

**Delhi Development Authority  
(Systems Department)  
Vikas Sadan, INA, New Delhi 110023**

No. F3(45)2017/Sys

Dated:

M/s

Serial No.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Subject: **E-Tender for “Maintenance of Computer Hardware, System Software and Network” Twin Bid System (Technical & Financial Bids).**

<b>Enclosures:</b>	1. Scope of work	Annexure 1
	2. Draft of Agreement	Annexure 2
	3. Description of Tenderer Company	Annexure 3
	4. Tenderer Company Experience	Annexure 4
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**(Tenderers are required to participate as per e-tendering procedure of DDA)**

**Important Dates**

Document download start:-	date & time	15.12.2017	3:30 PM
Submission of Technical & Financial Bids ends:-	date & time	02.01.2018	3:30 PM
Technical Bid opening:-	date & time	05.01.2018	3:30 PM

E-tenders are invited for the Maintenance of Computer Hardware, System Software and Network at various offices of DDA in Delhi , at <http://eprocure.gov.in/eprocure/app>, as per the requirements described in Scope of work given in Annexure-1.

The terms and conditions shall be as under:-

Tenderers are required to deposit tender fee amounting Rs.590/- and EMD amounting Rs.1,90,000 through separate transactions with RTGS/NEFT in the account of Sr. A.O. Cash Main, D.D.A having account No. 1014042405 with Central Bank of India,Vikas Sadan,I.N.A. branch, New Delhi (IFSC Code CBIN0282695) the unique transaction reference of RTGS/NEFT shall have to be uploaded by the prescribed date. The Director (Systems) will get tender fee and EMD verified from Sr. A.O Cash Main on the unique transaction reference number against

each RTGS/NEFT payment before the tenders are opened. Tenders not accompanied with tender fee or EMD shall not be considered.

Tenderers **must read complete tender document** before filling bids. Many important terms and conditions are given in draft of agreement (annexure-2) and other annexures , to avoid duplication, which may effect your costing and execution of contract.

1. The unique transaction reference on RTGS/NEFT against EMD, Tender fee shall be placed online at specified location for Tender for Maintenance of Computer Hardware, System Software and Network.
2. **The technical Bids shall be opened online** in the presence of a committee or their representatives by authorized bid openers. Price Bids of only those tenderers shall be opened whose technical bids qualify, at a time and place of which notice will be given. The Tenderer technically qualified will be at liberty to be present either in person or through an authorized representative at the time of opening of the Price Bids with the Bid Acknowledgement Receipt or they can view the bid opening event online at their remote end.
3. The Tenderer should furnish Earnest Money in the form of NEFT/RTGS .The amount will be retained by DDA as part of security deposit, in case tender is accepted, otherwise it will be refunded. However no interest shall be payable on the earnest money.
4. The tender shall be submitted online in two parts, viz., technical bid and price bid.

### **Technical Bid**

The Tenderers are required to furnish following documents in technical bid:-

- i) Scanned Copy of Memorandum & Article of Association of the company.
- ii) Scanned Copy of ISO certification for AMC of computers
- iii) Scanned Copy of Description of tenderer company as per Annexure-3.
- iv) Scanned Copy of Details of the tenderer Company experience in the same field (Annexure-4).
- v) Scanned Copy of Undertaking as per Annexure-5.
- vi) Scanned Copy of Audited balance sheet for preceeding 3 years showing the revenue earned from similar nature of work.
- vii) Scanned Copy of List of H/W & Network engineers on the rolls of the firm with qualification & experience.
- viii) Scanned Copy of Certificates of satisfactory services from the Govt. Organisations , Public sector Undertakings, reputed Private Companies where similar work undertaken in last three years with name, designation and telephone numbers of the contact person in the said organization who could be contacted for necessary verification.
- ix) Scanned Copy of reference of RTGS/NEFT(Tender fee & EMD)
- x) Scanned Copy of Tender Acceptance Letter (Annexure-10).

**Any tender found lacking with respect to the necessary information and /or documents and/or Earnest Money with the Technical bid will not be considered.**

**Price Bid**

- i) Schedule of price bid in the form of BoQ\_XXXXX.xls
5. There are 60 offices of DDA, all in Delhi.
6. In case, the tenderer does not submit the offer as per terms and conditions, and / or modifies and / or withdraws offer, the entire amount of earnest money would liable to be forfeited.
7. On the basis of preliminary evaluation of technical bids, the Committee constituted for the purpose of evaluation of the tenders, may find it necessary to visit the organizations where similar jobs done by tenderer and/or may confirm on phone the quality of performance and/or may visit tenderer's service-centre/TRC. The committee will short list the bids according to capabilities and skills of the tenderers and open the financial bids of only the short-listed tenderers who are found technically suitable.
8. The decision arrived at for finally short-listing the tenderers by the tender Committee shall be final and binding upon all the tenderers.
9. Pr. Commissioner(Systems), DDA shall have the right to reject all or any of the tenders including the lowest tender without assigning any reason whatsoever.
10. The Tenderers shall submit the financial bid as per Annexure 7. Same is provided in .xls format along with this tender document. **Bidders are advised to download and quote rates and upload in the site at the respective location.**
11. Once the bid of the tenderer is accepted and acceptance is communicated to the tenderer, the tenderer shall present itself in the office of the DDA and shall execute an agreement within 7 days as per annexure-2 appended herewith and shall deposit 10% of the AMC amount as security deposit. In case the 10% of the AMC amount is more than EMD, than EMD shall be retained and the difference shall be deposited towards the balance of security deposit. In case the EMD is more than the security deposit required than the EMD shall be retained as security deposit. Selected tenderer shall commence the work of AMC within 15 days of award of work. If the tenderer , who is awarded the work, does not execute agreement or start work within the prescribed time the earnest-money/security is liable to be forfeited.

12. The Tenderers shall be free to discuss the issues, if any, with Commissioner (Systems) Director (Systems) & DD(Systems) with prior appointment to enable them to submit their bids.
13. The tenderer in the financial bid will give item rates. These rates shall cover all activities mentioned in the scope of work in Annexure-1. The rates for above should be given in figures as well as in words. **Rates must be inclusive of all taxes/duties and any other charges.** No increase in the rate will be considered, if any tax is levied by Delhi/Central Govt. during the course of execution of the above said work. However all applicable deductions on account of taxes and duties etc shall be made.
14. **Validity of rates/offer**  
The rates/offer shall be valid for the period of 90 days from the date of opening of Tenders.
15. **Eligibility Criteria of Tenderer:-**
  - a) The tenderer must be a 'Limited' or 'Private Limited ' company and ISO 20000 certified for AMC of computers for last two years.
  - b) The Tenderer must have had a turnover of more than Rs. 1.25 Crores in previous year from maintenance of computers hardware & network.
  - c) The Tenderer must have an office in the NCR.
  - d) The Tenderer must have successfully carried out the job of comprehensive Annual Maintenance of computers and network of at-least two reputed organizations providing maintenance for minimum 200 PC/servers for each organization. The tenderer should submit copies of contract document, satisfactory performance certificates etc. in the support of their claim with Names and Telephone Numbers of the officer incharge of the customer organization for facilitating verification.
  - e) The tenderer must have been in the field of Computer Maintenance Services for the preceding 5 years in or around Delhi. The experience must include maintenance of Network(LAN/WAN) , PCs/Desktops & Servers, Notebooks/laptops, Scanner,Plotters, Printer of various types like DMP, LineMatrix,LASER, Deskjet, online&offline UPS etc and associated peripherals under Windows & UNIX,ORACLE, Network Antivirus, Proxy server, Internet etc.
  - f) The Tenderer must have at least 25 regular H/w and Network engineers on its rolls during last three years.
  - g) The tenderer must be an authorized service provider for at least one leading brand of computers.
  - h) Tenderer must be registered with Employee Provident Fund organization and ESI.
16. **Payment Terms**  
The AMC charges shall be paid on quarterly (3 months) basis. After completion of each quarter, the service agency shall submit pre-receipted bill at the end of each quarter, for payment. All applicable statutory deductions such as Income Tax, Cess etc shall be made from the bill. Rates are inclusive of all taxes/duties and any other charges. However GST amounts included should be mentioned in the bill.

