

TENDER NOTICE NO: T-110015/63/2013-Tech.

**Tender for Annual Maintenance Contract Of
Internet Router, Switches**

**Unique Identification Authority of India,
9th Floor, Tower I
Jeevan Bharti Building, Connaught Circus
New Delhi - 110001**

TENDER NOTICE NO. : T-110015/63/2013-Tech
LAST DATE& TIME OF SUBMISSION OF TENDER : 02/09/2014 at 3:00 PM
DATE & TIME OF OPENING OF TECHNICAL BID : 02/09/2014 at 3:30 PM
DATE & TIME OF OPENING OF COMMERCIAL BID : To be communicated later to the technically qualified bidders.

NAME AND ADDRESS OF TENDERER : Shri Subrata Das
Deputy Director (Technology)
Unique Identification Authority of India
Planning Commission, Govt. of India
9th Floor, Tower I,
Jeevan Bharti Building, Connaught Circus,
New Delhi – 110001

TELEPHONE NUMBER : 011-23462619

E-MAIL ADDRESS OF THE TENDERER: subrata.das@uidai.net.in

EARNEST MONEY DETAILS:

1. Rs. 50,000/- by demand draft in favour of PAO, UIDAI, New Delhi.

INSTRUCTIONS TO BIDDERS

1. Definitions

In this document, the following terms shall have following respective meanings:-

- 1.1 "Authorized Representative" shall mean any person authorised by either of the parties.
- 1.2 "Bidder" means the company providing the services/Items under Agreement.
- 1.3 The word Bidder when used in the pre award period shall be synonymous with Bidder, and when used after award of the Contract shall mean the successful Bidder with whom UIDAI signs the agreement for rendering of services..
- 1.4 "UIDAI" shall stand for Unique Identification Authority of India.
- 1.5 "AMC" shall stand for Annual Maintenance Contract.

2. Invitation for Bids

2.1 Unique Identification Authority of India is looking for vendors for AMC of following items located at UIDAI Hqrs, Jeevan Bharti Building, Connaught Circus, New Delhi :

Sl. No.	Item	Quantity
1.	Internet Router (Cisco ASR 1006)	2 (two) nos.
2.	Access Switch (Cisco catalyst 4948)	1 (one) no.
3.	Uplinking Switch (Cisco catalyst 3750)	2 (two) nos.

- 2.2 Bidders are advised to study all commercial aspects, instructions, forms, terms and specifications carefully in the tender document. Failure to furnish all information required in the tender document or submission of a bid not substantially responsive to the tender document in every respect will be at the bidder's risk and may result in the rejection of the bid.
- 2.3 The Tender will be two bid systems – Technical bid and Commercial bid. Bidders are requested to submit the Technical bid and Commercial bid separately in a sealed cover superscribed as "Technical Bid" and "Commercial Bid".
- 2.4 Contract period would be for 1 year and thereafter may be extended by 1 year based on requirement and performance, maximum for a period of 3 years.
- 2.5 Commercial bid (Annexure I) alongwith proposal sheet at Annexure II, should be sealed in envelop and subscribing tender number and due date.
- 2.6 In commercial bid, price includes all taxes as applicable during the period of contract. No additional information will be entertained after due date.
- 2.7 **The draft for earnest money must be in a separate sealed envelope indicating EMD, the amount, tender Notice number and due date should be enclosed with the bid.** The tender should be submitted along with refundable **EMD of Rs. 50,000/- (Rupees Fifty Thousand only) in the shape of Demand Draft/ Pay Order valid for a period of 3 months in favour of the PAO, UIDAI payable at New Delhi.** Tenders which are not accompanied by earnest money or incomplete in any respect will be rejected out rightly.
- 2.8 Successful bidder must submit performance security deposit of 10% of the total value of contract in the form of unconditional & irrevocable Performance Bank Guarantee (PBG) from any Nationalized Banks as per proforma enclosed at Annexure- H. Bank Guarantee will be valid till 14 months from date of signing the contract.

