



स्टेट ट्रेडिंग कार्पोरेशन ऑफ इण्डिया लिमिटेड

(भारत सरकार का एक उपक्रम)

जवाहर व्यापार भवन, टॉलस्टॉय मार्ग, नई दिल्ली - ११० ००१

वेबसाइट: www.stclimited.co.in , ईमेल: co@stclimited.co.in

शाखा कार्यालय : चेन्नई

एस टी सी ट्रेड सेंटर, ए - २९, थिरु-वी-का इंडस्ट्रियल इस्टेट, गिंडी, चेन्नई - ३२

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दूरभाष : ०४४-२२५००३४२, २९८१४९८२ फ़ैक्स: ०४४-२२५०१७८८, २२५०५८९१

THE STATE TRADING CORPORATION OF INDIA LTD

(A GOVT. OF INDIA ENTERPRISE)

Jawahar Vyapar Bhawan, Tolstoy Marg, New Delhi 110001

BRANCH OFFICE:

“STC TRADE CENTRE”

A-29, Thiru-Vi-Ka Industrial Estate, Guindy, CHENNAI 600 032.

Tender for Maintenance of IT Equipments

Ten Ref No. STC/CHN/MSD-COMP/AMC/2018/01

Dated: 25th April 2018

Last Date & Time for Bid Submission : 11:00 HRS IST on 10.05.2018
BID Opening Date : 11:05 HRS IST on 10.05.2018

A. INVITATION FOR BIDS

The State Trading Corporation of India Ltd. (A Govt. of India Enterprise), having its registered office at Jawahar Vyapar Bhawan, Tolstoy Marg, New Delhi and Branch Office at STC Trade Centre, A-29, Thiru Vi Ka Industrial Estate, Guindy, Chennai 600032, (hereinafter called STC) invites sealed quotations from reputed private limited or public limited Companies for repair and maintenance of computers and related items for a period of three years from 01.05.2018 to 31.03.2021 and same may be extended for further period on mutually agreeable terms between the parties hereto.

For details, please visit websites www.stclimited.co.in or www.eprocure.gov.in. Interested bidders must submit their bids online using central procurement portal (CPP) (www.eprocure.gov.in) in the prescribed formats along with all necessary documents and information requested therein. ***No press advertisement shall be published at the time of tender floating.***

Any further corrigendum/ Addendum to the tender documents will be uploaded by STC only on website www.stclimited.co.in or www.eprocure.gov.in.

THE TENDER IS TO BE SUBMITTED IN TWO BID SYSTEM BY THE BIDDERS THROUGH E-PROCUREMENT PORTAL (WWW.EPROCURE.GOV.IN) ONLY USING THEIR DIGITAL SIGNATURE CERTIFICATE (DSC) – (CLASS II OR CLASS III) LATEST BY 11:00 HRS IST ON 10.05.2018 :-

- (i) PART - A : Technical Bid Annexure- A - Check List along with scanned copies of RTGS/NEFT transaction details towards EMD and Processing fees payment and other related documents.
- (ii) PART - B : Price Bid -Annexure -B

The technical bids will be opened immediately after the closing of tender in presence of willing bidders or their authorized representatives.

One full set technical bid as per annexure-A along with signed tender documents, copy of RTGS/NEFT transaction details towards EMD and Processing fees payment, copy of relevant documents as per Annexure -A should be submitted/uploaded in Part A - Technical Bid Document.

B. TENDER PROCESSING FEES:

Bidders participating in the tender will be required to make a **non-refundable payment of Rs. 1,180/- (Rupees One Thousand One Hundred and Eighty only)** – including GST@18% through **RTGS/NEFT mode ONLY**. Any other mode of payment shall not be accepted.

C. EARNEST MONEY DEPOSIT (EMD) & PERFORMANCE GUARANTEE:

- i. The tenderer is required to submit the Earnest Money Deposit (EMD) through RTGS/NEFT payment. Any tender not accompanying EMD as per above requirement will be summarily rejected. An earnest money deposit (EMD) of Rs. 20,000/- (Rupees twenty thousand only) should be deposited in STC'S bank account mentioned below **through RTGS/NEFT ONLY** within the stipulated date and time. Any other mode of payment shall not be accepted.

NOTE: AS PER GOVERNMENT OF INDIA GUIDELINES, MICRO AND SMALL ENTERPRISES (MSES) PRODUCING VALID CERTIFICATE OF REGISTRATION WILL BE EXEMPTED FROM PAYMENT OF EMD.

