

# ELECTION COMMISSION OF INDIA

Nirvachan Sadan, Ashoka Road, New Delhi-110 001.

No.485/Comp/11/2010

Dated : 18.06.2010.

## TENDER DOCUMENT

Sealed tenders are invited from reputed Firms/ Companies for the Annual Maintenance Contract for computers/ computer accessories and peripherals including IT Networks and Communication equipments etc. installed/ used in the office of Election Commission of India, Ashoka Road, New Delhi and at such other locations in the NCT of Delhi where such equipment of the Commission are installed/ used.

Tenders will be invited in a 2 stage process. In the first stage only Technical Bids will be invited. The bidders who are found to be successful after examination of Technical Bids and such other examination as may be considered appropriate by the Commission will be asked to submit Financial Bids during the second stage.

Blank tender Form cost nil.

EMD – Rs.25,000/-

Security deposit – Rs.25,000/-

Date and time for verification of physical condition of all the items in Commission from 11.00 a.m. to 4.00 p.m. on working days between the date of publication of Notice Inviting Tender till the time limit for submission of tenders ends.

Last date/ time of submission – 15 days from the publication of Notice Inviting Tender, 3.00 p.m.

### SCOPE OF WORK

Maintenance of hardware and software for all the equipment as shown in **Annexure-I** and also maintenance of hardware and software of equipment installed in the Commission not included in the Annexure I or which are procured in the Commission during the period of the contract under this tender, including all such equipment which are within the warranty period and also other equipment which are out of warranty and those whose warranty expires during the AMC period.

### (A) TECHNICAL

1. The firm should be in existence for over 3 years in the maintenance business/ service. Business turn over within Delhi should be at least Rupees Two Crores for each of the last 3 years. This should not include sale of care packs.
2. The firm must have previous experience in maintaining hardware and network systems in Govt.organization/ PSUs. Performance certificates from the existing clients (organizations) must be attached. The firm must have expertise in preventive on site maintenance and repair of servers, clients, standalone computers, Laser/ Inkjet printers network components, scanners peripherals and other hardware parts and accessories, LAN trouble shooting besides expertise in leased line, VPN and maintaining internet infrastructure and system.

Full name, address & other detail of the bidder with seal

Name, designation & signature of authorized representative of the bidder

3. The firm must have a well equipped and fully functional repair-lab in Delhi and it should also have tie-ups with/ be partner of HP, Sun, IBM, Cisco etc. Addresses and details of Labs must be provided proof of such tie-up / partnership should be provided.
4. The firm must be registered with the Registrar of companies and with the Delhi Sales Tax Department for Works Contract Tax.
5. Income Tax clearance certificate for the last three years must be attached.
6. Details of personnel employed by and working for the bidder should be provided. Related lists, certified copies of necessary certificate etc. should be enclosed.
7. Earnest money of Rs.25,000/- (Rupees Twenty Five Thousand only) through a demand draft of any scheduled Bank in Delhi/ New Delhi drawn in favour of **“Pay and Accounts Officer, Election Commission of India, Ashoka Road, New Delhi”** must accompany the “Technical Bid”. **Technical Bids received without earnest money will not be considered.** Earnest money received from the tenderers will be returned without interest immediately after the process of selecting the awardee is over.
8. If the bidder meets the above technical requirements, he may submit his complete Technical Bid including all enclosures, EMD etc. in the format prescribed at **Annexure-II**. Such Technical Bid must be submitted in a sealed envelope, with the label at **Annexure-III** duly filled, cut & pasted on such sealed envelope. This sealed envelope should be addressed and sent to **Shri J.K.Rao, Under Secretary, IT, Automation & Technology Division, Election Commission of India, Nirvachan Sadan, Ashoka Road, New Delhi by 3.00 p.m. on the (date fifteen days from the publication of NOTICE INVITING TENDER)**. All envelopes must clearly mention the name of company also on the top so that bids don't get misplaced or mixed up. The technical bids will be opened on the last day for receipt of tender i.e. Technical Bid at 4.00 p.m. in the Commission. After scrutiny and decision on technical bids, the financial bids will be invited from only those bidders who have qualified in the technical bid, the time for which will be announced at the time of shortlisting technically qualified bidders. The Commission's officers may look into any factors besides the conditions mentioned in the Technical Bids for qualifying the bidders & may also visit the premises of any or all bidder(s) if needed. The decision of the Tender Committee will be final in this matter. If interested, the bidders' representative(s) may be present at the time of opening of 'technical' bids at the appropriate date and time.