2.9 Response time

2.9.1 The bidder shall ensure the response time of within 4 hours from the time of lodgement of complaint for attending the complaint calls relating to any of the Goods for Maintenance Services.

2.10 Service Level Agreement (SLA)

2.10.1 The Goods should be maintained in 100% perfect working condition.

2.10.2 The bidder shall rectify the fault (s) within 6 hours from the time of lodgement of complaint. In default thereof, UIDAI shall have the right to impose liquidated damages, at the rate of 2 % per day of the quarterly amount, of the defaulted services or uncompleted works of the relevant equipment till the rectification of the fault as per the end user satisfaction. The amount shall be deducted from the relevant/ subsequent quarterly AMC amount.

2.10.3 In case, any of the goods is down for more than 72 hours continuously and the bidder fails to rectify the fault (s) even after 72 hours, UIDAI shall have the right to impose liquidated damages, at the rate of 4 % per day of the quarterly amount, of the defaulted services or uncompleted works of the relevant equipment, for the entire period the equipments were down, till the rectification of the fault as per the end user satisfaction. The amount shall be deducted from the relevant/ subsequent quarterly AMC amount.

In addition, if any of the goods is down for more than 72 hours continuously, The bidder shall provide a compatible back-up unit with similar configuration at its own cost. If the bidder fails to provide such back-up unit(s), as required by UIDAI, UIDAI shall have the right to hire the required goods from a Third Party and in that case the cost of hiring would be borne by the bidder.

Also the bidder shall ensure that the Goods shall not remain down for more than 15 days continuously.

2.10.4 If, however, the Goods remain down for more than 15 days continuously due to goods malfunctions, then, in addition to the measures mentioned in Clauses 2.10.2, 2.10.3 and 2.10.5 UIDAI shall have the right to impose liquidated damages, at the rate of 5 % per day of the AMC value of the relevant equipment , for the entire period for which the Goods is/ are down, deductible from the Annual Maintenance Fees payable to the bidder for the relevant quarter/ subsequent quarter.

2.10.5 The liquidated damages, imposed in accordance with Clauses 2.10.2, 2.10.3 and 2.10.4 shall, however, not exceed 10% of the total AMC value, only when it is directly attributable to the bidder.

2.10.6 If any of the goods has hardware failure on four or more occasions in a quarter, it shall be replaced on immediate basis within 7 days after the last failure by the bidder at no cost to UIDAI.

2.10.7 The UIDAI reserves the right to recover the liquidated damages in accordance with Clauses 2.10.2, 2.10.3, 2.10.4 and 2.10.5, from any of the quarterly payment due to the bidder.

2.10.8 Bidders must provide Authorization letter from OEMs, assuring their support to their system Integrators during the entire AMC period.

2.10.9 Maintenance services will be provided at on-site between 9.00 hrs to 18.00 hrs from Monday to Friday.

2.11 Bidder's Pre-Qualification Criteria

2.11.1 Bidder should be registered in India as per Companies Act 1956.

2.11.2 Bidder should have experience of maintaining similar IT / IT network equipments.

2.11.3 Bidder should have a minimum average annual turnover of Rs 20 lakhs, in the last 3 financial years from AMC of similar Equipments.

2.12 Evaluation of Bids

2.12.1 Technical evaluation will be done as follows:

S. No.	Evaluation Criteria	Max. Marks	Measures	Documentary Evidences Required
1	Average Annual Turnover for the last 3 financial years	20	>= 100 crores: 20 Marks >= 50 crores and <100 crores: 15 Marks >=20 crores and <50 crores: 10 Marks >=5 crores and <20 crores: 5 Marks	Copy of Audited Profit and Loss Statement and Balance sheet along with statutory certificate of the auditor
2	Average Annual Turnover from AMC of IT/IT Network equipments in the last 3 financial years	40	>=80 lakhs: 40 Marks >=50 lakhs and <80 lakhs: 30 Marks >=30 lakhs and <50 lakhs: 20 Marks >20 lakhs and <30 lakhs: 10 Marks	Copy of Audited Profit and Loss Statement and Balance sheet along with statutory certificate of the auditor, clearly mentioning the average annual turnover from AMC of similar equipments
3	Bidder's experience in providing AMC of similar equipments	40	>=10 years : 40 Marks >=7 and < 10 years : 30 Marks >=5 and <7 years: 20 Marks >=3 and <5 years: 10 Marks	Self-declaration duly signed by the authorized signatory of the bidder