17. No extra payment shall be made on any account including for visits to various offices of DDA.
18. If the tenderer finds any hindrance in the start of the work so as to necessitate an extension of time allowed in the tender, the tenderer shall apply in writing to Comm.(S) who may grant the same in writing, if reasonable and satisfactory cause is shown. The extension can be granted by the Comm.(S) in his absolute discretion and if he finds the cause shown as genuine and sufficient.
19. The decision of the VC, DDA with respect to any of the matters pertaining to the tender or the agreement or arising there from shall be final and binding and shall not be called in question in any proceedings or at any forum whatsoever.
20. The tenderer will not sub-let / sub-contract in part, or in full after getting the assignment. In the event of tenderer sub-letting the work / sub-contracting in part or full after the award of the work, the tenderer shall be considered to have thereby committed a breach of agreement and DDA shall forfeit the security deposit. The tenderer shall have no claim for any compensation or any loss on this account.
21. In case of any dispute between parties of this agreement, the same shall be subject to the jurisdiction of Delhi Courts only.

**IMPORTANT NOTE:**

- 1) Tender documents may be downloaded from Central Public Procurement Portal <https://eprocure.gov.in/eprocure/app> . Aspiring Bidders/ Suppliers who have not enrolled/registered in e-procurement should enroll/register before participating through the website <https://eprocure.gov.in/eprocure/app> . The portal enrollment is free of cost. Bidders are advised to go through instructions provided at **Annexure-9 regarding 'Instructions for online Bid Submission'** .
- 2) Tenderers can access tender documents on the website, fill them with all relevant information and submit the completed tender document into electronic tender on the website <https://eprocure.gov.in/eprocure/app> .
- 3) Tenders and supporting documents should be uploaded through e-procurement. Hard copy of the tender documents will not be accepted.

Director (Systems)

**SCOPE OF WORK**

**“Maintenance of Computer Hardware, System Software and Network”**

- 1) Service agency shall deploy adequate number of engineers i.e., minimum one engineer for every 100 Desktops/Servers/Laptops or part thereof at Vikas Sadan , Vikas Minar , other offices of DDA and for Network maintenance on 9:30 AM to 7:00 PM 6-days-week basis extendable as per requirement decided by Director(Systems).
- 2) Service agency shall maintain the Hardware, Systems Software and Network(LAN/WAN) which will cover, inter-alia ,
  - a) Periodic preventive maintenance: monthly for Servers and quarterly for other equipments.
  - b) Replacement of defective / wornout / **burnt** parts, other than consumables ( **Toner Cartridges, Ink Cartridges, Plotter Pen, Floppies, UPS Batteries.**).
  - c) Does not include mechanical wear and tear. **Rat-bitten cases are included.**
  - d) Correcting all types of faults, including the virus infection, in H/w equipments, network (LAN/WAN), and system software as and when reported and re-install software.
  - e) Laying of network cable as and when required to connect to the existing LAN/WAN.
- 3) There shall be certain extensions in network with equipments like Routers, Switches and Hubs. Hardware breakdown of these new equipments is covered under warranty by OEM/supplier. Service support shall be required as being part of the network. No extra payment shall be made for this.
- 4) Vendor Management : There are number of desktops and other items which are under warranty (H/W support) with the OEMs. For these equipments, the service agency shall coordinate with the OEM to log in a complaint & follow up with the OEM to ensure that complaint is attended at the earliest.
- 5) More details included in ‘Draft Agreement’ at Annexure-II.

**AGREEMENT**

This agreement is executed at New Delhi on this ..... day ..... of....., 2018 between the Delhi Development Authority having its Head Office at Vikas Sadan , INA, New Delhi-110023, a body corporate constituted Under section 3 of the Delhi Development Act, 1957 having its registered office at Vikas Sadan, INA, New Delhi-110023 (hereinafter referred to as “The Authority”) which expression shall unless the context requires another or different meaning include its successors and assigns through its Secretary of the one part and M/s .....having its head/regional/zonal office at ..... Under .....(hereinafter referred to as “Service Agency”) which expression shall unless, the context requires another or a different meaning include its successors, heirs, legal representatives, executors , administrators and assigns of the other part.

WHEREAS the Authority is desirous of assigning the work of “Maintenance of Hardware, System Software and Network” with scope of work given in Annexure-I of tender document.

AND WHEREAS M/s....., had submitted to the Authority a tender, which after negotiations by the authorized representatives of the parties hereto, has been accepted by the Authority.

Now, therefore, the parties hereto agree as under:-

1. All the terms and conditions as stated in the Tender Document, Work order No ----- dated ----- shall be part and parcel of this Agreement to be executed and binding on both the parties.
2. The assignment is initially for a period of one year. On same terms & conditions, this can be extended by DDA for second and third year, at its absolute discretion , if services are found satisfactory. No supplementary agreement is necessary for this. A formal letter from DDA to this effect & acceptance from agency shall suffice. However the assignment may be terminated any time at the discretion of DDA without assigning any reason thereof if the services are not found satisfactory.
3. In case the service agency does not undertake the work within the specified period or adhere to the time frame given by DDA or is unwilling to do the job at any time, the entire security deposit shall stand forfeited and the work shall be got done at the risk and cost of the service agency.
4. If service agency finds any hindrance in the start of the services so as to necessitate an extension of time allowed in the tender, then service agency shall apply in writing to Commissioner (Systems) who may grant the same in writing, if reasonable and satisfactory cause is shown. The extension can be granted by the Commissioner (Systems) , for a maximum period of one month, in his absolute discretion and if he finds the cause shown as genuine and sufficient.

## 5. Payment Terms

The AMC charges shall be paid on quarterly (3 months) basis. After completion of each quarter, the service agency shall submit pre-receipted bill at the end of each quarter, for payment. All applicable statutory deductions such as Income Tax, Cess etc shall be made from the bill. Rates are inclusive of all taxes/duties and any other charges. However **GST** amounts included should be mentioned in the bill.

## 6. Penalty Clauses

a) In case of absence of an engineer, substitute shall be provided by the service agency on day to day basis. In case substitute is not provided then deduction @Rs. 500/- per day per engineer shall be made.

b) Service agency shall ensure to close all calls reported on a day within the time limit given as under.

❖ Servers and UPS WITH SERVERS :

Calls reported by 1 PM must be completed on same day.

Calls reported after 1 PM must be completed by 1 PM of following day.

❖ Network & UPS with network:

Calls reported by 1 PM must be completed on same day.

Calls reported after 1 PM must be completed by 1 PM of following day.

❖ Desktops:

Calls reported by 1 PM must be completed on same day.

Calls reported after 1 PM must be completed by 1 PM of following day.

