

**Central Pollution Control Board
Delhi
IT Division**

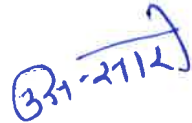
Dated : 22.04.2019

Corrigendum for Retender of CPCB AMC tender

Tender ID - 2019_CPCB_464229_1

Subject : CPCB invites online bids for Comprehensive Annual Maintenance Contract of Desktops, Laptops, Printers, Scanners, UPSes, etc.

Due to some technical issue, this tender has been retender today i.e. 22.04.2019.


(U.A. Ansari)
Sc. 'D'
IT Division

TENDER DOCUMENT

for

**Comprehensive Annual Maintenance
Contract of Desktops, Laptops,
Printers, Scanners, UPSes, etc.**

at

Central Pollution Control Board, Delhi



**Central Pollution Control Board
'Parivesh Bhawan', East Arjun Nagar
Delhi – 110 032**

TENDER NOTICE

1. The Member Secretary Central Pollution Control Board (CPCB), invites online tenders in two bid system (technical and financial) through e-submission of competitive bids from the experienced and eligible contractors/firms for the following works: -

Name of Work :- Comprehensive Annual Maintenance Contract of Desktops, Laptops, Printers, Scanners, UPSes, etc. at Parivesh Bhawan, Central Pollution Control Board, East Arjun Nagar, Delhi.

E.M.D Amount :- **₹30, 000/- (Rupees Thirty Thousand only)**
(To be submitted in the form of Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee from any of the Commercial Bank in favour of the Central Pollution Control Board, Delhi). The EMD has to be submitted in original to CPCB, Delhi and scan copy of EMD to be uploaded along with tender. Exemption applicable as per the policies of MSME, NSIC, etc. as per Govt. of India Rules, in this case, the scan copy of exemption certificate should be uploaded along with tender.

2. Document Download: Tender documents may be downloaded from Central Pollution Control Board web site <http://www.cpcb.nic.in/Tenders.php> (for reference only) and CPPP site <https://eprocure.gov.in/eprocure/app> as per the schedule as given in CRITICAL DATE SHEET as under.

CRITICAL DATE SHEET

Sl.	Description of activities	Date (dd/mm/yyyy) & Time (AM/PM)
1.	Published Date	23.04.2019 17.30 hrs.
2.	Bid Submission Start Date	23.04.2019 17.30 hrs
3.	Bid Submission End Date	17.05.2019 15.00 hrs
4.	Technical Bid Opening Date	20.05.2019 15.00 hrs

COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR DESKTOPS, LAPTOPS, PRINTERS, SCANNERS, UPSes, etc. at CPCB, DELHI

TERMS OF REFERENCE

1.0 BACKGROUND

The Central Pollution Control Board (CPCB), a statutory organization, was constituted in 1974 under the Water (Prevention & Control of Pollution) Act, 1974. Subsequently, CPCB was entrusted with the powers and functions under the Air (Prevention and Control of Pollution) Act, 1981. It also provides technical services to the Ministry of Environment, Forests & Climate Change for implementation of the provisions of the Environment (Protection) Act, 1986. Besides many functions for prevention & control of air and water pollution, CPCB is required to collect, compile and publish technical and statistical data relating to water and air pollution and the measures devised for their effective prevention, control abatement and disseminate information in respect of matters relating to water and air pollution and their prevention and control.

In pursuance of its objective and to carry out the functions, it is essential that all the relevant gadgets remain in working condition. In order to its effective implementation, Board decided to award Comprehensive Annual Maintenance Contract of Desktops, Laptops, Printers, Scanners, UPSes, etc. to carry out the above said work.

2.0 OBJECTIVE

The objective of the project is to have a systematic comprehensive annual maintenance contract at Central Pollution Control Board, Parivesh Bhawan, East Arjun Nagar, Delhi - 110032, for maintenance of Desktops, Laptops, Printers, Scanners, UPSes, etc. so as to ensure minimum down time of system.

3.0 SCOPE OF WORK

To take Comprehensive Annual Maintenance Contract of Desktops, Laptops, Printers, Scanners, UPSes etc. of Central Pollution Control Board, Delhi.

3.1 LOCATION

Most of the machines are located in the Parivesh Bhawan, while some of the machines are located outside the office but within Delhi. The maintenance has to be undertaken onsite wherever these machines are located. The outside locations for machines are Sirifort, Delhi Technological University, Bawana, Chanakyapuri, ITO, Dilshad Garden, Shadipur etc.

3.2 Machines proposed under CAMC/AMC:

The list of Machines proposed for under CAMC/AMC given at **Annexure-III**. The quantity may vary (increase or decrease) at any time during AMC/CAMC period. The revised quantity communicated to the firm time to time.