2.13 Payment Terms

- 2.13.1 Annual Maintenance charges shall be payable by UIDAI to the successful Bidder on a quarterly basis after the expiry of each quarter.
- 2.13.2 Liquidated Damages, in accordance with Clause 2.10.2, 2.10.3, 2.10.4 and 2.10.5, shall be deducted till the time stand-by equipment is provided.
- 2.13.3 Breakdown charges/ other deductions, if any, for a particular quarter will be deducted from the AMC payment for that quarter and the balance from any future payments due to the Second Party. Performance Bank Guarantee(s) will be invoked for recovery of further outstanding amount, if any.
- 2.14 Commercial Bid will be opened for only those Bidders who score more than or equal to 60% in Technical Evaluation
- 2.15 Successful bidder should sign the agreement as attached at **Annexure -III**.
- 2.16 Bidders have to pay Rs 100/- as Tender document fee, in the form of demand draft/Pay Order issued by any nationalized bank/bank authorized to conduct govt. business in favour of PAO, UIDAI payable at New Delhi. **In case the bid is submitted by downloading the RFP from UIDAI's website a tender document fee of Rs. 100/- by way of a demand draft issued by any nationalized bank/bank authorized to conduct govt. business in favour of PAO, UIDAI payable at New Delhi must accompany the bid and must be placed inside the envelope containing the EMD.**
- 2.17 Schedule for Invitation to Tender:
- a) Address at which the tender is to be submitted:
Shri Subrata Das
Deputy Director (Technology)
Unique Identification Authority of India (UIDAI)
Planning Commission, Govt. of India (GoI),
9th Floor, Tower I, Jeevan Bharti Building,
Connaught Circus, New Delhi – 110001
- b) Last date and time for submission of bid: 02/09/2014 at 3:00 PM
- c) Date &time of opening of Technical bid : 02/09/2014 at 3:30 PM
- d) Date &time of opening of Commercial bid: To be communicated later to the technically qualified bidders
- e) UIDAI shall not be responsible for non-receipt/non-delivery of the Bid documents due to any reason whatsoever.
- f) Validity of bid would be 90 Days.

ANNEXURE -I

COMMERCIAL BID

Sl. No.	Item	AMC Rate/year per quantity	Service Tax Rate	Quantity	Total
1.	Internet Router (Cisco ASR 1006)			2 (two) nos.	
2.	Access Switch (Cisco catalyst 4948)			1 (one) no.	
3.	Uplinking Switch (Cisco catalyst 3750)			2 (two) nos.	
	Total				

ANNEXURE-II
BID PROPOSAL SHEET

Bidder's Proposal Reference No & Date:

Bidder's Name & Address :

Person to be Contacted :

Designation

Telephone No:

Fax No:

Email :

To <>

Subject: - Tender for AMC of Internet Router, Switches

Sir,

- 1 We, the undersigned Bidders, have read and examined the terms and conditions
- 2 All price mentioned in our proposal are in accordance with the terms and conditions as specified in the bidding documents. All the prices and other terms and conditions of this proposal are valid for a period of 180 days from the last date of submission of bids.
- 3 We do hereby confirm that the bid prices are **inclusive of all taxes**, wherever applicable.
- 4 We declare that no Technical deviation will be acceptable and any technical deviation is liable to rejection of tender.
- 5 We hereby declare that our proposal is made in good faith and the information contained in this proposal is true and correct to the best of our knowledge & belief.
- 6 We understand that you are not bound to accept the lowest or any bid you may receive.

Thanking you

Yours faithfully

(Signature)

Name

Designation

Business Address Seal

Place:

Date: