of the work order for 1 st year. PG can be submitted in one of the following forms: 1. Deposit at Call receipt of any scheduled bank/Banker’s Cheque of any scheduled bank/Demand Draft of any scheduled bank/Pay Order of any scheduled bank (in case guarantee amount is less than Rs. 1,00,000/-).

		<p>2. Government Securities or Fixed Deposit Receipts or Guarantee Bonds of any Scheduled Bank or the State Bank of India in accordance with the form annexed hereto.</p> <p>Within 7 days of issue of Letter of Acceptance from HWB, the successful bidder shall furnish the Performance Guarantee. in the above referred form in favour of "Pay & Account Officer, Heavy Water Board" payable at Mumbai.</p> <p>For 2nd & 3rd year the PBG shall be 5% or as per latest Government directives.</p> <p>In completion of successful each year, contractor shall submit additional amount of PBG due to increase in % of PBG and value of work order of 2nd and 3rd year.</p> <p>Maximum allowable extension for submission of PG is 7 days with late fee @ 0.1% per day of Performance Guarantee amount.</p> <p>Performance Guarantee shall remain valid for a minimum period of sixty days beyond the date of completion of all contractual obligations with a claim period of six months.</p>
7	Security Deposit	<p>The bidder whose tender may be accepted shall permit Government at the time of making any payment to them for work done under the contract to deduct a sum at the rate of 2.5% of the gross amount of each running and final bill till the sum deducted will amount to security deposit of 2.5% of the tendered value of the work.</p> <p>It will be returned after completion of contract period with the grace period of 2 months.</p>
8	Dates of availability of tender documents for view and download	21.12.2020 (10:00 Hrs.) to 04.01.2021 (14:30 Hrs.) only on www.tenderwizard.com/DAE in PDF Format.
9	Downloading of tender documents for participating in tendering	Login the home page of www.tenderwizard.com/DAE with your user ID, password & class III digital signature certificate.
10	Tender Processing fee	Bidders shall pay Tender Processing Fee of Rs. 1,328 /- (.05% of estimated value + GST @ 18%) to M/s ITI Limited

		through online before the last date of tender availability in the website. Also bidders are required to download all the tender documents including all excel sheets before the last date of tender availability.
11	Technical-Bid Clarification request	The bidders may send their technical queries (if any) by email before 04.01.2021 to i) Shri U.P. Awasare, Manager(IT) upawasare@mum.hwb.gov.in ii) Smt. Anupama Toppo, SO/D anupama@mum.hwb.gov.in
12	Last date and time of closing of online submission of Techno-Commercial bids	05.01.2021 (15:00 Hrs.)
13	Date and time of online opening of Technical Bid	05.01.2021 (15:30 Hrs.)
14	Evaluation of Technical Bid(s)	Evaluation of technical bid(s) will be carried out tentatively within 7 days from the date of opening of technical bids.
15	Date and Time of opening of Commercial Bid	Date & Time will be notified to the successful bidders after evaluation of technical bid(s).
16	Validity of the offers	Offers shall be valid for 90 days after opening of the commercial bids.

3.2 Availability of Tender Document on the website

- 3.2.1 Tender document consisting of detailed scope of work, terms and conditions, annexures and price schedules etc. can be viewed and downloaded from the website www.tenderwizard.com/DAE from **21.12.2020 (10:00 Hrs.) to 04.01.2021 (14:30 Hrs.)**
- 3.2.2 Tender notification and documents contains the following:
- NIT of Work
 - Technical Bid Document (Part-I)
 - Commercial Bid Document (Part-II)
- 3.2.3 **Technical Bid Document (Part-I)** comprises of Detailed Scope of work, Terms & Conditions and Annexures etc.
- 3.2.4 **The Commercial Bid Document** contains schedule of the work.

3.3 Tender Opening Methodology

3.3.1 Bid Security document will be checked before opening of Technical Bid.

3.3.2 Bidder has to satisfy the **Eligibility Criteria** and all the terms and conditions mentioned in the tender document in all respects to qualify for the opening of Financial Bid. All requested documentary proof has to be attached. HWB reserves the right to examine and verify the enclosed document, bidder's venue and other relevant infrastructure. Eligibility Criteria given in following pages of NIT.

3.3.3 Evaluation of Technical Bids will be carried out tentatively within **7** days from the date of opening of technical bids. If situation warrants the duration will be amended by the purchaser.

3.3.4 **Commercial bids** will be opened for Technically Qualified Bidder(s). The date and time of opening of Part-II shall be intimated to technically qualified bidder separately. **Price shall be quoted for CAMC including man power with Facility Management.**

Bidder shall quote for all the parts given in this tender and evaluation of the bids will be on overall basis.

HWB reserves the right to reject part offers.

Tenders with any condition, including conditional rebates, shall be rejected.

Price quoted shall be firm and final. Escalation of rate (per year) if any, should be indicated clearly. No discount in any manner affecting net quoted cost shall be inserted anywhere in the tender quotation.

Please check and verify all the calculations.

3.3.5 Technical and Financial Evaluation of bids is carried out as brought out in Clause No. 9.

The contract agreement shall be executed after award of work within 7 days. The Company / firms are required to submit their most competitive price offer in the format (Annexure-I,II,III,IV,V,VI,VII(A),VII(B),VIII,IX,X) in concurrence with the list of items related to Computer hardware(IT Infrastructure) and LAN system, scope of work, technical specifications and terms and conditions etc. enclosed herewith as **Tender Specifications for CAMC-FM.**

3.4 Offers not complying with the conditions mentioned in tender document shall be summarily rejected.

3.5 If any information furnished by the bidder is found incorrect at a later stage, the bidder shall be liable to be debarred from tendering / taking up of the work in the said tender work. **HWB reserves right to verify the particulars furnished by the bidder and assess the capability of the bidder independently.**

3.6 The tender document is a property of Heavy Water Board and is not transferrable.

3.7 The department reserves the right to accept or reject any or all tenders without assigning any reason thereof.

3.8 **Bidders shall pay Tender Processing Fee of Rs. 1,328/- to M/s ITI Limited, New Delhi either online before the last date of tender availability in the website. If fee is paid through DD, it shall be drawn and DD details shall be entered online in the website before the last date of tender availability. Also bidders are required to download all the tender documents including all excel sheets before the last date of tender availability).**

3.9 **Submission of Tender & Opening:** The Bids (Technical and Commercial) duly completed and accompanied by all the documents as listed in the tender shall be submitted online by **05.01.2021 (15:00 Hrs.)**.

Bid Security Declaration as specified in subsequent tender document should be placed in sealed envelope and shall be submitted on or before **05.01.2021 (15:00 Hrs.) in the Tender box kept at) 5'th Floor, South Wing (Near Security) , Heavy Water Board, V.S.Bhavan, , Anushakti Nagar, Mumbai – 400 094**. This sealed envelope duly super scribed with Tender Notice No. and Name of work.

This sealed envelope duly super scribed with following details:

Tender Notice No.: HWB/IT/CAMC-FM/2020/01

Name of work: "Comprehensive Annual Maintenance Contract (CMAC) of IT Infrastructure comprising of, Servers, Desktop Computers, Laptops, Printers, PSC, Scanners and other Peripherals and Local Area Network at HWB; along with Facility Management (FM) Services at HWB".

3.10 **Due Date: 05.01.2021 (15:00 Hrs.)**.

HWB shall not be responsible for any postal delay or loss and no claim in this regard shall be entertained. The tender not accompanied by Bid Security Declaration-will be summarily rejected.

Technical Bids shall be opened online at **15:30 Hrs.** of the same day i.e. **05.01.2021**. Commercial bids of technically qualified bidders shall be opened at later date that is to be intimated later by email to technically qualified bidder. On opening date, the contractor can login and see the status of bid.

3.11 **Completion period:** The time allowed for carrying out the work shall be as indicated above. It shall be reckoned from the date of issue of Work Order.