- ii. The EMD of unsuccessful bidders shall be refunded by STC without any interest within 10 working days of award of the tender in favour of successful tenderer/bidder.
- iii. *The EMD of successful bidder shall be retained as interest free security deposit towards satisfactory performance of contract and shall be refundable only after expiry of the contract period/satisfactory performance of the contract.*

D. BANK DETAILS

The tender processing fees and EMD to be made through RTGS/NEFT to the following bank account no. of The STC of India Ltd., Chennai.

BANK	:	Indusind Bank
Account No.	:	200999528664
BRANCH	:	NUNGAMBAKKAM
		NO.3 VILLAGE ROAD, NUNGAMBAKKAM, CHENNAI-
ADDRESS	:	600034
IFSC Code	:	INDB0000007

E. TERMS AND CONDITIONS:

1. The duly filled and signed bids complete with all enclosures shall be submitted online on Central Procurement Portal (CPP) using the DSC of the tenderer/authorized representative.
2. Any offers received late and/or without EMD & Processing Fees shall be summarily rejected.
3. Submission of offer shall mean unconditional acceptance of all terms and conditions contained in this bid document.
4. Bidders are required to furnish the unit as well as total cost of maintenance for every item strictly in the prescribed Proforma of Financial bid. Financial bid shall contain price only and no other documents shall be enclosed along with it.

5. The bidders should have proven experience in carrying out similar types of work i.e. maintenance of IT equipment in various Govt. offices, Public Sector Undertakings or large Public Limited Companies. A statement indicating at least three major running maintenance contracts as per Format - I of Technical bid along with valid documentary proof / certificates of having rendered satisfactory services must necessarily be enclosed.
6. The bidders must have GST registration and details of same has to be provided as per Annexure-A.
7. During currency of contract STC may, in its own discretion, add more computers to the Maintenance Contract or withdraw some or all the equipment from Maintenance Contract. In such cases, payment shall be made on a proportionate basis at the rates agreed to in the tender for similar equipment.
8. In case the selected party backs out of the contract midstream or does not provide service to the full satisfaction of STC, the security deposit shall stand forfeited.
9. STC shall not be responsible for non receipt / non delivery of the offer document due to any reason whatsoever.

F. SCOPE OF WORK

- i. The selected party shall be responsible for repair / maintenance work of the computers and related items including replacement of all defective parts (except consumables) at their cost. To the extent possible, all repair and maintenance work will be carried out in STC's office premises only.
- ii. Laser printer maintenance charges shall be inclusive of replacement of all defective/damaged parts including fuser assemblies, fuser units and teflon sheets but excluding toner cartridges.
- iii. All the complaints should be attended immediately without fail and defects rectified immediately on receipt of the complaint and in any case on the day of the complaint. In case the defect is major and it is not possible to rectify within a day, the problem shall be reported to the designated Manager - MSD of STC and standby equipment shall be immediately provided. In case the selected party fails to repair / rectify the equipment within 48 hours of reporting the defects, STC may, in its own discretion, get the repair / replacement done from any other party and the charges for the same shall be recoverable from the selected party.
- iv. The jobs which are not possible to be carried out in the office premises will be allowed to be done outside but without payment of any extra charges for transportation, removal of IT equipment etc.

- v. No advance payment for maintenance of IT equipment shall be made. The payment in respect of the same shall be released on quarterly basis after making all applicable statutory tax deductions like TDS, Work Contract Tax etc. at the end of each calendar quarter.
- vi. The record of attending the complaints, visits paid to the nature of fault / defect found, the manner of action taken including parts replaced will have to be maintained by the selected party and submitted periodically to the designated official of STC.

