

**Government of India  
Department of Atomic Energy  
Heavy Water Board**

**NOTICE INVITING e-Tender**

Tender Notice No.: HWB/IT/CAMC-FM/2022

Date: 25/11/2022

1. **Online Item Rate Public Tenders** are invited through e-tendering mode by the General Manager (Technical), 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 from approved list of CPWD, MES Railways, State PWDs Public Sector Undertakings of Central or State Governments / Central Autonomous bodies or those having adequate experience and capabilities to execute similar works of such magnitude.

1	NIT No.	<b><u>HWB/IT/CAMC-FM/2022</u></b>
2	Name of Work	Comprehensive Annual Maintenance Contract (CAMC) of IT Infrastructure comprising of Servers, Desktop Computers, Laptops, Printers, Scanners, Graphics Workstations, Switches, Routers, UPS and other IT Peripherals along with Facility Management (FM) Services for 2 years
3	Location of Work	Heavy Water Board, Mumbai
3	Estimated cost	Rs. 89,00,000/- (for 2 years)
4	Earnest Money Deposit (2% of estimated cost)	Rs. 1,78,000/-  It shall be submitted in one of the following form along with the tender: (i) Deposit at Call Receipt of a Scheduled Bank guaranteed by the Reserve Bank of India. (ii) Banker's Cheque of a Scheduled Bank. (iii) Demand Draft of a Scheduled Bank. (iv) Fixed Deposit Receipt (FDR) of a Scheduled Bank This should be submitted in the favour of " <b>Pay &amp; Account Officer, Heavy Water Board</b> " drawn on SBI, BARC Branch, Mumbai.  Note: a. A part of earnest money is acceptable in the form of bank guarantee also. In such cases 50% of earnest money or Rs. 20 Lakh whichever is less, will have to be deposited in shape prescribed

		<p>above and balance can be accepted in form of bank guarantee issued by a scheduled bank.</p> <p>b. EMD in the form of cheque will not be accepted.</p> <p>c. The EMD shall be valid for minimum 180 days from date of opening of tender.</p> <p>d. Tender/Offer without valid EMD will be summarily rejected.</p>
5	Period of Completion	Two (02) Years from the date of issue of Work Order.
6	Performance Guarantee	<p>The successful bidder shall deposit an amount equal to 3% of the tendered and accepted value of the work order.</p> <p>PG can be submitted in one of the following forms:</p> <ol style="list-style-type: none"> <li>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/-).</li> <li>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.</li> </ol> <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 "<b>Pay &amp; Account Officer, Heavy Water Board</b>" payable at Mumbai. Performance Guarantee shall remain valid for a minimum period of sixty days beyond the date of completion of all contractual obligations i.e. up-to 01.03.2026 with a claim period of six months.</p> <p>Maximum allowable extension for submission of PG is 7 days with late fee @ 0.1% per day of Performance Guarantee amount.</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	<b>26.11.2022 (14:30 Hrs.) to 06.12.2022 (14:30 Hrs.)</b> only on <a href="https://eprocure.gov.in/eprocure/app">https://eprocure.gov.in/eprocure/app</a>
9	Downloading of tender documents for participating in tendering	Login the home page of <a href="https://eprocure.gov.in/eprocure/app">https://eprocure.gov.in/eprocure/app</a> with your user ID, password & class III digital signature certificate.
10	Pre-bid clarifications	Bidders are requested to send their queries through email to following on or before 30.11.2022: i) Smt. Amita Malvi Renwal, EIC (IT) <a href="mailto:amitamalvi@mum.hwb.gov.in">amitamalvi@mum.hwb.gov.in</a> ii) Smt. Anupama Toppo, SO/E <a href="mailto:anupama@mum.hwb.gov.in">anupama@mum.hwb.gov.in</a> iii) Shri Sanjeev Randhaye, TO/D <a href="mailto:sanjeev@mum.hwb.gov.in">sanjeev@mum.hwb.gov.in</a>  Pre-bid meeting shall be held on 01/12/2022 14:30 Hrs. onwards, if required through online / offline mode as feasible.
11	Last date and time of closing of online submission of tenders (including Technical and Financial Bid)	<b>06.12.2022 (14:30 Hrs.)</b>
12	Date and time of online opening of Part-I Technical Bid	<b>07.12.2022 (15:30 Hrs.)</b>
13	Date and time of online opening of Part-II Financial Bid	<b>Will be notified at a later date.</b>
14	Validity of the offers	<b>90 days from the opening of the Techno-Commercial bids.</b>

## 2. Information

2.1 Tender document is prepared in Two Part viz. Part-I: Technical Bid and Part-II: Commercial (Financial) Bid.

- Notice Inviting e-Tender with Eligibility Criteria
- Annexure-1: Detailed Terms & Conditions of Contract (i.e. Scope of Work etc.)
- Annexure-1A : List of Items
- Annexure-1B: Technical Specification of Items
- Annexure-1C: Minimum Inventory to be parts to be stocked at HWB.