3.3 Maintenance Services would cover the following: -

- a) Reloading of OS and Software (like MS OFFICE & Antivirus etc.) as and when required. Software shall be provided by the user or IT Division, CPCB.
- b) Activation of Operating System is responsibility of the firm if Hard disk/ Motherboard replaced or OS corrupted.
- c) Installation of Device Drivers required for all machines as far as possible.
- d) Preparation of preventive maintenance schedule and its implementation at a frequency of at least four times in a year, other than breakdown maintenance calls. The firm should submit the preventive maintenance report quarterly.
- e) Management of memory and storage usage of computer at the time of preventive/corrective maintenance.
- f) In case of any hardware failure, it has to be repaired free of cost. In case of replacement, it has to be replaced free of cost with same make & model. In case of obsolete of spare parts, it has to be replaced free of cost with better alternative of same make or as approved by Divisional Head (IT). The spare parts should be original and genuinity of these spares has to be ascertained before installation at I.T. Division.
- g) The firm has to provide **THREE** Resident Engineers (RE) having minimum Qualification and experience as below:
 - Three Years Diploma or equivalent in CS/IT from University/institution recognized by the Central Government or State Government with at least Two-Year experience in Computer Hardware Maintenance field.

OR

 - Two Year Diploma or equivalent in Computer Hardware & Maintenance from University/institution recognized by the Central Government or State Government with at least Three-Year experience in Computer Hardware Maintenance field.

OR

 - One Year Diploma or equivalent in Computer Hardware & Maintenance from University/institution recognized by the Central Government or State Government with at least Four-Year experience in Computer Hardware Maintenance field.

The CAMC cost should be inclusive of the salary/emolument paid to Resident Engineer and should be paid by the firm.

- h) The firm has to provide **Minimum Inventory Items** as spare parts at Central Pollution Control Board, Delhi as per the item/parts list provided at **Annexure-IV**. After successful completion/termination of contract, unused

minimum inventory items can be taken back by the firm. Maintaining the minimum inventory items shall be responsibility of the firm.

3.4 Call Logging System: The firm/ Resident Engineer should use existing call logging portal in CPCB.

3.5 The firm should have well established & functional Call Centre for remote support.

3.6 Resident Engineer

3.6.A The copy of certification of proof of competence and experience of Resident Engineer along with Photo Identity card should be deposited in advance in Central Pollution Control Board, Delhi for approval. The same procedure has to be followed at the time of replacement of Resident Engineer at any point of time. The flexibility in increasing the number of Resident Engineers has to be maintained by the firm if the workload is high. The resident engineers will provide services during 9:30 am and 6:00 pm on all working days. If need arises they will have to stay back late to finish the work undertaken.

3.6.B Individual life time cards for the machines in duplicate have to be maintained by the firm. One card will be provided to the firm and another card has to be kept with the machine or Divisional Head (I.T.). Entries on both cards, is the responsibility of the firm. The entry on the card has to be prepared a fresh from the starting date of CAMC with all serial nos., configurations and the user name, date of maintenance and details of replacements made.

3.6.C Provide immediate assistance in respect of computer related problems to the end user.

3.6.D The machines should be sealed by the Resident Engineer/firm by their own seals after the maintenance every-time to avoid any possibility of mishandling. Responsibility of mishandling lies with the firm. If any seal is found broken the matter has to be reported to the Divisional Head (I.T.) immediately.

3.6.E The Resident Engineers has to report to the Divisional Head (I.T.) in the morning with the schedule of the day and shall keep the records and update in the evening about number of complaints attended and solved.

3.6.F Except during attending breakdown maintenance call REs (Resident Engineers) have to continue with their Preventive maintenance schedule.

3.6.G The RE shall not leave the office for any work, what so ever it may be, and the support for maintenance items, manpower for procurement of spares required shall be the responsibility of the firm.

3.6.H In no case the salary/ emolument paid by the firm to the RE should less than minimum wages stipulated under labour laws of Delhi Govt. CPCB at any time/stage may ask to submit the proof of Salary and EPF paid to RE, failing which, CPCB may terminate the contract.

4.0 Specific Conditions

- i. CAMC shall also cover damages due to following:
 - a) High Voltage fluctuations
 - b) Rat bytes
 - c) Burn out of parts
- ii. Necessary arrangement to prevent the system damages from technical point of view (High voltage fluctuations) has to be ensured by the firm, issue should be inform to Divisional Head (I.T.).
- iii. CAMC shall cover maintenance of Desktops, Laptops, Printers, Scanners, UPSes, etc. as a whole except Printer Ribbons, Printer Cartridges & Toners for Laserjet Deskjet and batteries of UPSs.
- iv. The CAMC cost is inclusive of cost of spare parts and tools required for maintenance of all Computers, Computer Laptops, Printers, Scanners, UPSes, etc. as listed above.
- v. CAMC cost is inclusive of Data Recovery from HDD in cases like Accidental format, Deleted Files, FDISK, Virus Problem, Damaged BootSector, MissingFAT or partition cases. However, CAMC excludes data recovery from HDD in following three special cases:
 - a) Physical damages due to Track Failure
 - b) Head crash
 - c) Fire Damages only.These cases have to be brought to the notice of I.T. Division officials for ascertaining the exact cause of damage.
- vi. In case of reinstallation of software, the AMC vendor/RE will not install a pirated copy in any circumstances.

4.1 General

- i) In case of dispute the decision of Chairman Central Board shall be final and binding on both parties.
- ii) At any point of time contract may be terminated without assigning any reason thereof.
- iii) All typographical errors are subject to corrections.
- iv) All the terms & conditions CAMC should be complied.
- v) Deviation, if any, from terms and conditions will not be entertained.
- vi) The firm shall be responsible for any damage in servicing/overhauling of machines and the firm has to repair the machine at its own cost.
- vii) The firm shall not assign or sublet any portion of the work except with written consent of CPCB, failing which CPCB may terminate the contract, whereupon the performance guarantee / security deposit shall be forfeited at absolute disposal of CPCB.
- viii) All tools, accessories, hardware, terminal, connector, multimeter etc. desired for the testing and repairing at site have to be maintained by the firm on its own cost. The

- equipment shall be complete in all respects whether such details are mentioned or not.
- ix) Any damage to the machines due to natural calamities such as earthquake, fires etc. may not be covered under CAMC.
 - x) If the information provided by the firm is found to be false at any point of time, CPCB reserves the right to reject such tender at any stage or to cancel the contract, if awarded, and forfeit the earnest money/performance security.
 - xi) The total number of machines may increase or decrease subject to actual requirement at the time of issuing work order. There are few machines which are under warranty, in future, as and when the warranty of these machines is over, systems will come under CAMC as per approved rates for which intimation by Divisional Head (I.T.) will be communicated to the firm. The number of machines found in working condition (shall be inspected jointly by firm and CPCB, officials) on the date of taking over by the firm shall be covered under AMC and exact CAMC cost calculation shall be based on those real numbers.
 - xii) The systems which are covered under warranty require software support only and the rates may be quoted accordingly for AMC (without hardware support).
 - xiii) The CAMC contract is for **three years** starting from the date of issue of the letter of award. The award letter will be for a period of three years subjected to satisfactory performance and permission of continuation of the contract in subsequent years (after one year) in writing from the CPCB authority, for which the firm has to request for continuation/extension of contract in advance.
 - xiv) The CPCB reserve the right to issue a letter of award for one year or for three years depending upon the decision taken by the management.
 - xv) Unit price basis quotation for Three years CAMC should be submitted mentioning clearly Individual item's CAMC Cost separately in figures and in words. Total amount should also be clearly mentioned, summing up all break ups. There should be no typographical error in the final quote. The quoted cost must be without any precondition of minimum number of machines or any other condition put by the bidder.
 - xvi) The CAMC cost should be inclusive of cost of minimum inventory items, spare parts and toolkits required for maintenance of all systems as listed. The spare parts should be of the same make as far as possible. If replacement is done the faulty parts shall become the property of CPCB and have to be deposited with Divisional Head I.T. Division. The replacement of parts will be verified by the by Divisional Head (I.T.).
 - xvii) The CAMC cost should be inclusive of the salary/emolument paid to Resident Engineer and should be paid by the firm
 - xviii) CPCB reserves the right to up-grade any of its machines from any vendor.
 - xix) After completion of CAMC period or after termination of contract, the firm (presently holding CAMC) is responsible to handover all the machines in working condition, which were under CAMC with the firm, unless it was communicated/mutually agreed earlier. Otherwise CPCB reserves the right to

get faulty machines repaired by any other firm at the cost of CAMC firm.

The payment shall have to be paid by the firm (holding CAMC before handover) for which CPCB shall adjust from the Performance Guarantee and from the running bills of CAMC, and if the amount is insufficient then the firm (holding CAMC before handover) shall be liable to pay the whole due amount.

- xx) For the new models/ items, CAMC charges will be decided by CPCB on the basis of rates for existing models having similar features/category, which will be binding on the firm.

4.2 QUALIFYING PARAMETERS:

S.N.	Qualifying Parameters	Required Documents to be uploaded on CPP portal along with “Technical Bid” to claim the Qualifying Parameters
1.	The firm should be in existence for over 5 (Five) years in the trade with the maintenance & business both	Copy of a valid Firm Registration Certificate/Certificate of Incorporation of the firm.
2.	The turnover of firm in the trade with the maintenance & business both should more than ₹6.0 Crore (Rupees Six Crore) per annum during the last 3 years.	Copy of certified balance sheets for previous three years i.e. Financial Years 2015-16, 2016-17 and 2017-18
3.	The firm should have undertaken maintenance contracts during last 3 years ending 31/03/2019 with Government Department/PSUs/Semi Govt./Listed Private Company in NCR, Delhi. As per following: A. Three similar completed/on-going works each costing not less than the annual amount equal to Rs. 10.00 LACS. OR B. Two similar completed/on-going works each costing not less than the annual amount equal to Rs. 12.00 LACS.	Copy of Work Order/ Letter of Award of work along with Satisfactory Certificate from the concerned Govt./PSUs/Semi Govt./ Listed Private Company
4.	The firm should have ISO 9001 Certificate.	Copy of valid ISO 9001 certificate.
5.	The firm should have valid PAN and GST registration.	Copy of PAN and GST registration certificate.
6.	The firm should be registered with EPF & ESIC.	Copy of valid EPF and ESIC certificate.

