

Technical Bids for AMC of Computers & Peripherals/UPS(s)

Pre - Qualification for AMC of Computer & Peripherals:

1. AMC Agency should have at least 05 years experience of maintaining Novell Netware Server - Submit Certificate in support of the same.
2. IBM Care Pack should be taken by the AMC Agency from the IBM Service Centre for IBM Server System X3500 M4 - Yes/No
3. HP Care Pack should be taken by the AMC Agency from the HP Service Centre for HP Server System Proliant ML 350e G8 E5-2403 (664044-B21) - Yes/No
4. AMC Agency should have a team of LAN/WAN specialist to maintain Firewall, Router, Switches and Modem for controlling WAN and LAN traffic and shall be a specialist of CISCO/CYBEROAM devices - Submit Certificate in support of the same.

Pre - Qualification for AMC of Su-Kam UPS:

1. The agency should be genuine OEM/Authorised for Su-Kam UPS - Submit Certificate in support of the same.

Pre - Qualification for AMC of Uniline, Luminous and Zebronics UPS:

1. The agency should be genuine OEM/Authorised for Uniline UPS - Submit Certificate in support of the same.
2. The agency should be genuine OEM/Authorised for Luminous UPS - Submit Certificate in support of the same.
3. The agency should be genuine OEM/Authorised for Zebronics UPS (Under Warranty) - Submit Certificate in support of the same.



**CENTRAL GOVERNMENT EMPLOYEES WELFARE
HOUSING ORGANISATION**

(An Autonomous Organisation, M/o HUA)
6th Floor, 'A' Wing, Janpath Bhawan, Janpath,
New Delhi – 110 001

Ph : 23739722/ 23717249/ Fax No.23717250
Email: cgewho@nic.in Website: www.cgewho.in

**TENDER /e- TENDER NOTICE FOR AMC OF COMPUTER &
PERIPHERALS/UPS (S)**

CGEWHO, an Autonomous Organisation of Govt. of India invites sealed tenders/ quotations from reputed Agencies/OEM for AMC of Computer & Peripherals (including Networking Devices) and /UPS (s). Last date for receipt of quotations is **18.07.2018** upto 1600 hrs at the address mentioned above. Tender may be studied and downloaded from the website www.cgewho.in, i.e. www.tenderwizard.com/CGEWHO or www.eprocure.gov.in. Only online question(s) from GST registered agencies through e-tendering will be acceptable.

CENTRAL GOVERNMENT EMPLOYEES WELFARE HOUSING ORGANISATION

NOTICE INVITES SEALED TENDERS/ QUOTATIONS FROM REPUTED AGENCIES/OEM FOR AMC OF COMPUTER & PERIPHERALS (INCLUDING NETWORKING DEVICES)/UPS (S)

Central Government Employees Welfare Housing Organisation (CGEWHO), an Autonomous Organisation, under Ministry of Housing & Urban Affairs, Govt. of India invites sealed quotations/tender from registered, well-established and reputed agencies for AMC services as under:

2. Interested Agencies/Agencies can download Tender document containing detailed information and terms & conditions from CGEWHO's website www.cgewho.in www.tenderwizard.com/CGEWHO | www.eprocure.gov.in
3. Minimum pre-qualification criteria for computer & peripherals AMC agency:
 - a. AMC Agency should have at least 5year experience of maintaining Computers and Peripherals including Server and Novel Server.
 - b. IBM Care Pack should be taken by the AMC Agency from the IBM Service Centre for IBM Server System X3500 M4.
 - c. HP Care Pack should be taken by the AMC Agency from the HP Service Centre for HP Server System Proliant ML 350e G8 E5-2403 (664044-B21).
 - d. AMC Agency should have a team of LAN/WAN specialist to maintain Firewall, Router, Switches and Modem for controlling WAN and LAN traffic and shall be a specialist of CISCO/CYBEROAM devices.
4. Minimum pre-qualification criteria for UPS AMC:
 - a. The Agency should be genuine OEM/Authorised Agency for Su-Kam/Uniline/Zebronics UPS only. Preference will be given to OEM manufacturers. Experience of providing 03 years is necessary.
5. The Agency may submit their E-bids alongwith supporting documents towards para 3 & 4 above as per enclosed annexure within prescribed time under the TWO categories (i.e. mentioned in annexure) in two stage bidding systems:
 - i. Comprehensive AMC charges included of all Spare Parts/Consumables etc.
 - ii. AMC charges without Spare Parts/Consumables etc.