3.12 **Condition for tender submission:** The bidder shall give a list of both Gazetted and non-gazetted employees in DAE, who are related to him and responsible for award and execution of contracts. The contractor shall not be permitted to tender for works in the Department, in which his near relative is posted as equivalent to Accounts Officer or as an officer in the capacity of grades Scientific Officer/C and above. He shall also intimate the names of persons who are working with him in any capacity

or are subsequently employed by him and who are near relative to any gazetted officer in the Department of Atomic Energy. Any breach of this condition by the contractor would render him liable to be barred from tendering in this Department. No Engineer of Gazetted rank or other Gazetted Officer employed in Engineering or administrative duties in an Engineering Department of the Government of India is allowed to work as a contractor for a period of one year after his retirement from Government Services, without the previous permission of the Government of India in writing. This contract is liable to be cancelled if either the contractor or any of his employees is found at any time to be such a person who had not obtained the permission of the government of India as aforesaid before submission of the tender or engagement in the contractor's service.

- 3.13 **Acceptance of Tender:** The competent authority, on behalf of President of India, does not bind him to accept the lowest or any other tender and reserves to himself the authority to reject any or all the tenders received, without assignment of any reason. All tenders, in which any of the prescribed condition is not fulfilled or any condition, including that of conditional rebates is put forth by the bidder, shall be summarily rejected.

HWB reserves the right to accept or reject any quotation, and or to annul the bidding process and or reject all quotations at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for Institute's action.

- 3.14 **Site visit by the bidder before tendering:** Bidders are advised to inspect and examine the site and its surroundings and satisfy themselves before submitting their tenders as the form and nature of the site, the means of access to the site, the accommodation they may require and in general bidder shall themselves obtain all necessary information as to risks, contingencies and other circumstances which may influence or affect their tender. A bidder shall be deemed to have full knowledge of the site whether he inspects it or not and no extra charges consequent on any misunderstanding or otherwise shall be allowed.

All the IT assets being considered here are the ones deployed and maintained at HWB-CO for its day to day working. Bidders desirous of ascertaining the condition (health, age etc.) of the IT assets, which are to be maintained under this contract, before submitting quotation, can visit the premises with prior appointment between 10:00 hrs to 16:00 hrs on any working day BEFORE submission.

- 3.15 **Bidder's responsibilities:** The bidder shall be responsible for arranging and maintaining at his own cost all the resources and other services required for executing the work unless otherwise specifically provided for in the contract documents. Submission of a tender by a bidder implies that he has read this notice and all the tender related documents and has made himself aware of the scope and

specifications of the work to be done and local conditions and factors having a bearing on the execution of the work.

- 3.16 The bidders must read the terms and conditions as per tender document along with NIT & CONDITIONS AND CLAUSES OF CONTRACT” carefully. Department reserves the right of Non-consideration of Tender documents of the agencies having adverse report on the works carried out by them in the past.
- 3.17 **Notification of Award:** Prior to the expiration of the validity, HWB will notify the successful firm in writing by EMAIL/ speed post/registered letter or by fax, that his quotation has been accepted.
The notification of award will constitute the formation of the contract.
- 3.18 **Award of Contract:** HWB will award the contract to the successful bidder as per Evaluation Criteria defined in Tender Clause No.9.
- 3.19 **Signing of Contract:** At the same time, HWB notifies the successful bidder that his quotation has been accepted through Letter of Acceptance (LOA) and HWB will send a work order to the bidder describing the works to be carried out and the same shall be returned duly acknowledged affirmatively by the bidder, as a token of acceptance and a contract agreement will be signed between both the parties.
- 3.20 **Period of Contract:** The contract shall be initially for a **period of one year from the date of award of work order** which could be extended **for next two more years based on Satisfactory Performance and mutual agreement.** However, Contract Value for each year may vary because of addition of new items or deletion of existing items in the contract and escalation rate (per year, if any).
- 3.21 **Performance Guarantee:** The successful bidder shall deposit an amount equal to 3% of the tendered and accepted value of the work order for 1st year. Subsequently on completion of each one-year, additional amount of PBG due to increase in % amount of PBG & work order (5% or as per latest Government directive for 2nd year & 3rd year of Work Order).PG can be submitted in one of the following forms:
- I. Deposit at Call receipt of any scheduled bank/Banker’s Cheque of any scheduled bank/Demand Draft of any scheduled bank/Pay Order of any scheduled bank (in case guarantee amount is less than Rs. 1,00,000/-).
 - II. Government Securities or Fixed Deposit Receipts or Guarantee Bonds of any Scheduled Bank or the State Bank of India in accordance with the form annexed hereto.