4.3 EVALUATION CRITERIA

The evaluation of technical bids of eligible bidders shall be done on the basis of qualifying parameters and the criteria for evaluation given at **Annexure-V**.

5.0 BID SUBMISSION:

- i) Bids shall be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app> Tenderer/Contractor are advised to follow the instructions “Instructions to Bidder for Online Bid Submission” provided in the “**Annexure-I**” for online submission of bids. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- ii) For any clarification regarding tender, contact to Sh. U.A. Ansari, Sc. ‘D’ (IT), uaa.cpcb@nic.in, Phone: 011- 43102299, Mob: 9810438222.
- iii) Not more than one tender shall be submitted by one bidder or bidders.
- iv) Tenderer who has downloaded the tender from the CPCB website <http://www.cpcb.nic.in/Tenders.php> (for reference only) and Central Public Procurement Portal (CPPP) website <https://eprocure.gov.in/eprocure/app> **shall not tamper/modify the tender form including downloaded financial bid template in any manner**. In case if the same is found to be tempered/ modified in any manner, tender will be completely rejected and EMD would be forfeited and tenderer is liable to be banned from doing business with CPCB.
- v) Intending tenderers are **advised to visit again** CPCB website <http://www.cpcb.nic.in/Tenders.php> (for reference only) and **CPPP website** <https://eprocure.gov.in/eprocure/app> **regularly till end date of submission** of tender for any corrigendum / addendum/ amendment.
- vi) At any time, prior to the deadline for submission of Bids, CPCB may, for any reason deemed fit by it, modify the Bid documents by issuing suitable amendment(s) to it. The amendment will be uploaded on CPP & CPCB website only. In order to provide reasonable time to the prospective Bidders to take necessary action in preparing their Bids as per the amendment, CPCB may, at its discretion extend the deadline for the submission of Bids and other allied time frames, which are linked with that deadline. Prospective bidders are advised to visit/see <https://eprocure.gov.in/eprocure/app> & <http://cpcb.nic.in> on regular basis for any change in NIT schedule, amendment/ corrigendum in Bid Document including technical requirement.
- vii) Bids will be opened as per date/time as mentioned in the Tender **Critical Date Sheet** or as per CPP portal.
- viii) The Central Pollution Control Board reserves the right to cancel all the tenders without assigning any reasons at any time.
- ix) Canvassing in any form in connection with tender is strictly prohibited and the tenders submitted by the contractor who resort to be canvassing, will liable to be rejected.
- x) All rates should be quoted in the prescribed ‘Financial Bid’ template in the tender. No documents may be enclosed with financial bid.
- xi) For a bidder, who has participated in the tender bids, it will be automatically assumed that he had accepted all the terms and conditions of the tender.
- xii) On acceptance of the tender, the name of the accredited representative (s) of the bidder who would be responsible for taking instructions from CPCB shall be

communicated to the CPCB.

- xiii) The tender shall remain open for acceptance for a period of 90 days from the date of opening of tenders.
- xiv) Merely submitting the tender with all the requirements does not bind the CPCB to accept the lowest tender and Competent Authority, CPCB reserves the right to reject any or all of the tenders received without assigning any reason. Tenders not fulfilling any of the prescribed conditions or incomplete in any respect are liable to be rejected.
- xv) Technical bid of only those contractors will be opened, who submit the earnest money in the prescribed manner.
- xvi) Failure of the successful bidder to comply with the above requirement i.e. deposition of performance security, etc., shall constitute sufficient grounds for cancellation of the letter of award & forfeiture of the earnest money.
- xvii) The tender shall be submitted online in two parts, viz., Technical Bid and Financial Bid.

A. **TECHNICAL BID**: The following documents are to be furnished and uploaded on CPP portal by the bidder along with Technical Bid as per the tender document:

- a) Scanned copy of all support documents mentioned at “QUALIFYING PARAMETERS” (Section 4.2).
- b) A scanned copy of Tender Acceptance Letter (Annexure-II) failing which bidder’s bid may be rejected.
- c) A scanned copy of each pages of this tender document with signature of bidder and stamp of firm.
- d) A scanned copy of Checklist Section properly filled and signed (as per Annexure-VI).
- e) Scanned copy Earnest Money Deposit should be uploaded on the portal.