The schedule of receipt of Quotations is as under :-

Last Date and Time for receipt of Bids/ Quotations : **18.07.2018** (1600 hrs)

Opening of Technical Bids : **18.07.2018** (1600 hrs)

6. Quotations received after the stipulated date & time and incomplete quotations, will be summarily rejected.
7. The detailed requisite forms and information (of machines to be covered in AMC and terms & conditions) of tender is mentioned in Annexure I to IV.
8. The e-Tendering instructions to bidders are mentioned in Annexure V for the information of prospective bidders

PROFORMA OF FINANCIAL BID FOR AMC OF COMPUTER PERIPHERALS

Particulars		
<ol style="list-style-type: none"> 1. Computer & Peripherals as per Annexure-IV 2. AMC Agency should have at least 5 years experience of maintaining Novell Netware Server. 3. IBM Care Pack should be taken by the AMC Agency from the IBM Service Centre for IBM Server System X3500 M4. 4. HP Care Pack should be taken by the AMC Agency from the HP Service Centre for HP Server System Proliant ML 350e G8 E5-2403 (664044-B21). 5. AMC Agency should have a team of LAN/WAN specialist to maintain Firewall, Router, Switches and Modem for controlling WAN and LAN traffic and shall be a specialist of CISCO/CYBEROAM devices. 		
Note: Please quote rates for one year contract in the following format:		
Particulars	Comprehensive AMC inclusive of all Spare Parts/Consumables etc.	AMC Without Spare Parts/Consumables
Annual Charges		
Total		
GST/Taxes		
Grand Total		

Signature and seal of the
Authorised Person/Proprietor of the agency

Encl: Terms & condition(s) duly signed

Date:

Place:

PROFORMA OF FINANCIAL BID FOR AMC OF Su-Kam UPS

S.No.	Particulars	Quantity
1.	Su-Kam Online UPS	01 UPS (3 KVA)
Note: Please quote rates for one year contract in the following format:		
Particulars	Comprehensive AMC inclusive of all Spare Parts/Consumables etc.	AMC Without Spare Parts/Consumables
Annual Charges		
Total		
GST/Taxes		
Grand Total		

Signature and seal of the
Authorised Person/Proprietor of the agency

Encl: Terms & condition(s) duly signed

Date:

Place:

PROFORMA OF FINANCIAL BID FOR AMC OF UNILINE UPS

S.No.	Particulars	Quantity
1.	Uniline Energy Systems (P) Ltd Online UPS	01 UPS (10 KVA)
2.	Uniline Energy Systems (P) Ltd Offline UPS	26 UPS (800 VA)
3.	Luminous Energy System (P) Ltd line UPS	08 UPS (1 KVA)
4.	Zebronics UPS (Under Warranty)	02 UPS (600 VA)
Note: Please quote rates for three years contract in the following format:		
Particulars	Comprehensive AMC inclusive of all Spare Parts/Consumables etc.	AMC Without Spare Parts/Consumables
One Year Charges		
Total		
GST/Taxes		
Grand Total		

Signature and seal of the
Authorised Person/Proprietor of the agency

Encl: Terms & condition(s) duly signed

Date:

Place:

TENDER DOCUMENT CONTAINING DETAILED INFORMATION AND TERMS & CONDITIONS FOR AMC OF COMPUTER & PERIPHERALS/UPS (INCLUDING NETWORKING DEVICES)