G. SUBMISSION OF BID

- 1. Each page of this tender document must be signed and stamped by the bidder and enclose as part of technical bid. **THE TENDER DOCUMENT ALONG WITH THE LETTER OF ACCEPTANCE OF AWARD OF JOB, WILL BE DEEMED TO BE THE CONTRACT AND NO SEPARATE CONTRACT WILL BE SIGNED.**
- 2. Any alterations made while filling the tender must be attested by the bidder by putting full signatures. Overwriting of figures is not permitted. Failure to comply with either of these conditions will render the tender invalid and the same shall not be considered.
- 3. No request for any change in rates or conditions after submission of the tender shall be entertained.
- 4. The rates mentioned in this contract shall remain valid for a period of three years from the date of awarding the contract. It should be clearly understood that the rate once approved shall be final and under no circumstances the rate will be revised during the said period of three years.
- 5. **PRICE BID SHOULD BE SUBMITTED EXCLUSIVE OF TAXES AND APPLICABLE TAXES SHALL BE CHARGED AT ACTUALS.**
- 6. STC shall not be responsible for non receipt / non delivery of the offer document due to any reason whatsoever.
- 7. If any conditional offers is made the same shall be liable to be rejected immediately.
- 8. Offers submitted by Email, Fax, telegram or telex shall not be considered.

H. TENDER OPENING

- i. The tender shall be opened on **10.05.2018 at 11:05 hrs**
- ii. One authorized representative of every bidder shall be allowed to be present at the opening of the tenders.

- iii. The representative attending the opening of the tender on behalf of the bidder should bring with him a letter of authority from the bidder and proof of identification bearing the signature of the bidder.
- iv. On the date and time indicated in the **Clause i** above, only Technical bids will be opened.
- v. The bids will be technically evaluated on the basis of bidders' prior experience in the similar field, financial position, resources available, testimonials, etc.
- vi. Financial bids from only those parties will be opened who are declared qualified and are shortlisted after technical evaluation.
- vii. The shortlisted parties shall be informed separately the time and venue of opening of Financial bids.
- viii. The tender will be finalized on the basis of the total bid amount for computers and printers, scanners and port switches (Schedule A to F) and not on the item-wise lowest rates quoted by the bidders.

I. VALIDITY OF BID:

Offers should be valid for a period of 45 days from the date of closing of tender.

J. LETTER OF ACCEPTANCE

The successful bidder shall submit a letter of acceptance within 7 days from the date of award of Maintenance Contract.

K. INDEMNITY CLAUSE:

STC shall not be responsible for damages of any kind or any mishap /injury/ accident caused to any service engineer or any other employee or representative of the selected party / bidder while providing service in STC's premises or outside. All liabilities in respect of the service engineer shall be borne by the selected party/bidder. Nevertheless, if STC is made liable for any such incident, the selected party shall keep STC always indemnified and hold STC indemnified to the extent of damages suffered by STC. The selected bidder is also liable to comply with all statutory requirement of all their professionals attending the aforesaid maintenance of IT equipment.

L. ARBITRATION:

Any dispute or difference whatsoever arising between the parties out of or relating to the construction, meaning, scope, operation or effect of this contract or the validity or the breach thereof shall be settled by arbitration through the Indian Council of Arbitration, New Delhi, India in accordance with the Arbitration and Conciliation Act 1996 and the award made in pursuance thereof shall be binding on the parties. The venue of arbitration will be at Chennai, India

M. JURISDICTION

The suppliers hereto agree that the courts and tribunals at Chennai shall have exclusive jurisdiction to settle any or all disputes which may arise out of or in connection with this Tender. All disputes arising out of this tender shall be decided in accordance with the Laws of India.

N. CANCELLATION OF CONTRACT

STC reserves the right to accept or reject the tender in full or in part at its Sole discretion without assigning any reason whatsoever

O. FORCE MAJEURE

Should any of the force majeure circumstances, namely act of God, natural calamity, fire, Government of India Policy, restrictions, strikes or lock-outs by workmen, war, military operations of any nature and blockades preventing the STC/Successful Bidder from wholly or partially carrying out his contractual obligations, the period stipulated for the performance of the Contract shall be extended for as long as these circumstances prevail.

In the event of these circumstances continuing for more than three months, either party shall have the right to refuse to fulfil its contractual obligations without title to indemnification of any losses it may thereby sustain. The party unable to carry out its contractual obligations shall immediately advise the other party of the commencement and the termination of the circumstances preventing the performance of the contract. A certificate issued by the respective Chamber of Commerce shall be sufficient proof of the existence and duration of such circumstances.

Note: The prospective bidders may contact Mr. S. BALAJI, MANAGER at Tel No. 044-22500342 / 22502698 / 22505891 for any clarifications / visiting office premises for checking systems/printers etc.

QUOTATION FOR MAINTENANCE OF IT EQUIPMENTS IN STC

PART-A: TECHNICAL BID

Annexure - A

The Branch Manager,
STC of India Ltd.,
STC Trade Centre,
A32,Thiru Vi-Ka Industrial Estate,
Guindy,
Chennai 600032.