❖ Other items:

Calls must be completed within 2 days of a call reporting or stand by equipment to be provided.

In case service agency does not set the equipment right within the prescribed time as above than twice the prorata AMC charges for the days the equipment is down shall be deducted from the payables as penalty.

c) In case the server/network is down then all the nodes under the domain of that server/network-segment shall also be considered down for the purpose of calculation of penalty.

d) In case maintenance agency fails to make the equipment operational within 3 days of reporting the complaints then DDA will be free to get it serviced from the open market at risk and cost of the service agency and the expenditure incurred on the repair shall be deducted from amount payable to the service agency. It will be in addition to penalty mentioned in (b) above of this para.



7. The service agency shall not sub-let / sub-contract the job in part or in full after getting the assignment. In the event of service agency's sub-letting the work / sub-contracting any part or in full of the work after the award of the work, the service agency shall be considered to have thereby committed a breach of agreement and security deposit shall be forfeited. Service agency shall have no claim for any compensation or any loss on this account. However hiring of specialized services, with written consent of DDA, shall not tantamount to sub-let/sub-contract.
8. Security deposit to the agency shall be returned only after completion of AMC and handing over of equipments to new service agency in fully working condition. In case any deficiency is found or equipment is found requiring repairs then service agency shall repair/replace within 24 hrs failing which the same will be got repaired at the risk and cost of service agency from open market.
9. Service agency shall look after the maintenance under the comprehensive annual maintenance contract as per the rates in the award letter/work order no. F\_\_\_\_\_ dated \_\_\_\_\_. Items presently under maintenance/warranty with other agencies may also be included at the same unit-rate on pro-rata charges basis for the remaining AMC period when the warranty/AMC is over with the existing agency/vendor. For this additional engineers shall be deployed by the service agency as per mentioned norms. Similarly items may be excluded when these are no more required to be maintained and the AMC charges shall be paid on pro-rata basis for the period for which services have been availed. No supplementary agreement is necessary for this change.
10. Service agency shall maintain the Computer Hardware, Systems software and Network for the period under this agreement at their cost.
11. Systems/Network shall be operational for 9:30 AM to 7:00 PM 6-days-week basis extendable as per requirement decided by Director(Systems).
12. Service agency shall maintain the Hardware, Systems Software and Network which will cover, inter-alia ,
  - a) Periodic preventive maintenance: monthly for Servers and quarterly for other equipments.
  - b) Replacement of defective / wornout / **burnt** parts, other than consumables (**Toner Cartridges, Ink Cartridges, Plotter Pen, Floppies, UPS Batteries.**).  
Does not include mechanical wear and tear. **Rat-bitten cases are included.**
  - c) Correcting all types of faults, including the virus infection, in H/w equipments, network (LAN/WAN), and system software as and when reported and re-install software.
  - d) Laying of network cable as and when required to connect to the existing LAN/WAN.
13. The maintenance shall be carried out at DDA premises/site. In case replacement of component/part of any equipment/network/computer becomes necessary then component/part of the same make as were originally in the hardware shall be used.

14. Service agency shall deploy adequate number of engineers i.e., **minimum** one engineer for every 100 Desktops/Servers/Laptops or part thereof at Vikas Sadan , Vikas Minar , other offices of DDA and for Network maintenance on 9:30AM to 7:00PM 6-days-week basis extendable as per requirement decided by Director(Systems). No transportation etc. charges will be payable by DDA to the service agency for the site visits carried out by agency personnel in the course of carrying out repair at the site offices. In case of absence of an engineer substitute shall be provided by the agency on day to day basis . The agency shall furnish names , designation , qualifications and experience, mobile number of all the deployed engineers. These engineers must report every day at 9:30 AM to the officer-incharge-maintenance-DDA. Agency shall maintain attendance register for the engineers deployed in DDA and show it to the officer-incharge-maintenance-DDA. The engineer shall be changed during annual maintenance contract period only with prior approval of the Director(Systems). Engineer may be assigned duties by DDA depending on the requirements.
- Engineers deployed shall be qualified engineers with at least 2 years experience in customer support as a resident engineer. Service agency must provide , at its cost, mobile phones with at least incoming calls facility to all engineers deployed. At least one engineer shall be experienced and trained network engineer and at least one engineer shall be experienced and trained UPS engineer..
- Deployed engineers must be well versed with Windows-, XP,VISTA, NT, Windows7,Windows8, UNIX , ORACLE RDBMS, Network Antivirus, Internet and Proxy Server, UTM.Deployed team must be capable of laying network cable.
15. The service agency shall get approved from DDA the service engineers intended to be deployed. Only approved service engineers shall be deployed. The service agency shall also maintain standby service engineers, which also shall be got approved from DDA.
16. In case deployed service engineer fails to discharge his duties then agency shall change the engineer immediately on demand by DDA.
17. The service agency shall provide, at its cost, complete required tool kit (for hardware and software) to deployed engineers.
18. The service agency shall ensure that adequate knowledge and resources are provided to the deployed team of service engineers to ensure safety measures to avoid any accident.
19. The personnel deployed by the service Agency to undertake AMC or related work in DDA during the period of contract shall be paid salaries, traveling allowances etc by the service agency and personnel shall continue to be employee of the service agency even after expiry of contract. DDA shall in no way be responsible for any sort of dispute between the service agency and its employee deployed in DDA. DDA shall not have any liability / pay compensation towards any injury/accident to the service agency's employee caused while carrying out the maintenance / repair work under this contract. The service agency shall indemnify DDA against any claims made by its employees for any loss / damage payment etc during performance of his duty in DDA and shall submit indemnity bond.

20. The material, if any, is required to be brought to or removed from DDA's premises by the service agency, shall be brought/removed only on working days as per DDA's calendar or as prescribed by officer-incharge-maintenance-DDA. A list of the material brought/removed shall be provided to the nominated officer of DDA and he shall issue the gate pass for removal.
21. The service agency shall not in any circumstances share/disclose data/ any information with anybody/organization/institution/company etc. related to DDA.
22. In case of any dispute arising out of or relating to the terms and conditions of this agreement during the currency of the agreement or completion of the assignment or abandonment, the decision of Vice Chairman, DDA or any other Officer authorized by him shall be final and binding.
23. In case of any dispute between parties of this agreement, the same shall be subject to the jurisdiction of Delhi Courts only.

In witness whereof this deed has been executed by the parties on the date, month and year mentioned herein above.

For and on behalf of [ Tenderer ]

Witness:-

- 1.
- 2.

For and on behalf of  
Delhi Development Authority

Witness:-

- 1.
- 2.

**Description of Tenderer company for “Maintenance of Computer Hardware, System Software and Network”**

- 1) Name of the Firm :
- 2) Year established :
- 3) Office Address :
- 4) Telephone No. :
- 5) Fax No. :
- 6) Email id :
- 7) Since when the organization is in the field of Computer H/w & Network Maintenance :
- 8) Organisation where similar jobs undertaken during previous year
- 9) ISO certified for AMC of computers, for last 2 years Yes / No
- 10) Authorised service provider for following brands:.....
- 11) Employee provident fund registration no. :
- 12) ESI registration no.
- 13) Details for previous three financial years

	2013-14	2014-15	2015-16
No. of regular H/w & Network engineers on roll			
No. of H/w and Network AMC contracts			
Turnover from H/w & Network AMC work only			
Total turnover			

14) List of documents enclosed with Technical bid , please mark yes/no:

a	Earnest Money of Rs. 1,90,000/- in form of a Demand Draft in favor of Delhi Development Authority.	
b	Memorandum & Article of Association of the company	
c	ISO Certificate for AMC of computers for last 2 years from the same certifying agency	
d	Description of Tenderer company as per Annexure-III	yes
e	Details of the tenderer company experience in the same field (Annexure-4)	
f	Undertaking as per Annexure-5	
g	Copies of Audited Balance Sheet for preceding 3 years showing the revenue earned from same nature of work.	
h	List of H/w & Network engineers on the rolls of the company with qualification & experience	
i	Certificates for satisfactory services from the Govt. Organisations , Public sector Undertakings, reputed Private Companies where similar work undertaken in last three years with name, designation and telephone numbers of the contact person in the said organization who could be contacted for necessary verification.	