The **Original EMD** in physical form duly sealed in envelope super scribed with “EMD for the tender no. <Tender No> for “Comprehensive Annual Maintenance Contract of Desktops, Laptops, Printers, Scanners, UPSes, etc.” must be reach at CPCB Office on or before Bid submission end date at the address mentioned below:

Divisional Head (IT)
Central Pollution Control Board
Parivesh Bhawan, CBD cum Office Complex,
East Arjun Nagar,
Delhi 110 032

by post/speed post/courier/by hand on or before Bid Submission End Date & Time as mentioned in Critical Date Sheet. Otherwise the tender will be summarily rejected without assigning any reason.

A. **FINANCIAL BID** –

Schedule of Financial bid is provided in the BOQ template separately along with this tender document at <https://eprocure.gov.in/eprocure/app>. Bidders are advised to download this BOQ in xls format as it is and quote their offer/rates in the permitted column and upload the same in the manner. In case if the same is found to be tempered/ modified in any manner, tender will be completely

rejected and EMD would be forfeited and tenderer is liable to be banned from doing business with CPCB.

The rates to be quoted in Financial Bid should be in Indian Rupees and without Taxes. The rate quoted shall be valid for 90 days from the date of opening of technical bid. The period can be extended with mutual agreement.

Note: Financial bids of only those bidders will be opened whose technical bids are found suitable by the committee appointed for the purpose or Competent Authority, CPCB. Date and time of opening of price bids will be decided after technical bids have been evaluated by the committee. Information in this regard will be uploaded on portal. In exceptional situation, an authorized committee may negotiate price with the qualified bidder quoting the lowest price before awarding the contract.

6.0 FORFEITURE OF EMD: The EMD will be forfeited under the following conditions:

- (a) If the bidder withdraws or amend, impairs or derogates from the tender in any respect within the period of validity of the tender.
- (b) If the bidder withdraws the bid before the expiry of the validity period of 90 days of the bid or within the time frame of extension given by CPCB in special case communicated before the expiry of the bid.
- (c) If the successful bidder fails to comply with any of the provisions of the terms and conditions of the bid document.
- (d) If the successful bidder fails to execute agreement in prescribed format and Furnish the bank guarantee within the prescribed time.

7.0 RETURN OF EMD:

- (a) The earnest money of all the unsuccessful bidders will be returned as early as possible after the expiry of the period of the bid validity or completion of tender process.
- (b) The EMD of successful bidder shall be returned after receiving the Bank Guarantee or may be adjusted against the BG, otherwise EMD shall be returned along with the release of first quarter payment of AMC.
- (c) No interest will be paid by CPCB on the Earnest Money Deposit.

8.0 PERFORMANCE SECURITY:

- i) The successful bidder has to submit Performance Security equivalent to 8% of the annual contract amount (as per Letter of Award or Continuation/Extension letter) valid for 14 months in the form of Account Payee Demand Draft, Fixed Deposit Receipt or Bank Guarantee from a Commercial bank within **seven days** of issue of Letter of Award or Continuation/Extension letter.
- ii) If deposited by the successful bidder shall be paid/returned at the end of the contract period or after termination of contract.
- iii) No interest will be paid by CPCB on the Performance Security.

9.0 PRICES

Prices quoted shall be firm.

10.0 TAXES AND DUTIES

GST and/or any other applicable taxes and duties will be paid extra. Hence Taxes should not include in the rates quoted.

11.0 MODE OF PAYMENTS

Payment will be made on quarterly basis through online payment/ PFMS after raising the demand by submission of bill in triplicate, on obtaining satisfactory performance certificate from the users or on the basis of report obtain from Helpdesk portal of CPCB.

12.0 PENALTY

- a. Failure to rectify a down/faulty items/systems under CAMC for more than three working days (after logging the complaint) for any reason like delays in attending the complaint, procurement of parts, non-availability of Maintenance Engineer, etc. attract penalty of @300/- per item per day from the date of failure of the system. This amount shall be deducted from the running payment without any notice to the firm.
- b. Absence of any of RE in CPCB for single day (up to maximum five days consecutively) shall attract a penalty of @ 500/- per day per RE and for more than five days consecutively including holiday, if any in between, shall attract a penalty of @700/- per day per RE. If all REs absent for more than one week then contract may be cancelled by CPCB or the tenure of Contract shall extend automatically for the period when REs were absent.

(In the case of any RE on leave or absent then firm should have to make alternative arrangement and depute new RE for that period.)

- c. Cumulative penalty cannot exceed 25% of the total contract value (on quarterly basis), if exceed, contract may be cancelled by CPCB.

Instructions for Online Bid Submission:

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at:

<https://eprocure.gov.in/eprocure/app>.

REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “**Online bidder Enrollment**” on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC’s to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) 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 / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the financial bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- 6) The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid

submission.

- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128-bit encryption technology. Data storage encryption of sensitive fields is done. 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.
- 7) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 8) Upon the successful and timely submission of bids (ie after Clicking “Freeze Bid Submission” in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 9) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.

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

Date:

To,
Divisional Head (IT)
Central Pollution Control Board
Parivesh Bhawan, CBD cum Office Complex,
East Arjun Nagar,
Delhi 110 032

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: _____

Name of Tender / Work: -

Dear Sir,

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

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/organization 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. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.