Sir,

With reference to your tender No. Ten Ref No. STC/CHN/MSD-COMP/AMC/2018/01
Dated, we submit below our Technical bid in response to the same.

1. Organisation's Information:

Organisation's Name: _____

Office Address : _____

Telephone: _____

Fax: _____

Email: _____

Contact Person: _____

Name & Mob. No. _____

Main line of Business: _____

2. Annual turnover for three preceding years.

<u>Year</u>	<u>Total Turnover</u>	<u>Turnover from Maintenance of IT Equipments</u>
2016-17	_____	_____
2015-16	_____	_____
2014-15	_____	_____

3. We are enclosing the following:

S.NO.	DOCUMENTS	
i.	UTR NO. _____ dated _____ Towards participation fees of Rs. 1000/- and UTR No. _____ dated _____ Towards EMD amount of Rs. 20,000/-.	Yes/No
ii	Copy of PAN Number.	Yes/No
iii	Copy of GST CERTIFICATE/NUMBER.	Yes/No
iv	List of major running AMC contracts (as per Format-I).	Yes/No
v	Performance certificates issued during last six months by at least three Govt. offices, Public Sector Undertakings or large Public Limited Companies.	Yes/No
vi	Certificate from a Chartered Accountant in support of annual turnover and turnover from maintenance of IT equipments for last three years.	Yes/No
vii	Certificate/undertaking that the firm has not been blacklisted by ANY STATE/CENTRAL Govt Department/PSUs/ORGAINSATON (ON COMPNAY'S LETTERHEAD)	Yes/No
viii	Certificate of Incorporation as Private or Public Limited company.	Yes/No
ix	Certificate of registration with PF	Yes/No
x	Certificate of registration with ESI.	Yes/No
xi	Compete tender document duly signed and stamped on each	

page by the bidder in token of having understood and agreed to the terms and conditions mentioned.

Yes/No

xii In case of our selection, EMD may be retained by STC as interest free security towards satisfactory performance of the contract.

Yes/No

We agree to abide by all the terms and conditions of the STC's tender document for Maintenance of IT Equipments.

The offer is valid for 45 days from the date of closing of tender.

Financial bid is being submitted in the separate sealed cover.

Signature: _____

Name:

Rubber Stamp of the Organisation:

(ON COMPANY'S LETTER HEAD)

Format-I

**STATEMENT INDICATING THE CURRENT SIMILAR AMC PROJECTS
IN AND AROUND CHENNAI.**

SL	Name of the Company with Complete Address	No.of computes under AMC	Period of Contract from - To	Contact person name with Tel No.

QUOTATION FOR MAINTENANCE CONTRCT FOR IT EQUIPMENTS

ANNEXURE B

PART B: FINANCIAL BID

The Branch Manager,
STC of India Ltd.,
STC Trade Centre,
A29, Thiru Vi Ka Industrial Estate,
Guindy, Chennai 600032.

Sir,

With reference to your tender No. Ref No. STC/CHN/MSD-COMP/AMC/2018/01 Dated and our Technical Bid dated_____ submitted separately, we submit our Financial Bid as follows:

Item (Brief Description)	Qty.	System Nos.	Unit Charge Per Annum (in Rs.)	Total Charges (in Rs.)
SCHEDULE - A				
HP 500(HP Pentium M770) Laptop 2.0 GHZ/512 MB DDR II RAM/14%^ WIDE XGA TFT DISPLAY 60 GB HDD DVD-RW DRIVE/10-100 LAN	1	LT-1		
HCL LAPTOP NOTEBOOK P21 PDC PENTIUM DUAL CORE	1	LT-2		
HP PIV/2.8 DUAL CORE/ 160 GB 512 (256+256) MB DDR2 RAM / 1.44 FDD/ DVD COMBO 17" CRT / WIN XP PRO / KB MOUSE	1	S-12		
HP PIV/2.8 DUAL CORE/ 160 GB 1 GB DDR2 RAM / 1.44 FDD/ DVD COMBO 17" CRT / WIN XP PRO / KB MOUSE	6	S-4, S-5 S-6, S-7 S-10, S-11		
HP PIV/2.8 DUAL CORE/ 160 GB 512+256 MB DDR2 RAM / 1.44 FDD/ DVD COMBO 17" CRT / WIN XP PRO / KB MOUSE	1	S-8		
HP PIV/2.8 DUAL CORE/ 160 GB 1 GB RAM / 1.44 FDD/ DVD COMBO 17" TFT Monitor** / WIN XP PRO / KB MOUSE	1	S-9		