As of this date the information furnished in all parts of this form is accurate and true to the best of my knowledge.

(Name & Designation  
of the person signing)

(Signature)  
seal

(Date)

**Details of the Tenderer experience in the field of Computer Hardware, System Software and network maintenance**

**SEPARATE SHEET FOR EACH PROJECT**

Page.....of.....

Name & Address of the client	
Title of work	Start Date Completion date
Approx. value of work No. of equipments maintained a) Servers : b) Desktops/Laptops : c) Printers : d) UPS : e) Network Nodes : f) Routers/Network-switches :	
Software Tools used	1
(like antivirus, proxy etc.)	2
	3
	4
Operating System used	
Specify any special features of the Project which the tenderer may like to Specify	
Specify whether any termination of Contract or litigation or arbitrations was involved.	
Name and Designation of the Contact Person	
Contact Telephone no.	Fax no.
Email Id :	

(Name & Designation  
of the person signing)

(Signature)  
seal

(Date)

**UNDERTAKING**

I, ..... son/daughter of Sh. .... r/o ..... working as ..... in M/s ..... do hereby solemnly affirm and declare as under :

- 1) That M/s ..... have submitted a tender for 'MAINTENANCE OF Hardware , System Software and Network' at DDA.
- 2) That M/s ..... fulfills all the eligibility criteria mentioned in tender document at item no. 3 which are as follows :

**Eligibility Criteria of Tenderer:**

- a) The tenderer must be a 'Limited' or 'Private Limited ' company and ISO certified for AMC of computers for last two years.
  - b) The Tenderer must have had a turnover of more than Rs. 1.25 Crores in previous year from maintenance of computers hardware & network.
  - c) The Tenderer must have an office in the NCR.
  - d) The Tenderer must have successfully carried out the job of comprehensive Annual Maintenance of computers and network of at-least two reputed organizations providing maintenance for minimum 200 PC/servers for each organization. The tenderer should submit copies of contract document , satisfactory performance certificates etc. in the support of their claim with Names and Telephone Numbers of the officer incharge of the customer organization for facilitating verification.
  - e) The tenderer must have been in the field of Computer Maintenance Services for the preceding 5 years in or around Delhi. The experience must include maintenance of Network(LAN/WAN) , PCs/Desktops & Servers, Notebooks/laptops, Scanner, Plotters, Printer of various types like DMP, LineMatrix, LASER, Deskjet, online&offline UPS etc and associated peripherals under Windows&UNIX, ORACLE, Network Antivirus, Proxy server, Internet etc.
  - f) The Tenderer must have at least 25 regular H/w and Network engineers on its rolls during last three years.
  - g) The tenderer must be an authorized service provider for at least one leading brand of computers.
  - h) Tenderer must be registered with Employee Provident Fund organization and ESI.
- 3) That I have been authorized by M/s ..... to sign this undertaking.

(Please enclose the copy of the resolution of Board of Directors of the Company for the authorization.)

Deponent

Verification:

I, the above named deponent do hereby solemnly affirm and declare that my above statements are true and correct and nothing has been concealed there from.

Place:

Date:

Deponent

**INDEMNITY BOND**

THIS BOND is made on this ..... day of ....., 2018 by M/s..... through Sh..... duly authorised representative of the ..... (hereinafter referred to as ..... which expression shall unless context requires different or another meaning, include its successors, administrators and assigns) in favour of the Delhi Development Authority, a body corporate constituted under Section 3 of Delhi Development Act, 1957 (hereinafter called “The Authority” which expression shall include its successors and assigns).

WHEREAS ..... has entered into an agreement executed on ....., 2018 with the Authority (hereinafter referred to as “The said Agreement”) for the ‘Maintenance of Computer Hardware , System Software and Network’.

AND WHEREAS according to clause 19 of the said Agreement dated..... M/s..... has to indemnify the DDA against any loss or damage that DDA may sustain on account of any claims made by its employees for any loss / damage payment etc during performance of his duty in DDA or on any account as aforesaid.

Now therefore, in consideration of the said Agreement, the executant..... hereby undertakes to indemnify DDA and shall always keep it indemnified against any loss, damage that it may sustain or any claim made against it or any proceedings that may be taken out against any claims made by its employees for any loss / damage payment etc during performance of his duty in DDA.

Now, therefore, in witness thereof the executant Company has set its hand through its authorized representative on the day, month and the year first mentioned herein above.

EXECUTANT  
For M/s  
Authorised representative

Witness:

- 1.
- 2.



Format for the Quote / Financial Bid

S.No	Description	Qty. (Nos.) as on 01.01.18	Equipments DDA Nos.		
	<b>SERVERS</b>				
1.	HP ML-570 Xeon Quad with 2 processor (Black)	3	SVR 0021 - 0023		
2.	HCL Infinity Global Line 4700	2	SVR 0024 - 0025		
3.	HP DL 580 2x Intel Xeon MP 7220 GHz Dual Core Processor	5	SVR 0026 - 0030		
4.	HP ML 350 Intel Xeon E5504 , 2.0 GHz Quad Core Processor	3	SVR 0031 - 0033		
5.	Server Rack 42 U Rack mountable (1U) 8 port KVM Switch Rack mountable (1U) KBD,Mouse, foldable TFT Monitor	1	Housing SVR Room		
6.	Server Wipro tower type Z2533 NC-0001 8GB DDR3/SAS 2 * 300GB	1	SVR 0034		
7.	Tower Type-Tyrone make server Model: Camerero DS300TR (E5-2620 V4) 3x600 GB HDD Raid Controller Ports-4 RAID Controller Caches 512MB DDR4RAM 128GB Processor type : quad No.of Processor – Two Monitor : LED 8.5”(inch) <b>AMC w.e.f. 01.06.2020</b>	2	SVR0035-0036		
8.	Lenovo TD350 2+ES -2620v4, 8Core ,2.10 Ghz16+32GB DDR4 RAM, 10+10TB NL SAS HDD, 4+600GB SAS, 2+Power Supply, DVD Writer, Raid 5, With 1 GB Cache, PCOMP7B LENOVO TFT 18.5” <b>AMC w.e.f. 01.08.2020</b>	1	SVR0037		
	<b>LAPTOPS</b>				
9.	Laptop Toshiba T-7300 Processor Dual Core (Grey color)	8	LAP0041,44,56,58,73, 81,82,84		
10.	Laptop Lenovo T-7500 Intel core 2 Duo	1	LAP0088		
11.	Note book HP Make 6730B Intel core 2 Duo	7	LAP0090, 96,97,103, 107,108,110		
12.	HP 6730B Mobile Portable Workstation, Model 854W (NU515AV) Intel Core 2 Duo Processor	2	LAP0111- LAP0112		