**Part-II consists of Commercial (Financial) Bid consists of Schedule of Quantities and Rates (Price Bid) and enclosed as Annexure-2 of the tender.**

- 2.2 It is mandatory for bidder to have a valid **Class-III digital signature certificate** issued by any of the valid Certifying Authority approved by Government of India for participation in e\_Tendering event at the time of submission of offer. The cost of digital signature will be borne by respective bidder.
- 2.3 Prospective Bidders are required to download the **excel format Price Bid** and fill the excel document and upload the same **without renaming** it. Please refer Help Manual for submission of Tender / Contact Help Desk as per NIT.
- 2.4 Technical clarifications regarding the tender can be obtained from the EIC Office. Pre-bid meeting shall be held on 01/12/2022 14:30 Hrs. onwards, if required through online / offline mode as feasible.
- 2.5 All the above documents will form part of Agreement after award of work to the successful bidder.
- 2.6 Prospective bidder or his authorized representative shall bring Government issued Photo Identity Card like Driving License, PAN Card, Voter's Identity Card, Identity Card issued by Company and Covid-19 Vaccination Certificate for entry into HWB premises.

### 3. Eligibility Criteria for Bidders

The bidder not fulfilling the following Eligibility Criteria, will be summarily rejected.

Sr.No.	Description of Criteria	Complied Not Complied	Documental Evidence	Remarks
1	Bidder must have experience in <b>Similar Work</b> i.e <b>“Comprehensive Annual Maintenance Services for IT Infrastructure comprising of Servers, Desktop Computers, Printers and other IT Peripherals etc.”</b> during the last seven (07) years ending last day of month previous to one in which tenders are invited.			Bidder must submit Documental Evidence like relevant copy of PO / WO / Agreement and relevant work completion certificate.
2	The bidder satisfies the following Eligibility Criteria:  Experience of having successfully completed similar works during the last seven (07) years ending last day of month previous to the one in which tenders are invited. (a) Three similar completed works each costing not less than Rs. 35,60,000/- OR			Bidder must submit Documental Evidence like relevant copy of PO / WO / Agreement and relevant work completion certificate.

Sr.No.	Description of Criteria	Complied Not Complied	Documental Evidence	Remarks
	<p>(b) Two similar completed works each costing not less than Rs. 53,40,000/- OR (c) One similar completed work costing not less than Rs. 71,20,000/-</p> <p>The value of executed works shall be brought to current costing level by enhancing the actual value of work at simple rate of 7% per annum; calculated from the date of completion to previous day of last day of submission of bids.</p>			
3	The bidder must have a turnover of at least Rs. 44.50 lakh per year. Certificate of such turnover shall be furnished for Financial Years i.e. 2019-20, 2020-21 & 2021-22. This should be duly certified by the Chartered Accountant.			Bidder must submit Documental Evidence.
4	Bidder should not have incurred any loss in more than 2 years during the immediate last 5 consecutive financial years ending 31 <sup>st</sup> March, 2022. This should be duly certified by the Chartered Accountant.			Bidder must submit Documental Evidence
5	Bidder should submit Solvency or Net worth Certificate: Solvency of amount equal to Rs. 35.60 Lakhs. from the reputed nationalized bank. OR Net worth Certificate of minimum Rs. 8.9 Lakhs issued by certified Chartered Accountant.			Bidder must submit the certificate from Bank.
6	Bidder should have Bidding Capacity equal to or more than the estimated cost. The bidding capacity shall be worked out by the following formula: Bidding Capacity = {[AxNx1.5]-B} Where, A = Maximum turnover in works executed in any one year during the			Bidder must submit the relevant document showing turnover, detail of completed &