HP 300 SERIES Intel Core 2 Duo: 30.06 Ghz – E7600 Processor; 1 GB DD2 RAM; 3MB L2 CACHE 320 GB SATA HDD; HP DVD Writer; 18.5" HP TFT Monitor; WINDOWS 7 PROF	7	S-13, S-14 S-15, S-16 S-17, S-18, S-19		
ACER M200-H61 Intel Core i5- 3.0 Ghz Quad Core; Intel H61 Express 4 GB RAM- DDR III SDRAM, Internal DVD Writer 500 GB HD; ACER MONITOR 18.5" TFT WIDE OS PRELOADED: WIN7 PROF 64 BIT OS /SP1	6	S-20, S-21 S-22, S-23 S-24, S-25		
HP PRODESK 400G2 - S.NO.SGH440S4TW INTEL CORE I3-4130 PRO-4 GB DDR3 RAM 500 GBHD DVD ROM-KB; MOUSE-OS WIN8.1 PRO 64 BIT HP V192 18.5 IN LED LCD MONITOR-SN.6CM4360745	6	S-26, S-27 S-28, S-29 S-30, S-31		
HCL PENTIUM (R) DUAL -CORE CPU E 5200 @ 2.50 GHZ, 2.52 GHZ 2GB RAM WIN-7 32 BIT	1	S-32		
HCL PENTIUM (R) 4 CPU PROCESSOR 2.66GHZ, 2.67 GHZ 512 MB OF RAM, WINDOWS XP	1	S-33		

HP PIV/2.8 DUAL CORE/ 160 GB 1 GB DDR2 RAM / 1.44 FDD/ DVD COMBO 17" CRT / WIN XP PRO / KB MOUSE	1	S-1 AVAILABLE IN PONDY		
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SUB TOTAL - SCHEDULE A

SCHEDULE- B				
PRINTERS SCHEDULE	Nos		Unit Charge Per Annum (in Rs.)	Total Charges (in Rs.)
HP LASERJET 1022	8	P-01 to 08		
HP LASERJET-P1007	4	P-09 to 12		
HP LASERJET-P-1566	6	P-13 to 18		
HP LASERJET-P-1108	6	P-19 to 24		

SUB TOTAL - SCHEDULE B

SCHEDULE - C				
SCANNER SCHEDULE	Nos		Unit Charge Per Annum (in Rs.)	Total Charges (in Rs.)
OFFICEJET 6318	1	SCAN-1		
HP SCANJET G2410	1	SCAN-2		
HP DESKJET F380	1	SCAN-3		
HP DESKJET F 4283	1	SCAN-4		
CANON IMAGE CLASS - MF4350D	1	SCAN-5		
HP OFFICEJET 4255 ALL IN ONE	1	SCAN-6		

SUB TOTAL - SCHEDULE C

SCHEDULE D				
PORT SWITCHES SCHEDULE & NETWORKING RELATED WORK	Nos		Unit Charge Per Annum (in Rs.)	Total Charges (in Rs.)
Connectivity of about 40 nodes connected to Router/Modem (not having LAN server) - NETWORK SWITCHES AND PATCH PANEL	2	SW - 1 & 2		
D LINK 8 PORT SWITCHES	2	SW - 3 - 4		
D LINK 5 PORT SWITCH	1	SW - 5		
DAX NETWORKS - DX - 508PS 7 PORT SWITCH	1	SW - 6		
RESOLUTION OF BASIC NETWORKING ISSUES VIZ. NETWORK SHARING, PC TROUBLESHOOTING, ETC.				

SUB TOTAL - SCHEDULE D

GRAND TOTAL (SCHEDULE A+B+C+D)

Earnest money has been submitted alongwith the Technical Bid.

We agree to all the terms and conditions specified in your tender No. STC/CHN/MSD-COMP/AMC/2018/01 dated -

We also undertake that the rates mentioned above shall be for the entire period of the Contract.

Thanking you,

Yours faithfully

Rubber Stamp of the Organisation

Signature(s) _____

Name _____

Organisation's Name _____