Within 7 days of issue of Letter of Intent from HWB, the successful bidder shall furnish the Performance Guarantee. in the above referred form in favour of "**Pay & Account Officer, Heavy Water Board**" payable at Mumbai.

Performance Guarantee shall remain valid for a minimum period of sixty days beyond the date of completion of all contractual obligations with a claim period of six months.

Maximum allowable extension for submission of PG is 7 days with late fee @ 0.1% per day of Performance Guarantee amount.

- 3.22 **Foreclosure of Contract:** - Due to abandonment or reduction in scope of work – If at any time after acceptance of the tender, The HWB shall decide to abandon or reduce the scope of the works of any reason whatsoever and hence not require the whole or any part of the works to be carried out, the HWB shall give notice in writing to that effect to the Company / firm shall have no claim to any payment of compensation or otherwise whatsoever, on account of any profit or advantage which he might have derived from the execution of the works in full but which he did not derive in consequence of the foreclosure of the whole or part of the works.
- 3.23 **Subletting:** The contract shall not be assigned or sublet without written approval of HWB.
- 3.24 **Late tenders will not be accepted.**
- 3.25 Cheques for Earnest Money Deposit will not be accepted.
- 3.26 Canvassing in any form either directly or indirectly in connection with the tender is strictly prohibited and the tenders submitted by the contractors who resort to canvassing will be liable to rejection.
- 3.27 **E-Tendering:**The contractor should be registered with www.tenderwizard.com/DAE. Those contractors not registered on the website mentioned above, are required to get registered. Detailed procedure for the same is available on website www.tenderwizard.com/DAE.
- 3.28 **Downloading of tender documents in pdf & Excel Format for participating in tendering:** Login the home page of the website i.e. www.tenderwizard.com/DAE with your user ID / password & class III digital signature certificate. Detailed procedure is available on the website www.tenderwizard.com/DAE.
- 3.29 Contact for assistance for registration & participation in e-Tendering: Shri Rudresh: 09969395522, Shri Mrutunjay: 9969313423 email: twhelpdesk231@gmail.com and daehelpdesk@gmail.com.
For Further information please contact on 022-25487522, 022-25487525. The bids can only be submitted after uploading the mandatory scanned documents as specified in the tender document.

- 3.30 **Contractor must ensure to quote rate / input for each details requested. The column meant for quoting rate / input appears in YELLOW colour and the moment rate / input is entered, it turns SKY BLUE. In addition to this, while selecting any of the cells a warning appears that if any cell is left blank the same shall be treated as "0". Therefore, if any cell is left blank and no rate is quoted by the bidder, rate of such item shall be treated as "0" (ZERO) and presumed as cost is absorbed in other items.**
- 3.31 In case the last date of receipt of original documents towards online submission / opening of tender is declared holiday by Government of India for any reason the respective dates shall be treated as postponed to the next working day accordingly.
- 3.32 **Eligibility Criteria for Bidders**
The criteria defined as "Mandatory" indicates that bidder MUST HAVE experience in the specified area as per the description of criteria. The bidder not fulfilling the requirement of Mandatory Criteria will be summarily rejected.