Sr.No.	Description of Criteria	Complied Not Complied	Documental Evidence	Remarks
	<p>last five years taking into account the completed as well as works in progress. The value of completed works shall be brought to current costing level by enhancing at a simple rate of 7% per annum.</p> <p>N = Number of years prescribed for completion of work for which bids have been invited.</p> <p>B = Value of existing commitments and ongoing works to be completed during the period of completion of work for which bids have been invited.</p>			ongoing works.
7	Bidder should furnish the Annual financial statement for the last five years (in Form-"A") (Appendix-C), Solvency Certificate or Networth Certificate (in Form "B-1") (Appendix-D)			Bidder must submit Documentary Evidence along with the bid.
8	Copy of PAN, GST registration No. to be furnished / enclosed.			Bidder must submit Documentary Evidence along with the bid.
9	Bidder must have their registered support office in Mumbai and qualified support engineers at their Mumbai office.			<p>Bidder must furnish Scanned copy of document indicating registered support office in Mumbai and in major cities.</p> <p>Bidder must submit CV of qualified</p>

Sr.No.	Description of Criteria	Complied Not Complied	Documental Evidence	Remarks
				support engineers deputed at their Mumbai office with their contact details and proof of document mentioning their employment with bidder.
10	Bidder must provide licensed software (like Kaseya/Manage Engine etc.) for web-based call logging, tracking and management of calls.			Description / Technical Brochure of call logging / management software shall be submitted.
11	Bidder should have authorized partnership (like Silver / Gold/ Platinum / Titanium) with OEM like HPE, HP and Dell.			Documentary evidence received from OEM indicating authorized partnership with OEM shall be submitted in.
12	Bidder should be ISO9001 Certified from the last two years. The certificate should consist of the actual date of issue and expiry date.			Documentary evidence shall be submitted.

4. Even though any bidder may satisfy the above requirements, he would be liable to disqualification if :
- (i) Bidder has made misleading or false representation or deliberately suppressed the information in the forms, statements and enclosures required in the eligibility criteria document.

- (ii) Bidder has record of poor performance such as abandoning work, not properly completing the contract or financial failures/weaknesses etc.
- (iii) Bidder has involved in any malpractices or fraudulent activity with a purpose of unfair advantage.
- (iv) If any adverse input received against bidder from DAE security.

## **5. Tender Opening Methodology**

5.1 Earnest Money Deposit (EMD) will be checked first before opening of Part-1 **Technical bid.**

5.2 Earnest Money Deposit (EMD) as specified in subsequent tender document should be placed in sealed envelope and shall be submitted on or before **06.12.2022 (14:30 Hrs.) in the Tender box kept at:**

**5th Floor, South Wing (Near Security),  
Heavy Water Board, V. S. Bhavan,  
Anushakti Nagar, Mumbai – 400 094.**

This sealed envelope shall be duly super scribed with following details:

**Tender Notice No.: HWB/IT/CAMC-FM/2022**

**Name of work: Comprehensive Annual Maintenance Contract (CAMC) of IT Infrastructure comprising of Servers, Desktop Computers, Laptops, Printers, Scanners, Graphics Workstations, Switches, Routers, UPS and other IT Peripherals along with Facility Management (FM) Services for 2 years.**

**Last Date of Submission: 06.12.2022 (14:30 Hrs.)**

**The tender not accompanied by Earnest Money Deposit (EMD) will be summarily rejected.**

5.3 Part-I Technical Bid shall be opened online on **07.12.2022 15:30 Hrs.** Dates for opening of Part-II Financial bid will be notified later.

5.4 After opening of Part-I of tender, Competent Authority may constitute an inspection team which may visit selected work sites of ongoing / completed works of the bidders to evaluate the capability of the bidders based in the following:

- a. Financial capability and their turnover during the last 5 years.
- b. Technical capabilities of the company in the light of subject work.
- c. Nature of works executed by the bidder during last 7 years.
- d. Organization structure of the company.
- e. Necessary resources required by company to carry out the subject work.
- f. Time & Quality consciousness.
- g. Tendency of the company to award the work on back to back / subletting.
- h. Nature of debarment of the bidder (if any) by any Government Department / Public Sector Enterprises.

5.5 Bidder has to satisfy the **Eligibility Criteria** and all the terms and conditions mentioned in the tender document in all respects. All requested documentary proof

has to be attached. HWB reserves the right to examine and verify the enclosed documents.

- 5.6 Bidder shall quote for all the items 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.** No discount in any manner affecting net quoted cost shall be inserted anywhere in the tender quotation.

**Please check and verify all the calculations.**

- 5.7 The bidders are required to submit their most competitive price offer as defined in Schedule of Quantity and Rates considering the complete scope of work and all the terms and conditions of the tender.