Full name, address & other detail of the bidder with seal

Name, designation & signature of authorized representative of the bidder

**(B) FINANCIAL**

1. The other terms and conditions for awarding the AMC shall be as below :-
  - i. The vendor will provide two resident engineers on all the days from 9.00 a.m. to 6.40 p.m. ( for longer timings if needed outside these hours), including the working days of ECI with full back up support. The engineers would be equipped with Mobile phones to ensure their availability and should be trained and capable of configuring RAS, Firewall, Routers, Servers etc. and doing the complete job of system administrator. During election periods, level of service will need to be upgraded and the services may be required for extended periods/ holidays also.
  - ii. The contract will be valid for a period of one year and the period of AMC will be informed at the stage of or immediately after finalization of the contract. The rates quoted will remain in force for the full period of the contract. No demand for upward revision of rates on any account shall be entertained during the contract period. It will be opened to the Election Commission of India to extend the agreement on the same terms and conditions for upto a further period of one year at a time, if necessary.
  - iii. The firm will prepare separate log books for each of the machines installed in the Commission. Preventive maintenance with virus detection and special cleaning of the machine from inside will be carried out on quarterly basis. A Preventive Maintenance Report from the use would be submitted to Computer Section failing which an appropriate penalty would be imposed. Payment will be made at the end of each quarter.
  - iv. Any reported fault would be taken up by the service engineers within one hour. As far as possible, the repairs would be carried out on-site itself. However, in case the equipment is taken to the workshop for more than two working days, the firm would provide a stand-by for the same. If, however, the firm fails to repair or provide a standby PC/ accessory within 2 days, then a penalty of Rs.500/- (Rupees Five Hundred only) or such part thereof as the Commission may decide per day will be chargeable for delay beyond the two days till such time the computer/ hardware/ accessories are repaired.
  - v. The necessary support for maintaining virus free computer environment in the Commission and help in upgrading the software's/ Virus Detection mechanism would be provided by the firm.
  - vi. It may also be noted that in case of contractor backing out in midstream without any explicit consent of this department, he will be liable to recovery at higher rates, vis-à-vis those contracted with it, which may have to be incurred by this department for maintenance of machines for the balance period of contract through alternative means. The ECI would be free to get the concerned works done at the risk and cost of the bidder in such circumstances.
  - vii. The above act of backing out would automatically debar the bidder from any further dealing with the Commission and the security deposit amount would also be forfeited.
  - viii. No advance payment in any case would be made. However, quarterly payment after satisfactorily completion of each quarter would be made.

Full name, address & other detail of the bidder with seal

Name, designation & signature of authorized representative of the bidder

2. The bidders found to be successful on the basis of the Technical Bids would be requested to submit their Financial Bids. They may submit their financial bids with relevant enclosures in the format prescribed at **Annexure- IV**. Such financial bids must be submitted in a sealed envelope with the label at **Annexure-V** duly filled, cut & pasted on such sealed envelope. The price/ financial bids will be opened only for those bidders who are found to be technically successful/ qualifying and who have been asked from the Commission to submit Financial Bids.
3. Financial Bids submitted by such bidders will be opened at such time and place as informed to them from the Commission. Representatives of such bidders may be present at the time of opening of Financial Bids.
4. The finally shortlisted bidder on the basis of the Financial Bid will be required to furnish a Bank Guarantee as security deposit in the name of PAO, Election Commission of India for an amount of Rs.25,000/- which would be retained with the Commission for the period of the contract.
5. Tenders that is, Technical or Financial Bids received after due date and time as well as those received without respective sealed envelopes for Technical and Financial Bids will not be accepted. The Commission reserves the right to reduce or increase the number of items offered for maintenance under the contract. The Commission also reserves the right to reject any tender without assigning any reason.

**IMPORTANT :** IT MAY PLEASE BE NOTED THAT THIS IS A TWO-STAGE BIDDING PROCESS. **AT THE FIRST STAGE ONLY TECHNICAL BIDS AND NO FINANCIAL BIDS SHOULD BE SUBMITTED.** FINANCIAL BIDS MAY BE SUBMITTED IN THE SECOND STAGE BY ONLY THOSE BIDDERS WHO ARE FOUND TO BE TECHNICALLY QUALIFIED BY THE COMMISSION ON THE BASIS OF THEIR TECHNICAL BIDS AND ANY SUCH FURTHER EXAMINATION/ INVESTIGATION/ ENQUIRY/ INSPECTION ETC. AS THE COMMISSION MAY DEEM FIT AND WHO ARE ASKED FROM THE COMMISSION TO SUBMIT THEIR FINANCIAL BIDS WITHIN THE TIME LIMIT PRESCRIBED FROM THE COMMISSION.

Yours faithfully,

**( J.K.RAO )**  
**UNDER SECRETARY**

Full name, address & other detail of the bidder with seal

Name, designation & signature of authorized representative of the bidder

The approximate number of server / computers and the other Supporting peripherals / accessories proposed to be covered under the Comprehensive Annual Maintenance Contract

<b>S. No.</b>	<b>Description</b>	<b>Qty.</b>
<b>A</b>	<b>SERVER</b>	
1.	Compaq Proliant ML, 350 G2	2
2.	Compaq Proliant ML, 330	1
3.	Sun fire V880 server with Ultrium 1/9 Backup Autoloader device – external	1
4.	HCL Server	3
5.	IBM Server X-series	3
6.	IBM Server MT-8648-HIS	6
7.	Intelli Station Mpro	8
<b>B</b>	<b>DESKTOP PC</b>	
8.	HP Compaq-2280 Dx	25
9.	Compaq PIII DP EN	30
10.	Compaq EVO P-IV PC	14
11.	IBM Think Centre	61
12.	Laptop Compaq EVO NX 9010	7
13.	Compaq Presario Laptop V2317 AP	1
14.	Laptop Sony VAIO VGN-SZ28GP	5
<b>C</b>	<b>NETWORKING ITEMS</b>	
15.	CISCO PIX 515E Firewall	1
16.	Router Cisco 2522	4
<b>D</b>	<b>PERIPHERALS INCLUDIG PRINTERS, SCANNER ETC.</b>	
17.	Laserjet 4250	1
18.	Laserjet 2100 M	1
19.	Laserjet 2200	2
20.	Scanjet 6300 Scanner	1
21.	HP Laserjet 3050	1
22.	HP Laserjet Printer 2015 d	6
23.	Web HQ 1600	1
24.	HP Laserjet Printer 5P	1
25.	HP Laserjet Printer 6MP	5
26.	HP 1010 Laser Printer	36
27.	HP 7130 Printer	1
28.	HP Officejet 6110 Printer	8
29.	LQ-1150 Printer	2
30.	HP Laserjet 1022	11

NOTE : The Maintenance Contract would extend to hardware and software for all the equipment as shown above and also equipment installed in the Commission, not shown above or which are procured in the Commission during the period of this contract, including all such equipment which are within the warranty period and also other equipment which are out of warranty and / or whose warranty expires during the contract period.

Full name, address & other detail of the bidder with seal

Name, designation & signature of authorized representative of the bidder

**TECHNICAL BID**  
**FOR ANNUAL MAINTENANCE CONTRACT**  
**FOR COMPUTER ACCESSORIES AND PERIPHERALS AND HARDWARE/ SOFTWARE ITEMS**  
**OF THE ELECTION COMMISSION OF INDIA**

- 1) Please place documentary proof of the firm for existence over three years with the maintenance business/ service, and for business turn over within Delhi atleast Rupees Two Crores for each of the last three years. This should not include sale of care packs.
- 2) Please place documentary proof of the firm having previous experience in maintaining hardware and network systems in government organisations/ PSUs. Please attach performance certificates from existing clients (organizations).
- 3) Please place documentary proof of the firm of having expertise in preventive on site maintenance and repair of servers, clients standalone computers, laser/ inkjet printers, networking components, scanners, peripherals and other hardware parts and accessories.
- 4) Please place documentary proof of the firm of having expertise and experience in LAN trouble shooting besides, expertise in Leased Line, VPN and maintaining internet infrastructure and systems.
- 5) Please place documentary proof of the firm having a well equipped and fully functional repair lab in Delhi and tie-ups with HP, SUN, IBM, CISCO etc. Address & details of lab(s), proofs of tie-ups/ partnerships etc. must be given.
- 6) Please place documentary proof of the firm registered with Registrar of Companies and with Delhi Sales Tax Department for works contract tax.
- 7) Please place documentary proof of income tax clearance certificate for the last three years.
- 8) Lists, details and certified copies of necessary certificates etc. for the personnel employed by and working for them should be provided.
- 9) Any other documents/ information which the bidder may like to submit as part of the technical bid.

Full name, address & other detail of the bidder with seal

Name, designation & signature of authorized representative of the bidder

**ENVELOPE**

<b><u>1<sup>st</sup> Stage</u></b>	
<b>TECHNICAL BID : TENDER FOR ANNUAL MAINTENANCE CONTRACT FOR COMPUTER ACCESSORIES AND PERIPHERALS AND HARDWARE/ SOFTWARE ITEMS OF THE ELECTION COMMISSION OF INDIA</b>	
<b>To</b>  <b>Shri J.K.Rao, Under Secretary, IT, Automation &amp; Technology Division, Election Commission of India, Nirvaahan Sadan, Ashoka Road, New Delhi – 110 001</b>	
Full name, address & other detail of the bidder with seal	Name, designation & signature of authorized representative of the bidder

**NOTE** : Please cut and paste the above on top of the sealed envelope for Technical Bid.

**FINANCIAL BID**  
**FOR ANNUAL MAINTENANCE CONTRACT**  
**FOR COMPUTER ACCESSORIES AND PERIPHERALS AND HARDWARE/ SOFTWARE ITEMS**  
**OF THE ELECTION COMMISSION OF INDIA**

- 1) The financial bid should include pages 1-5 of this document with full details, Seal and Signatures at the bottom of each such page in the indicated boxes.
- 2) The rate quoted by the bidder for the work and details included in the papers mentioned in the preceding para-1 for twelve months are as follows :-

Rs. \_\_\_\_\_ for twelve months for Comprehensive Annual Maintenance Contract as detailed in pages 1-5 of the tender document.

Full name, address & other detail of the bidder with seal

Name, designation & signature of authorized representative of the bidder

ENVELOPE

<u>2<sup>nd</sup> Stage</u>	
<b>FINANCIAL BID : TENDER FOR ANNUAL MAINTENANCE CONTRACT FOR COMPUTER ACCESSORIES AND PERIPHERALS AND HARDWARE/ SOFTWARE ITEMS OF THE ELECTION COMMISSION OF INDIA</b>	
<b>To</b>  <b>Shri J.K.Rao, Under Secretary, IT, Automation &amp; Technology Division, Election Commission of India, Nirvaahan Sadan, Ashoka Road, New Delhi – 110 001</b>	
Full name, address & other detail of the bidder with seal	Name, designation & signature of authorized representative of the bidder

NOTE : Please cut and paste the above on top of the sealed envelope for Financial Bid.