6. I / We certify that all information furnished by the our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

List of Machines proposed under CAMC/AMC**A. Desktops/Laptops (Under Comprehensive Maintenance)**

SI.No.	Item Description	No. of Items
A.1	COMPUTERs (below i5)	141
A.2	COMPUTERs (i5/i7)	173
A.3	Laptop (below i5)	9
A.4	Laptop (i5/i7)	25
Total Numbers		348

B. Desktops/ Laptops (Without hardware maintenance)

SI.No.	Item Description	No. of Items
A1.1	COMPUTERs (below i7)	8
A1.2	COMPUTERs (i7)	61
A1.3	Laptop (i5/i7)	6
Total Numbers		75

C. Printers/ Scanners (Under Comprehensive Maintenance)

SI.No.	Make/Model	No. of Items
B.1	HP CLJ 2025	4
B.2	HP CLJ 4700	1
B.3	HP CLJ CP 1025	1
B.4	HP CLJ CP 1515n	1
B.5	HP Desk Jet 3650	1
B.6	HP DeskJet 1360	1
B.7	HP DeskJet 5940	1
B.8	HP LJ 1007	25
B.9	HP LJ 1015	2
4.10	HP LJ 1020	11
B.11	HP LJ 1022	22
B.12	HP LJ 1150	7
B.13	HP LJ 1320	9
B.14	HP LJ 1505	25
B.15	HP LJ 2015	1
B.16	HP LJ 2055DN	7
B.17	HP LJ 2420	4
B.18	HP LJ 3005DN	2
B.19	HP LJ 4100	1
B.20	HP LJ P1108	16
B.21	HP LJ P160 DN	2
B.22	HP LJ P1606dn	2

B.23	HP LJ P3015	2
B.24	HP LJ Pro 400 M 401d	1
B.25	HP LJ Pro M202dw	32
B.26	HP LJ Pro M203	5
B.27	HP LJ3055DN	1
B.28	HP SCX4521NS	4
B.29	Samsung CLP 775ND	5
B.30	Samsung LJ ML 3710ND	15
B.31	Samsung ML 2851ND	1
B.32	Samsung ProXpress M3320ND	24
B.33	HP ScanJet 5590	7
B.34	HP ScanJet 7400	1
B.35	HP ScanJet Pro 3000	1
Total		245

D. UPSes (Under Comprehensive Maintenance)

SI.No	Item Description	No. of Items
C.1	1 KVA	24
C.2	3 KVA	2
C.3	5 KVA	3
C.4	500 VA	19
	Total Numbers	48

List of Minimum Inventory Items

The firm has to provide following items as spare parts at Central Pollution Control Board, Delhi:

SI No.	Name & Specifications of the Item	Quantity
1	Complete CPU (Minimum i7, RAM-4 GB, HDD-500 GB)	Two Numbers (New),
2	DVD Writer 52X Combo Drive or higher	Four Numbers. (new)
3	Keyboards 106 Keys	Ten Numbers. (new)
4	Mouse Optical	Ten Numbers (New)
5	TFT Monitor (minimum size 18")	Three Numbers
6	Ethernet Cards PCI	Three Numbers. (new)
7	Mother Boards Two i5/i7	Two Numbers
8	External Hard Disc (Min.500 GB)	One Number
9	LaserJet Printers LAN based and duplex printing	Two Numbers
10	Hard Disk Drive 7200rpm or above (at least of 500GB each)	Five Numbers
11	SMPS (SATA Supported)	Ten Numbers
12	2 GB RAM (DDR1 or DDR 2)	Five Numbers.
13	4 GB RAM (DDR3 or DDR4)	Ten Numbers.
14	UPS 1KVA/0.5 KVA	Two Numbers.

Evaluation Criteria for Technical Bid

S.N.	Criteria	Parameter	Marks	Max Marks	
1.	Existence of firm in the trade with the maintenance & business both	5 to 10 Years	5	7	
		More than 10 Years	7		
2.	Turnover of firm per annum during the previous 3 years	More than 6 Crore and up to 10 Crore	F.Y. 2015-16	4	18
			F.Y. 2016-17	4	
			F.Y. 2017-18	4	
		More than 10 Crore and up to 15 Crore	F.Y. 2015-16	5	
			F.Y. 2016-17	5	
			F.Y. 2017-18	5	
		More than 15 Crore	F.Y. 2015-16	6	
			F.Y. 2016-17	6	
			F.Y. 2017-18	6	
3.	Maintenance contracts during last 3 years ending 31/03/2019 for each, annual amount not less than ₹10 Lakh with Government Department/PSUs/Semi Govt./Listed Private Company in NCR, Delhi. A certificate or evidence (work order/ letter of award of work along with satisfactory certificate) to support this effect is to be provided.	2 to 5 Nos.	5	20	
		6 to 10 Nos.	10		
		11 to 15 Nos.	15		
		More than 15 Nos.	20		
4.	Experience in State or Central Government Department/PSUs/Semi Govt. as per above.		5	5	
Total Marks				50	

Note: The minimum cut-off mark will be 30 marks. Evaluation to be done for only Eligible bidders as per “**QUALIFYING PARAMETERS**” (section 4.2).