- 5.8 **Offers not complying with the conditions mentioned in tender document shall be summarily rejected.**

- 5.9 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.

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

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

- 5.12 **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.

- 5.13 **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.

5.14 **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.

5.15 The bidders must read the terms and conditions as per tender document along with NIT and "CONDITIONS & 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.

5.16 **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.

Upon furnishing of Performance Guarantee by the successful bidder, HWB will promptly notify each unsuccessful bidder(s) and will release their EMD.

5.17 **Award of Contract:** HWB will award the contract to the successful bidder as per Evaluation Criteria.

5.18 **Signing of Contract:** HWB shall notify successful bidder that his quotation has been accepted through Letter of Intent / Acceptance (LOI/LOA). Within 7 days of the receipt of LOI/LOA the successful bidder shall furnish the Performance Guarantee. Work Order shall be issued to the contractor only after submission of the performance guarantee in an acceptable form.

5.19 **Period of Contract:** Two (02) Years from the date of issue of work order. HWB reserves the right to terminate the contract, if contractor fails to perform any of the obligation(s) under the contract.

5.20 **Foreclosure of Contract:** Due to abandonment or reduction in scope of work – If at any time after acceptance of the tender, 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, 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.

- 5.21 **Subletting:** The contract shall not be assigned or sublet without written approval of HWB.
- 5.22 Failure of the Company / firm to comply with the requirement of contract in the tenure, shall constitute sufficient grounds for the annulment of the awards and forfeiture of the performance guarantee, EMD in which event the HWB may get done the work at the risk and cost of the company / firm.
- 5.23 **Late tenders will not be accepted.**
- 5.24 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.
- 5.25 All the workers are to be paid applicable minimum wages.
- 5.26 The successful bidder whose tender is accepted will be required to obtain Police Verification Certificate (PVC) issued by the Police Department at his own cost for all his officials deployed for the work.

In case of any adverse character and antecedent remarks / notification against the Contractor / Company / Firm / Proprietor and / or their Contract Personnel, consequent to the security vetting, HWB reserves absolute right to terminate the contract forthwith without assigning reason / show cause notice. Under the circumstances, the contractor will have no right to claim good any losses / liability that may be incurred as consequence to the above action by HWB. HWB also reserves the right to forfeit in part / full performance security and / or security deposit in possession of the Government for failure on the part of the contractor to abide / adhere to the security instructions issued by DAE / HWB from time to time.

## 6. Instructions:

- 6.1 The bidder should be registered with <https://eprocure.gov.in>

**The bidder who are not registered on the website mentioned above, are required to get registered. Detailed procedure for the same is available on website.**

**Downloading of tender documents for participating in tendering: Bidders are required to register on the e-Procurement portal of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>)**

- 6.2 Tenders will be received online up to time and date as mentioned above. Part-I will be opened on the time and date as mentioned above. After opening of Part-I, for evaluation, the bidder's ongoing / completed work sites & offices may be visited. The documents related to Eligibility Criteria will be evaluated and accordingly bidders will be qualified. Date of opening of Part-II (Financial Bid) will be informed to bidders by email.
- 6.3 The bidder can login and see the status of Bids after opening.

- 6.4 Bidder must ensure to quote rate of each item. The Financial bid is provided as BoQ\_XXXX.xls along with this tender document at <https://eprocure.gov.in/eprocure/app>. Bidders are advised to download this BoQ\_XXXX.xls as it is and quote their rates in the permitted (unprotected) cells which appears in different color and other details (such as name of the bidder etc.). 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. Bidder shall not tamper / modify downloaded price bid template in any manner. If any cell is left blank and no rate is quoted by the bidder, rate of such item shall be treated as "0" (Zero).
- 6.5 List of Documents to be scanned from original and uploaded within the period of submission by bidder as mentioned in the Tender.

**7. Notes:**

- 7.1 Registered bidders can only submit / upload tenders.
- 7.2 In case the last date of receipt 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.
- 7.3 **Contact 022-25487480 during office hours from 09:15 to 17:30 Hrs. for assistance for registration & participation in e-Tendering. After office hours, contact Shri Bhushan Borse: 7276665878 and Shri Mayur Jadhav: 9404212555.**
- 7.4 For Further information please contact on 022-25487525, 022-25486464 & 022-25487595. The bids can only be submitted after uploading the mandatory scanned documents & details as specified in the tender.

  
S. Satyakumar

Associate Director (Technical)  
For & on behalf of the President of India