13.	Tablet PC HP Notebook Convertible Tablet Mobile Intel Core i-7, 620M	2	LAP0113 - LAP 0114		
14.	HP Probook 4420s Notebook Intel Core i-5, 520M	2	LAP0115,116		
15.	HP Mobile workstation Notebook Intel Core i-7, 620M	2	LAP0118 - LAP0119		
16.	HP Probook 4420s Notebook Intel Core i-5, 520	2	LAP0120 ,121		
17.	HP 4430 Laptop intel core i-5, 2GB DDR3, Win 7 prof.	9	LAP0123,125,126,127 128,130,134,136,137		
18.	i PAD with WI-FI+ Cellular 64 GB Black	1	LAP0170		
19.	Lenovo/T series think pad intel core i-7, 4GB RAM 500GB HDD	2	LAP0141 - 0142		
20.	HP Envy X2 11-G023 TU with Win 8 Professional preloaded	1	LAP0145		
21.	Lenovo Computer notebook Intel i-7 , window 7 Prof. 2GB RAM, 500GB HDD	6	LAP0147,148,149,151 153,154		
22.	Dell Vostro 3460 Notebook	1	LAP0156		
23.	HP Notebook HP Envy Touch Smart 1091 with intel core i-7 , win 8 prof.	1	LAP0157		
24.	HP Probook 440G1 Intelcor i7, 500GB HDD, 4GB RAM	2	LAP 0159, 160		
	HP Probook 440G1 Intelcor i7, 500GB HDD, 4GB RAM <b>AMC w.e.f.18.05.2019</b>	1	LAP0169		
25.	Apple Macbook Air 13" Dual core i-5 4GB, 256GB Flash	1	LAP0161		
26.	Dell new Inspriation 15 3000 i7, 8GB RAM 1TB HDD	2	LAP163,167		
27.	I PAD Air Apple	2	LAP0164,168		
28.	Apple Laptop MACbook Pro retina i-5 8GB RAM, 256GB Flash	2	LAP 0165, 166		
29.	Apple Brand Ultra lite Notebook MacBook Air 13" with 4 years warranty <b>AMC w.e.f. 07.06.2020</b>	1	LAP 0171		
30.	MacBook Air 11" Core i5, 1.6 GHz/4GB/128GB/ Intel HD 6000	1	LAP 0172		
31.	Laptop HP 348 G3 (i5) <b>AMC w.e.f. 19.11.2019</b>	2	LAP 0173, 174		
32.	Dell Inspiron 7559 Laptop Intel i7 6700 HQ 4K Touch Display 16GB RAM with 10 Home 64 bit English 128 GB Solid State Drive + 1 TB 5400 RPM Hard Drive, Video Card 4 GB	2	LAP0175, 176		

33.	Laptop : Asus make (Model : P2439UA) with Preloaded OS : Window 10 Professional Processor : Intel Core i7-6500U, RAM: 8 GB HDD- 1TB <b>AMC w.e.f. 01.02.2020</b>	12	LAP0177-LAP0188		
	<b>DESKTOP</b>				
34.	IBM P-IV Black for PGRAMS	1	COM0586		
35.	HP P-IV (Grey Black color)	10	COM0587-COM0596		
36.	HP-COMpaq Black P-IV	1	COM0599		
37.	IBM P-IV , 17" TFT Screen	6	COM0580 -COM0585		
38.	HP P-IV (Black color) with 17" TFT	5	COM0660, 662, 663, 664, 665		
39.	ACER Power P-IV black & Grey color	57	COM0667 - COM0726 Except 668, 714, 725		
40.	HCL P-IV Dual Core With 17" CRT (Black)	254	COM0727 - COM0994 Except 737, 738, 744,763, 768, 778, 779,787,849, 894, 897, 955, 965,988		
41.	HP Dual Core with 17" CRT monitor)	248	COM0996 -COM1264 Except 1016,1021, 1048, 1069, 1082,1100, 1105,1107, 1115, 1120,1124, 1162,1170,1171, 1175, 1215, 1223,1248, 1258,1260, 1263		
42.	HP P-IV Dual Core (Black) with 19" TFT	2	COM1170 & 1171		
43.	HP Dual Core with 17" TFT	7	COM0995,1124,1215, 1223,1248,1263,1265		
44.	HP Core 2 Duo with 17" TFT	1	COM1266		
45.	HCL Core 2 Duo E4600	193	COM1267 - COM1400 COM1403 – 1463 Except -1325,1326		
46.	HCL Core 2 Duo 8400	2	COM1401 - COM1402		
47.	ACER Intel Core 2010 (Core i3)with windows7 prof.	90	COM1464 - COM1553		
48.	HCL Intel Core 2010 (Core i3) with windows 7 prof.	90	COM1554 - COM1642 COM 1821		
49.	HP Intel Core 2010 (Core i3) with windows 7 prof.	26	COM1643 - COM1668		
50.	HP Intel v Pro (Core i5) with windows 7 prof.	62	COM1669 - COM1730		
51.	DEL Intel Core 2010 (Core i3) with windows 7 prof.	90	COM1731 - COM1820		
52.	Desktop MC816HNA Mac Mini Dual Core i- 5 OS:Lion v.10.7	1	COM1822		

53.	Workstation HP (Z600) Tower Type intel xeon 6 core 4GB DDR3/1000GB SATA DDR3 Win.7 Prof.	17	COM1823-1839		
54.	Desktop Lenovo Think Centre intel core i-7 with win 7 prof. 2GB DDR3/320GB SATA	75	COM1840-1914		
55.	Desktop Dell 9010(MT) intel core i-7 , win 7 prof. 2GB DDR3/320GB SATA	75	COM1915-1989		
56.	Desktop Lenovo Think centre M 92P Intel core i-5 with win 7 prof. 2GB DDR3 320GB SATA	15	COM1990-2004		
57.	Desktop Lenovo Think centre M 92P Intel core i-5 with win 7 prof. 2GB DDR3 500GB SATA	30	COM2005-2034		
58.	Desktop Lenovo Thinkcentre M 93P Intel core i-5 with win 8 prof. 4GB DDR3 500GB SATA	27	COM2035-2061		
59.	Desktop Hp Intel I core windows 8 prof 4GB DDR3 500GB SATA.	12	COM 2062 - 2073		
60.	Desktop Lenovo (i5). windows 8 prof 4GB DDR3 500GB SATA.	3	COM 2074 - 2076		
61.	Desktop Hp 8300 (i5 ) windows 8 prof 4GB DDR3 500GB SATA	40	COM 2077 -- 2116		
62.	Dell (i3) windows 8 prof. 4GB DDR3 500GB SATA	5	COM 2117 - 2121		
63.	Desktop Hpcompaqe (i5) windows 8 prof.	5	COM 2122 - 2126		
64.	Desktop HP - 406 G1 MT (i5) 4GB DDR3/500GB SATA windows 8 prof	43	COM 2127 - 2169		
65.	Desktop HP - 406 G1 MT (i5) 4GB DDR3/500GB SATA windows 8 prof <b>AMC w.e.f. 15.06.2018</b>	13	COM 2170 - 2182		
66.	Desktop HP - 406 G1 MT (i5) 4GB DDR3/500GB SATA windows 8 prof <b>AMC w.e.f. 31.07.2018</b>	5	COM 2183 - 2187		
67.	Desktop HP - 406 G1 MT (i5) 4GB DDR3/500GB SATA windows 8 prof <b>AMC w.e.f. 10.08.2018</b>	2	COM 2188 - 2189		
68.	Desktop HP - 406 G1 MT (i5) 4GB DDR3/500GB SATA windows 8 prof <b>AMC w.e.f. 10.05.2019</b>	144	COM2190 - 2333		
69.	Desktop HP ProDesk 600 G2 - i5 Warranty: Onsite 3 year <b>AMC w.e.f.16.09.2019</b>	5	COM2334 - 2338		