Checklist of the Documents to upload by the bidder with their Technical Bid

S.No.	Activity	Document Upload (Yes/No)
1.	Scanned copy of EMD/EMD exemption certificate.	
2.	Bid Acceptance Letter duly filled and signed & stamp of firm.	
3.	Scanned copy of a valid Firm Registration Certificate/Certificate of Incorporation of the firm.	
4.	Scanned copy of certified balance sheets for previous three years i.e. Financial Years 2015-16, 2016-17 and 2017-18	
5.	Scanned copy of Work Order/ Letter of Award of work along with Satisfactory Certificate for Technical Qualification and Evaluation.	
6.	Scanned copy of valid ISO 9001 certificate.	
7.	Scanned copy of PAN and GST registration certificate.	
8.	Scanned copy of valid EPF and ESIC certificate.	

(Name & Signature with date and firm/company seal)

FINANCIAL BID

A. Desktops/Laptops (Under Comprehensive Maintenance)

SI. No.	Item Description	Quantity	Unit Rate (₹) For Three Years	Total Amount (₹) for Three Years	Total Amount in Words for Three Years
1.	Desktops (below i5)	141			
2.	Desktops (i5/i7)	173			
3.	Laptops (below i5)	9			
4.	Laptops (i5/i7)	25			
Total		348			

B. Desktops/Laptops (Under Warranty - Without hardware support)

SI. No.	Item Description	Quantity	Unit Rate (₹) For Three Years	Total Amount (₹) for Three Years	Total Amount in Words for Three Years
1.	Desktops (below i7)	8			
2.	Desktops (i7)	61			
3.	Laptops (i5/i7)	6			
Total		75			

C. Printers/Scanners (Under Comprehensive Maintenance)

Sl. No.	Item Description	Quantity	Unit Rate (₹) For Three Years	Total Amount (₹) for Three Years	Total Amount in Words for Three Years
1.	HP CLJ 2025	4			
2.	HP CLJ 4700	1			
3.	HP CLJ CP 1025	1			
4.	HP CLJ CP 1515n	1			
5.	HP Desk Jet 3650	1			
6.	HP DeskJet 1360	1			
7.	HP DeskJet 5940	1			
8.	HP LJ 1007	25			
9.	HP LJ 1015	2			
10.	HP LJ 1020	11			
11.	HP LJ 1022	22			
12.	HP LJ 1150	7			
13.	HP LJ 1320	9			
14.	HP LJ 1505	25			
15.	HP LJ 2015	1			
16.	HP LJ 2055DN	7			
17.	HP LJ 2420	4			
18.	HP LJ 3005DN	2			
19.	HP LJ 4100	1			
20.	HP LJ P1108	16			
21.	HP LJ P160 DN	2			
22.	HP LJ P1606dn	2			
23.	HP LJ P3015	2			
24.	HP LJ Pro 400 M 401d	1			
25.	HP LJ Pro M202dw	32			
26.	HP LJ Pro M203	5			

27.	HP LJ3055DN	1			
28.	HP SCX4521NS	4			
29.	Samsung CLP 775ND	5			
30.	Samsung LJ ML 3710ND	15			
31.	Samsung ML 2851ND	1			
32.	Samsung ProXpress M3320ND	24			
33.	HP ScanJet 5590	7			
34.	HP ScanJet 7400	1			
35.	HP ScanJet Pro 3000	1			
Total		245			

D. UPSes (Under Comprehensive Maintenance)

SI. No.	Item Description	Quantity	Unit Rate (₹) For Three Years	Total Amount (₹) for Three Years	Total Amount in Words for Three Years
1.	1 KVA	24			
2.	3 KVA	2			
3.	5 KVA	3			
4.	500 VA	19			
Total		48			

Grand Total (A+B+C+D)	In figures	In words
For Three Years: (on which L-1 shall be calculated)		

Note:

1. The Bidder shall use their Firm's letter head for quoting the Prices.
2. If there is a discrepancy between the unit price and total price The Unit Price shall prevail. If there is a discrepancy in the Total Amount between Words and figures, the amount mentioned in words shall prevail.
3. **CPCB will evaluate the technically qualified financial bids for deciding lowest bidder (L-1) on the basis of total amount for three years.**
4. Price shall be in format as in BOQ and should not be modified. Changes if any required, should be mentioned separately.

5. GST and/or any other applicable taxes and duties will be paid extra. Hence Taxes should not include in the rates quoted.
6. Price Bid /BOQ (in .xls format) shall be uploaded on <https://eprocure.gov.in/eprocure/app> .

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Item Rate BoQ

Tender Inviting Authority: Central Pollution Control Board, Delhi

Name of Work: Comprehensive Annual Maintenance Contract of Desktops, Laptops, Printers, Scanners, UPSes, etc.