Sr. No.	Description of Criteria	Mandatory / Preferred	Complied / Non Complied	Documental evidence	Remarks
1	The Bidder must have at least 7 Years of Maintenance Experience in this business area in the last 7 years ending last date of the month previous to the one in which tenders are invited.	Mandatory			Bidder must attach Documental Evidence. Attach relevant copy of PO/WO.
2	The Bidder should have experience in the below mentioned areas:				
2.1	Maintenance and Management of various servers with services running on them	Mandatory			Bidder must attach Documental Evidence. Attach copy of PO/WO which covers the defined areas. Combined / Separate PO/WO shall be considered. Bidder must have Combined experience of 5 years in the mentioned area and minimum 1 year of experience in every area Completion Certificate / Customer Feedback shall be submitted.
2.2	Desktop Systems and Laptops	Mandatory			
2.3	Peripherals like LaserJet Printer, DeskJet Printer, Network Printer and Dot Matrix printer, A0 size Design Jet printers, A0 size Scanner etc.	Mandatory			
2.4	Network Active devices like Routers, Switches etc.	Mandatory			
2.5	Network Passive components like rack, patch panels, connectors, I/O box, UTP and FO cabling.	Preferred			
2.6	Maintenance of system software such as Linux, Windows 2000, Windows XP/7/8/10, and Windows 2003/2008/2012 Server and utilities like MS Office, AutoCAD, email client, VMWare Software/Hyper-V.	Mandatory			
2.7	Help Desk Management & Multi-vendor management (Facility Management).	Mandatory			
2.8	Management of Anti-Virus, Spyware and Malware through anti-virus. Anti-spyware tools and Such other tools available with HWB.	Mandatory			
2.9	Web based call logging, tracking and management of calls software. Bidder must provide Web call logging. Ticket tracking and report generation software	Mandatory			

	like “Kaseya/Manage Engine etc.”. Bidder not offering such software will be summarily rejected.				management software. Various snapshots of different activities to be attached.
2.10	Asset management tools	Preferred			Details about the procedure and tools used for asset management.
3	The Company / Firm should have rendered their services for maintenance of above mentioned areas, during last five (05) years for any government organization, semi-government, PSU’s or reputed private limited organizations satisfactorily.				
3.1	Bidder should have executed at least : ONE work order defined in the area job as defined in Sr.No.3 above with a minimum value of Rs. 18,00,000/- or TWO similar jobs of minimum value of Rs. 13,50,000/- or THREE similar jobs of minimum value of Rs. 9,00,000/- Order executed should be in 7 Years ending last date of the month previous to the one in which tenders are invited.	Mandatory			Last seven (07) years contract agreements along with Completion Certificate from customer. If contract is currently continuing, then Customer Feedback shall be submitted.
4	FINANCIAL				
4.1	The bidder must have a turnover of at least Rs. 11.25 lakh per year. Certificate of such turnover shall be furnished for Financial Years i.e. 2017-18, 2018-19 & 2019-20. This should be duly certified by the Chartered Accountant.	Mandatory			Bidder must attach Documental Evidence.
4.2	Bidder should not have incurred any loss in more than 2 years during the immediate last 5 consecutive financial years ending 31 st March, 2020. This should be duly certified & audited by the Chartered	Mandatory			Bidder must attach Documental Evidence(standalone

	Accountant. (The balance sheet in case of Pvt. / Public Ltd. Company means standalone finance statement & consolidated financial statement both)				finance statement & consolidated financial statement both)
4.3	Bidder should have Networth Certificate of minimum Rs. 3,37,500/- issued by certified Chartered Accountants.	Mandatory			Bidder must submit scanned copy of Networth Certificate in Form – B1.
4.4	The bidders must be a registered organization for at least five years as on bid calling date and should have office in Mumbai and registered with Maharashtra Sales Tax.	Mandatory			Bidder must attach Documental Evidence .
4.5	Copy of PAN, GST registration No. to be furnished / enclosed. (Taxes will be recovered at source at the time of payment).	Mandatory			Bidder must attach Documental Evidence.
5	The Bidder shall enclose documentary proof of his personnel to be deputed to HWB in the forms enclosed with the tender. List of at least 03 qualified service engineers and One Help desk Assistant with details of qualification and having experience in the relevant field as brought out in the tender clause No. 8.1 to be listed in enclosed Performa Appendix-D. The qualification and experience of resident engineer to be deputed to HWB will be verified. Copies of qualification, experience certificates, certification (MCSE, CCNA etc.) to be enclosed.	Mandatory			Attach CVs. Attach Educational Qualification and Certifications details with Proof.

O. P. Shrivastava
General Manager (Engineering)
For & on behalf of the President of India