70.	Desktop: Acer make (Model Veriton M200-H110-4GB) Preloaded OS: Windows 10 Processor: Intel i-5,6' generation RAM : 4GB DDR 4 HDD : 500 GB <b>AMC w.e.f. 01.02.2020</b>	157	COM2339-2495		
71.	Desktop HLBS make (Model Hinum CM44 1500W PH 45) preloaded OS: Window 10 Prof. Intel i-5, 6 <sup>th</sup> generation RAM: 8GB, HDD: 500 GB Monitor: 18.5 inch LED <b>AMC w.e.f. 01.02.2020</b>	66	COM2496-2561		
72.	Desktop : Connoi (Model CN-DTP5VI) Preloaded OS : Windows 10 Prof. Processor : Intel i-5,7400 Processor RAM : 4GB, DDR4 HDD: 500 GB SATA HDD Intel HD Graphics 530 18.5" Wide LED Monitor DVD Writer Speaker External <b>AMC w.e.f. 01.07.2020</b>	158	COM2562-2719		
	<b>PRINTERS</b>				
73.	HP-DJ5748 A4 color	1	PRN0608		
74.	DMP Wipro LQ DS15235 132 column	6	PRN0596-PRN0601		
75.	HP-5100N laser A3 Mono	4	PRN0589,590,592,593		
76.	HP-1010 laser A4 mono	8	PRN0541-548		
77.	HP-1015 Laser A4 mono	10	PRN0549-PRN0561 Except PRN550,556, 559		
78.	HP-1022 laser A4 mono	612	PRN0573-0588 PRN0602-1232 Except 576, 608,617, 618, 619,621, 624,631,639,642 660 663,667,669, 738, 776, 865,874, 875, 893, 899, 900, 975,1024, 1029, 1036, 1041,1148, 1151, 1153, 1155, 1174,1215		
79.	HP-BIJ1000 inkjet A4 color	1	PRN0700		
80.	HP-3800dn laser A4 color	13	PRN1233-1251 Except1234,1239, 1240,1247,1248, 1249,		
81.	HP-5200n laser A4 Mono Duplexer	4	PRN1254,1255,1257, 1269		
82.	HP-5550dn laser A3 color	1	PRN1260		
83.	HP-4355 (4 IN 1)	1	PRN1261		
84.	HP-3005dn laser A4 mono	1	PRN1262		
85.	HP-1200 series laser A4 mono	1	PRN0261		

86.	HP LJ P1007 A4 Mono Laser Printer	471	PRN1271-PRN1405 PRN1476-PRN1478 PRN1495-PRN1852 Except1284,1288, 1289,1290, 1326, 1351, 1536,1546, 1567,1574 1689-1696, 1709,1710 1715,1730,1742, 1755,1765		
87.	HP CLJ CP1515N Color Laser A4 Size	7	PRN1406-PRN1412		
88.	HP Officejet K7108 Inkjet A3 Size Printer	1	PRN1413		
89.	Canon LBP3108B Laser A4 Mono Printer	62	PRN1414-PRN1475		
90.	HP CP1215 A4 Colour Laser Printer	6	PRN1479-PRN1484		
91.	Printer HP LJ CP 1025, A-4 Colour Laser	2	PRN1853, 2130		
92.	Printer HP LJ PRO 100 A-4 Colour Laser	1	PRN1854		
93.	Printer HP LJ 1108 A4 Mono Laser	269	PRN1855-2104 PRN 2145 - 2146 PRN 2148 – 2165 Except-2031		
94.	Printer HP LJ 9040DN A3 Mono Laser	18	PRN639, 1252,1253 PRN1485-PRN1494 PRN2105-2109,		
95.	Printer HP LJ pro 200 M251n A4 Colour Laser	4	PRN2110-2113		
96.	Printer LIPI Pass book	1	PRN2114		
97.	Printer Samsung LJ Model No-2161 A4 Mono Laser	13	PRN2115-2127		
98.	Printer HP LJ Pro CP1025nw A-4 Colour Laser	1	PRN2128		
99.	Printer HP color LJ M51 NW	1	PRN 2129		
100.	Printer HP color M202DW	14	PRN 2131 - 2144		
101.	Printer HP color pro D52 N	1	PRN 2147		
102.	Printer HP color pro LJ N951DN	1	PRN 2166		
103.	Printer HP color pro LJ MFPN 277DW	1	PRN 2167		
104.	Printer Samsung LJ Model M 3320 NP Mono Laser	144	PRN 2168 - 2311		
105.	HP MFP176n	1	PRN 2312		
106.	HP ColourJet Ent M552dn	1	PRN 2313		
107.	HP LaserJet Pro CP1025	2	PRN 2314, 2320		
108.	HP LaserJet Pro 202n	5	PRN 2315 – 2319		
109.	Thermal Transfer Bar Code Printer (TTP-244 Plus)	1	PRN2321		
110.	Ricoh Make Model: SP 210 A-4 Mono Laser <b>AMC w.e.f. 01.02.2018</b>	381	PRN2322-2702		
	<b>SCANNERS</b>				
111.	SCANNER HP-3500C	1	SCN0008		
112.	HP 8200C A4 size	1	SCN0014		
113.	HP-scanner 2400 A4 size	6	SCN0016-SCN0021		

114.	Hand held Laser Scanner LS-300	1	DDA LIBRARY V.SADAN		
115.	HP SJ N9120 A3 Size	1	SCN0027		
116.	Canoscan LIDE 100 Flatbed A4/Legal	5	SCN0028-SCN0032		
117.	HP Scanjet G2410 A4 size flatbed	56	SCN0022-SCN0026 SCN0033-SCN0084 ExceptSCN0040		
118.	HP Scanjet 200 Flat bed scanner A-4 Size	41	SCN0085-SCN0129 Except 93,98, 122, 128		
119.	kodakFlat bed scanner A-4 Size	1	SCN0093		
120.	HP Scanjet 8270 Flat bed scanner A-4 Size	1	SCN0098		
121.	Canon Lide-110	5	SCN0122 SCN0130-SCN0133		
122.	Canon Lide-130	1	SCN0128		
	<b>UPS</b>				
123.	Uniline 10 KVA Online	1	UPS0174		
124.	Uniline 10 KVA online with 32x42AH batteries	1	UPS1212		
125.	Uniline UPS 10 KVA online with external 16+16 batteries in 1+1 rack	2	UPS1210-1211		
126.	Uniline UPS 6 KVA online	1	UPS1765		
127.	UPS 5 KVA Online	4	UPS0001,0081,0142,0451		
128.	UPS 3 KVA Online	1	UPS0011		
129.	UPS online 2 KVA Numeric make	1	UPS1772		
130.	UPS 1 KVA Online	2	UPS0031-0032		
131.	Datex UPS 1 KVA offline with external batteries	29	UPS0426-0450, UPS0542-0557 UPS0577 Except 428, 430, 431, 432, 435,436, 452,492, 502,521, 551,555, 557		
132.	Tritonics UPS 1KVA Offline With external 02 batteries in single pack	25	UPS0579-0615, Except 579, 580, 587,588, 590, 591, 599, 601, 608, 609, 612, 613		
133.	Keptron UPS 1 KVA offline with external batteries 02	14	UPS616, 617, 618, 619, 623, 624, 628, 629, 630, 631, 632, 633, 634, 635		
134.	Uniline UPS 1 KVA Offline with 4x18AH batteries	44	UPS0637-0696 Except 641, 642,644, 645, 649, 652, 663, 665,668, 673 677, 678, 679, 689, 691, 692		
135.	Uniline UPS 1 KVA offline with external 2 batteries in 1 pack	448	UPS0697-1209 EXCEPT 697, 700, 715,717, 720, 725, 726, 738, 740, 749, 756,759, 762, 768, 769, 782, 791,792, 793, 806, 836, 839, 840,841, 851, 854, 856, 874, 880,881, 882, 883,885, 886, 888, 897, 920, 951,959, 960, 964, 965, 967 969, 971, 977, 978, 993, 1039,1040, 1041, 1047, 1048, 1049, 1050, 1076,1089, 1122, 1126, 1127, 1159, 1190, 1191, 1200, 1208		