1. The offer of the intending agency must be valid for acceptance for a period of four months.
2. The agency has to ensure that the processing and implementation works are carried out without any disruption in the day-to-day working of the organization.
3. The period of the contract shall be as per financial bid.
4. That after successful implementation, software should generate zero defect results.
5. The agency which do not fulfill the minimum qualify criteria shall NOT be considered and will be rejected.
6. That the agency has to quote the rate as per Performa given in ANNEXURE(S). The IT Infrastructure is attached at ANNEXRURE IV. To sum up these are 45 computers, 04 networking devices, 12 printers and 36 UPS, that will be covered under proposed AMC.
7. Offer of the agency shall be all inclusive cost and necessary taxes. The GSTIN of the agency may be indicated separately. All the bills raised by the agency must bear the GSTIN of CGEWHO. TDS as applicable shall be deducted from the bills to be raised by the agency.
8. If the agency fails to provide satisfactory performance, the CGEWHO shall be at liberty to terminate the contract forthwith.
9. The tendering agency will comply with all data security, back up and confidentiality regulations of CGEWHO. Any breach of this condition will render the entire contract as null and void apart from compensation to CGEWHO for damages (if any), apart from fine/penalty/recovery as imposed by the CGEWHO.
10. The technical & financial bid will be evaluated on the basis of the technical soundness and total bid amount. Financial bid shall contain price bid only and no other document shall be enclosed with financial bid.
11. The CGEWHO reserves the right to accept or reject any Tender / Quotation in full or in part in case of incomplete quotations and also without assigning any reason thereof. In case of any dispute, decision of the CEO, CGEWHO will be final and binding on both the parties.

12. The owner/partner/authorized person or manager of the agency should be available on his own direct telephone (office as well as residence) and also on mobile phone for assistance in relation to contract work under progress.
13. There should be no cutting/overwriting in the Financial Bid/ Quotations.

SIGNATURE OF THE TENDERER _____

NAME IN BLOCK LETTERS _____

FULL ADDRESS WITH TELEPHONE NUMBERS _____

OFFICIAL STAMP _____

IT Infrastructure - CGEWHO			
SNo	Computer/Model	Printer	UPS
1	Dell Inspiron 3148 (Notebook)	EPSON InkJet	OnlineUniline (10KVA)
2	Acer i3 Desktop	HP LASERJET 2035	Online Su-Kam (3KVA)
3	Acer Veriton	HP LaserJet 1136 MFP	Luminous (1KVA)
4	Acer Veriton	HP LaserJet 1136 MFP	Luminous (1KVA)
5	Acer Veriton	HP LaserJet 1136 MFP	Luminous (1KVA)
6	Acer Veriton	HP LaserJet cp4525	Luminous (1KVA)
7	Acer Veriton	HP LaserJet M126nw	Luminous (1KVA)
8	Acer Veriton	HP LaserJet M126nw	Luminous (1KVA)
9	Acer Veriton	HP Pro CP 1025	Luminous (1KVA)
10	Acer Veriton	HP Pro MFP M177 FW	Luminous (1KVA)
11	Acer Veriton	HP ScanJet 5590	Uniline(800VA)
12	Acer Veriton	LIPI T6045 LQ	Uniline (800VA)
13	Acer Veriton		Uniline (800VA)
14	Acer Veriton		Uniline (800VA)
15	Acer Veriton		Uniline (800VA)
16	Acer Veriton		Uniline (800VA)
17	Acer Veriton		Uniline (800VA)
18	Acer Veriton		Uniline (800VA)
19	Acer Veriton		Uniline (800VA)
20	Acer Veriton		Uniline (800VA)
21	Acer Veriton IE3722		Uniline (800VA)
22	ACER VERITON-IC5800		Uniline (800VA)
23	ACER VERITON-IC5996		Uniline (800VA)
24	Dell 3250 All in One (Desktop)		Uniline (800VA)
25	Dell optiplex 3010		Uniline (800VA)
26	Dell optiplex 3010		Uniline (800VA)
27	HCL Desktop		Uniline (800VA)
28	HCL Desktop		Uniline (800VA)
29	HP Net Server E800		Uniline (800VA)
30	HP Slimline 260-P020il DT PC India		Uniline (800VA)
31	HP Slimline 260-P020il DT PC India		Uniline (800VA)
32	HP Slimline 260-P020il DT PC India		Uniline (800VA)
33	HP Slimline 260-P020il DT PC India		Uniline (800VA)
34	HP Slimline 260-P020il DT PC India		Uniline (800VA)
35	HP Slimline 260-P020il DT PC India		Uniline (800VA)
36	HP Slimline 260-P020il DT PC India		Uniline (800VA)
37	HP Proliant ML 350e G8 E5-2403 (664044-B21)		
38	IBM x3500 M4, Machine Type 7383-AC1		
39	Lenovo Laptop G50-70 (59-436417)		
40	Lenovo ipad 100-15IBY 80MJ		
41	Lenovo ipad 100-15IBY 80MJ		
42	Lenovo ipad 100-15IBY 80MJ		
43	Lenovo ipad 100-15IBY 80MJ		
44	Lenovo ipad 100-15IBY 80MJ		
45	Lenovo ipad 100-15IBY 80MJ		
46 - 49	Cyberoam(CR 35iNG), Router (Cisco 1905), 48 Port Switches (02 nos.) = 04		
	Computer 45+ Network Devices 04 = 49	12	36