Contract No:

Name of the Bidder/ Bidding Firm / Company :	
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PRICE SCHEDULE

(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevent columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)

NUMBER #	TEXT #	NUMBER #	TEXT #	NUMBER #	NUMBER #	TEXT #
Sl. No.	Item Description	Quantity	Units	BASIC RATE for THREE YEARS In Figures To be entered by the Bidder in Rs. P	TOTAL AMOUNT for THREE YEARS Without Taxes in Rs. P	TOTAL AMOUNT for THREE YEARS In Words
1	2	4	5	13	53	55
1	Desktops/Laptops (Under Comprehensive Maintenance)					
1.01	Desktops (below i5)	141.000	Nos		0.00	INR Zero Only
1.02	Desktops (i5/i7)	173.000	Nos		0.00	INR Zero Only
1.03	Laptops (below i5)	9.000	Nos		0.00	INR Zero Only
1.04	Laptops (i5/i7)	25.000	Nos		0.00	INR Zero Only
2	Desktops/Laptops (Under Warranty - Without hardware support)					
2.01	Desktops (below i7)	8.000	Nos		0.00	INR Zero Only
2.02	Desktops (i7)	61.000	Nos		0.00	INR Zero Only
2.03	Laptops (i5/i7)	6.000	Nos		0.00	INR Zero Only
3	Printers/Scanners (Under Comprehensive Maintenance)					
3.01	HP CLJ 2025	4.000	Nos		0.00	INR Zero Only
3.02	HP CLJ 4700	1.000	Nos		0.00	INR Zero Only
3.03	HP CLJ CP 1025	1.000	Nos		0.00	INR Zero Only
3.04	HP CLJ CP 1515n	1.000	Nos		0.00	INR Zero Only
3.05	HP Desk Jet 3650	1.000	Nos		0.00	INR Zero Only
3.06	HP DeskJet 1360	1.000	Nos		0.00	INR Zero Only
3.07	HP DeskJet 5940	1.000	Nos		0.00	INR Zero Only
3.08	HP LJ 1007	25.000	Nos		0.00	INR Zero Only
3.09	HP LJ 1015	2.000	Nos		0.00	INR Zero Only
3.10	HP LJ 1020	11.000	Nos		0.00	INR Zero Only

3.11	HP LJ 1022	22.000	Nos		0.00	INR Zero Only
3.12	HP LJ 1150	7.000	Nos		0.00	INR Zero Only
3.13	HP LJ 1320	9.000	Nos		0.00	INR Zero Only
3.14	HP LJ 1505	25.000	Nos		0.00	INR Zero Only
3.15	HP LJ 2015	1.000	Nos		0.00	INR Zero Only
3.16	HP LJ 2055DN	7.000	Nos		0.00	INR Zero Only
3.17	HP LJ 2420	4.000	Nos		0.00	INR Zero Only
3.18	HP LJ 3005DN	2.000	Nos		0.00	INR Zero Only
3.19	HP LJ 4100	1.000	Nos		0.00	INR Zero Only
3.20	HP LJ P1108	16.000	Nos		0.00	INR Zero Only
3.21	HP LJ P160 DN	2.000	Nos		0.00	INR Zero Only
3.22	HP LJ P1606dn	2.000	Nos		0.00	INR Zero Only
3.23	HP LJ P3015	2.000	Nos		0.00	INR Zero Only
3.24	HP LJ Pro 400 M 401d	1.000	Nos		0.00	INR Zero Only
3.25	HP LJ Pro M202dw	32.000	Nos		0.00	INR Zero Only
3.26	HP LJ Pro M203	5.000	Nos		0.00	INR Zero Only
3.27	HP LJ3055DN	1.000	Nos		0.00	INR Zero Only
3.28	HP SCX4521NS	4.000	Nos		0.00	INR Zero Only
3.29	Samsung CLP 775ND	5.000	Nos		0.00	INR Zero Only
3.30	Samsung LJ ML 3710ND	15.000	Nos		0.00	INR Zero Only
3.31	Samsung ML 2851ND	1.000	Nos		0.00	INR Zero Only
3.32	Samsung ProXpress M3320ND	24.000	Nos		0.00	INR Zero Only
3.33	HP ScanJet 5590	7.000	Nos		0.00	INR Zero Only
3.34	HP ScanJet 7400	1.000	Nos		0.00	INR Zero Only
3.35	HP ScanJet Pro 3000	1.000	Nos		0.00	INR Zero Only
4	UPSes (Under Comprehensive Maintenance)					
4.01	1 KVA	24.000	Nos		0.00	INR Zero Only
4.02	3 KVA	2.000	Nos		0.00	INR Zero Only
4.03	5 KVA	3.000	Nos		0.00	INR Zero Only
4.04	500 VA	19.000	Nos		0.00	INR Zero Only
Total in Figures					0.00	INR Zero Only
Quoted Rate in Words		INR Zero Only				