136.	Uniline 1 KVA line-interactive	535	UPS1213-1764, Except 1240, 1288, 1289, 1290, 1370, 1408, 1409, 1410,1447, 1448, 1560, 1561, 1577,1588,1591, 1701,1759		
137.	Uniline UPS 750 VA offline	70	UPS0452-0541, EXCEPT 415,417,465,471,472, 475,479,483,487,492, 500,505,512,514,515, 522,523,530,532,578		
138.	Asia power 1 KVA off line UPS	30	UPS1767-1797 Except 1772		
139.	Paradyan UPS AVR for single phase 1KVA Off line	197	UPS1798-1977 UPS2186-2202		
140.	Uniline 1 KVA off line UPS	63	UPS 1978 - 2040		
141.	IPC 1 KVA LI 400 VAH	149	UPS 2042 - 2185 UPS 2203 - 2207		
142.	APC 1 KVA off line UPS	1	UPS 2041		
143.	Power Plus make Line Interactive, 1 KVA, 400 VAH	381	UPS2208-UPS2588		
144.	<b>NETWORK</b> a) Manageable Switches 24port CISCO Catalyst Switch 2950 - 1 no. 24port CISCO Catalyst Switch 2960 – 1 no. b) Unmanageable switches–150 nos c) Support on ROUTERS & Switches Router CISCO 3745 ---- 1 no. Router CISCO 2611 ---- 1 no. d) Support on existing WAN Leased line connectivity of DDA offices at Vikas- Sadan/INA , Vikas-Minar/ITO, other 4 locations e) Support on LAN at Vikas-Sadan/INA, Vikas-Minar/ITO covering Active COMponents, Passive COMponents , cabling and around 1000 nodes f) Support on Checkpoint UTM-1076, UTM- 576 g) Support on Trendmicro antivirus	1			
	<b>PROJECTORS</b>				
145.	LCD Based Large Screen Projector TOSHIBA LTP T 90M with Ceiling Mounted and projection screen 8' x 6'	1	PRJ0005		
146.	Projector LCD Mitsubishi, XD490U	6	PRJ0006-0011		
147.	Benq SH910 Projector (High-end) LCD/DLP: Brightness-Minimum 4000 ansi <b>AMC w.e.f. 24.09.2018</b>	1	PRJ0012		
148.	Sony Multimedia Projector with Wi-Fi Dongle	1	PRJ0013		



149.	Sony projector Sony-VPL-CH350 Sony MMP, Resolution : 1920x1080 FULL HDD, ANSI Lumen : 4000 Sony Wi-Fi Dongle Motorised Screen Size 5x7 with Remote Make : Liberty	1	PRJ0014		
	<b>Total</b>				

**TOTAL AMC AMOUNT** Rs. \_\_\_\_\_

(Rupees \_\_\_\_\_)

Above quoted AMC amount is inclusive of all taxes and duties applicable. In case taxes/duties are levied after the award of work and during the period of contract then it shall not be payable by DDA. However all applicable deductions on account of taxes and duties etc shall be made by DDA.

Existing Network has been inspected.

(Name & Designation  
of the person signing)

(Signature)  
with seal

(Date)

**Note: Same is provided in .xls format along with this tender document. Bidders are advised to download and quote rates and upload in the site at the respective location.**

**General Instructions to bidder**

The Director (Systems) on behalf of Delhi Development Authority invites online tenders from firm/ contractor of repute in two bid system for the following work:

S.No.	REFERENCE No.	Name of Work & Location	Estimat ed Cost put to tender	Earnest Money	Last Date & time of submission of on-line tender	Time & date of Opening of Technical bid
1	2	3	4	5	6	8
1	F3(45)2017/Sys	E-Tender for Maintenance of Computer Hardware, System Software and Network at various offices of DDA in Delhi	Rs. 75 lakhs p.a.	Rs. 1,90,000	03:30PM on 02.01.2018	3:30 PM on 05.01.2018

- The tender document consisting of eligibility criteria, scope of work, and other details to be executed and the set of terms and conditions of the contract to be complied with and other necessary documents can be seen from website <http://eprocure.gov.in/eprocure/app> or [www.dda.org.in](http://www.dda.org.in) free of cost.

Intending agencies/tenderers need to register themselves on the E-Tendering Website <http://eprocure.gov.in/eprocure/app>. Aspiring Bidders/ Suppliers who have not enrolled/registered in e-procurement should enroll/register before participating. The portal enrollment is free of cost. Bidders are advised to go through instructions provided at Annexure-X regarding '**Instructions for online Bid Submission**'. For any further clarification Contact on 24x7 Help Desk - Toll Free No. **0120 400 1002, 0120 400 1005, 0120 400 00462** , 0120 627 7787 or send a mail over to – [cppp-nic@nic.in](mailto:cppp-nic@nic.in) , [support-eproc@nic.in](mailto:support-eproc@nic.in).

If needed they can be imparted training on online tendering process as per details available on the website. The intending bidder must have valid class-II or class-III digital signature to submit the bid.

2. Earnest money and tender fee shall be deposited through RTGS/NEFT in the account of Sr. A.O. Cash Main, D.D.A having account No. 1014042405 with Central Bank of India, Vikas Sadan, I.N.A. Branch, New Delhi (IFSC Code CBIN0282695). The unique transaction reference of RTGS/NEFT shall have to be uploaded by the tenderer at Central Public Procurement Portal (<http://eprocure.gov.in/eprocure/app>) by the prescribed date. The Director (Systems) will get tender fee/earnest money verified from Sr. A.O. Cash Main based on the unique transaction reference number against each RTGS/NEFT payment before the tenders are opened

Earnest money and tender fee have to be deposited through separate transaction.

- (1) Tender fee : Rs.590/- (to be deposited through RTGS/NEFT in the account of the Sr.A.O Cash (Main) as mentioned above.
- (2) The unique transaction reference of RTGS/NEFT against EMD, Tender fee shall be placed online at respective location before bid submission closing date & time.

Online tender documents submitted by intending bidders shall be opened only of those bidders, whose Earnest Money Deposit, Tender fee and other documents placed in the specified location are found in order.