E-TENDERING INSTRUCTION TO BIDDERS

1. The scope of work for stores to be tendered are available in the complete bid documents which can be viewed/downloaded free of cost from CGEWHO Portal <http://www.cgewho.in> or e-tendering portal of CGEWHO <http://www.tenderwizard.com/CGEWHO> or on CPPP portal <http://eprocure.gov.in>.
2. All bid documents like Check list, PQ details, Technical bid and commercial bid are to be submitted in the website <http://www.tenderwizard.com/CGEWHO> .
3. No claim shall be entertained on account of disruption of internet service being used by bidders. Bidders are advised to upload their bids well in advance to avoid last minutes technical snags.
4. All corrigendum's/Amendments/Correction, if any, will be published in the website <http://www.tenderwizard.com/CGEWHO> .
5. All the documents/papers uploaded/submitted by bidder must be legible.
6. It is mandatory for all the applicants to have Class III Digital Signature Certificate (in the name of person who will sign the bid documents) from any of the licensed certifying agency.
7. To participate in the e-tendering submission, it is mandatory for applicants to get their agency/company registered in e-tendering portal of CGEWHO <http://www.tenderwizard.com/CGEWHO> and to get user ID & password from M/s ITI Ltd., The Annual registration charges for vendors/suppliers are Rs 2300/-(Two thousand two hundred eighty) per annum including taxes as on date.
8. To participate in e-bid, bidders shall be charged e-tendering processing fee @ 0.05% of estimated contract value with minimum cap Rs. 500/- only and maximum cap Rs. 5000/- only excluding taxes by the service provider i.e. M/s ITI Ltd.
9. "Tender Fee/Fee receipt and EMD" shall be placed in a single sealed envelope superscribed with tender reference no. and date of opening. EMD received late shall be summarily rejected. Hard copy of any other tender documents shall not be accepted.
10. Tenderers may ask any clarification, if required, before the date stipulated in the details of tender items for the purpose. After that no request will be entertained.
11. Each file uploaded in connection with the tender shall be duly sealed and signed. Failing which the bid shall be rejected.
12. For any assistance regarding e-tendering process, Sh Mayank, representative of M/s ITI Ltd. (e-tendering service providers) may be contacted at Mob No.8800115628.