**Instructions for Online Bid Submission**

Instructions to the Bidders to submit the bids online through the Central Public Procurement Portal for e Procurement at <https://eprocure.gov.in/eprocure/app>

- 1) Possession of valid Digital Signature Certificate (DSC) and enrollment/registration of the contractors/bidders on the e-Procurement/e-tender portal is a prerequisite for e-tendering.
- 2) Bidder should do the enrollment in the e-Procurement site using the “**Online Bidder Enrollment**” option available on the home page. Portal enrollment is generally free of charge. During enrollment/registration, the bidders should provide the correct/true information including valid email id. All the correspondence shall be made directly with the contractors/bidders through email id provided.
- 3) Bidder need to login to the site thro’ their user ID/ password chosen during enrollment/registration.
- 4) Then the Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by SIFY/TCS/nCode/eMudra or any Certifying Authority recognized by CCA India on eToken/SmartCard, should be registered.
- 5) The DSC that is registered only should be used by the bidder and should ensure safety of the same.
- 6) Contractor/Bidder may go through the tenders published on the site and download the required tender documents/schedules for the tenders he/she is interested.
- 7) After downloading / getting the tender document/schedules, the Bidder should go through them carefully and then submit the documents as asked, otherwise bid will be rejected.
- 8) If there are any clarifications, this may be obtained through Help desk. Bidder should take into account the corrigendum published before submitting the bids online.
- 9) Bidder then logs in to the site through the secured log in by giving the user id/ password chosen during enrolment/registration and then by giving the password of the e-Token/Smartcard to access DSC.
- 10) Bidder selects the tender which he/she is interested in by using the search option & then moves it to the ‘my tenders’ folder.
- 11) From my tender folder, he selects the tender to view all the details indicated.

- 12) It is construed that the bidder has read all the terms and conditions before submitting their offer. Bidder should go through the tender schedules carefully and upload the documents as asked; otherwise, the bid will be rejected.
- 13) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document/schedule and generally, they can be in PDF/xls/rar formats. If there is more than one document, they can be clubbed together and can be provided in the requested format. Bidders Bid documents may be scanned with 100 dpi with black and white option. It is advisable that each document to be uploaded through online for the tenders should be less than 2 MB. If any document is more than 2MB, it can be reduced through rar and the same can be uploaded, if permitted. However of the file size is less than 1 MB the transaction uploading time will be very fast.
- 14) If there are any clarifications, this may be obtained through the site, or during the pre-bid meeting if any. Bidder should take into account the corrigendum published from time to time before submitting the online bids.
- 15) The Bidders can update well in advance, the documents such as certificates, annual report details etc., under My Space option and these can be selected as per tender requirements and then send along with bid documents during bid submission. This will facilitate the bid submission process faster by reducing upload time of bids.
- 16) Bidder should submit the Tender Fee/ EMD as specified in the tender. The original should be posted/couriered/given in person to the Tender Inviting Authority, within the bid submission due date & time for the tender or as indicated in the tender. Scanned copy of the instrument should be uploaded as part of the offer.
- 17) While submitting the bids online, the bidder reads the terms & conditions and accepts the same to proceed further to submit the bid packets.
- 18) The bidder has to select the payment option as offline to pay the Tender FEE/ EMD as applicable and enter details of the instruments.
- 19) The details of payments made through RTGS/NEFT should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise submitted bid will not be acceptable or liable for rejection.
- 20) The bidder has to digitally sign and upload the required bid documents one by one as indicated. Bidders to note that the very act of using DSC for downloading the bids and uploading their offers shall be deemed to be a confirmation that they have read all sections and pages of the bid document including General conditions of contract without any exception and have understood the entire document and are clear about the requirements of the tender requirements.
- 21) The bidder has to upload the relevant files required as indicated in the cover content. In case of any irrelevant files, the bid will be rejected.

- 22) If the price bid format is provided in a spread sheet file like BoQ\_xxxx.xls, the rates offered should be entered in the allotted space only and uploaded after filling the relevant columns. The Priced-bid/BOQ template must not be modified / replaced by the bidder; else the bid submitted is liable to be rejected for this tender.
- 23) The bidders are requested to submit the bids through online e-tendering system to the Tender Inviting Authority (TIA) well before the bid submission end date & time (as per Server System Clock). The TIA will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders at the eleventh hour.
- 24) After the bid submission (i.e. after Clicking “Freeze Bid Submission” in the portal), the acknowledgement number, given by the system should be printed by the bidder and kept as a record of evidence for online submission of bid for the particular tender and will also act as an entry pass to participate in the bid opening date.
- 25) The time settings fixed in the server side & displayed at the top of the tender site, will be valid for all actions of requesting, bid submission, bid opening etc., in the e-tender system. The bidders should follow this time during bid submission.
- 26) All the data being entered by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered will not be viewable by unauthorized persons during bid submission & not be viewable by any one until the time of bid opening.
- 27) Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers’ public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 28) The confidentiality of the bids is maintained since the secured Socket Layer 128 bit encryption technology is used. Data storage encryption of sensitive fields is done.
- 29) The bidder should logout of the tendering system using the normal logout option available at the top right hand corner and not by selecting the (X) exit option in the browser.
- 30) For any queries regarding e-tendering process, the bidders are requested to contact as provided in the tender document. Parallely for any further queries, the bidders are asked to contact over phone: **0120 400 1002, 0120 400 1005, 0120 400 00462 , 0120 627 7787** or send a mail over to [cppp-nic@nic.in](mailto:cppp-nic@nic.in) , [support-eproc@nic.in](mailto:support-eproc@nic.in) .

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TENDER ACCEPTANCE LETTER  
(To be given on Company Letter Head)

Date:

To,

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Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: \_\_\_\_\_

Name of Tender / Work: -

**“Maintenance of Computer Hardware, System Software and Network”**

Dear Sir,

1. I/ We have downloaded / obtained the tender document(s) for the above mentioned ‘Tender/Work’ from the web site(s) namely:

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as per your advertisement, given in the above mentioned website(s).

2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. \_\_\_\_\_ to \_\_\_\_\_ (including all documents like annexure(s), schedule(s), etc .,), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.

3. The corrigendum(s) issued from time to time by your department/ organisation too have also been taken into consideration, while submitting this acceptance letter.

4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.

5. In case any provisions of this tender are found violated , then your department/ organisation shall without prejudice to any other right or remedy be at liberty to reject this tender/bid including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,  
(Signature of the Bidder, with Official Seal)

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**DELHI DEVELOPMENT AUTHORITY**

Director(Systems) on behalf of Delhi Development Authority invites E-tender for Maintenance of Computer Hardware, System Software and Network in two bid system from the specialized Agencies/Firms having experience 5 years & turnover more than Rs. 1.25 Crores during previous year from maintenance of Computer H/w & Network.

Estimated Cost Rs. 75 lakhs per annum.

Earnest Money Rs. 1,90,000

Cost of Tender Documents Rs.590/-

Scope of work as detailed in tender document.

The tender document consisting of eligibility criteria, scope of work and other details alongwith other necessary documents are available at DDA's website [www.dda.org.in](http://www.dda.org.in) and at CPP portal of NIC at URL <http://eprocure.gov.in/eprocure/app>.

Various important dates are as follows:

Document download start:-	date & time	15.12.2017	3:30 PM
Submission of Technical & Financial Bids ends:-	date & time	02.01.2018	3:30 PM
Technical Bid opening:-	date & time	05.01.2018	3:30 PM

For any clarification may contact at Ph. 24694157 or 0120 400 1002, 0120 400 1005, 0120 400 00462 , 0120 627 7787

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Please visit DDA's website at [www.dda.org.in](http://www.dda.org.in) or dial 1800110332