



Request for Proposal for
Appointment of Agency for
Comprehensive Annual Maintenance
Contract of LAN, Computer Hardware
and Peripherals, WiFi Access Points &
Controllers and Software Applications at
SRA, Mumbai

RFP Reference No: SRA/IT/2/2018

Dated: 24/01/2018

Slum Rehabilitation Authority
Administrative Building,
Anant Kanekar Marg, Bandra (E), Mumbai 400051.
Phone: 26590519 / 26590405 / 26591879 / 26590993
Fax: 26590457



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Glossary of Terms

The definitions of various terms that have been used in this RFP are as follows:

1. **“Request for Proposal (RFP)/ Tender”** means this RFP or issued during the course of the selection of bidder, seeking a set of solution(s), services(s), materials and/or any combination of them.
2. **“Contract / Agreement / Contract Agreement”** means the Agreement to be signed between the successful bidder and Buyer including all attachments, appendices, all documents incorporated by reference thereto together with any subsequent modifications, the RFP, the bid offer, the acceptance and all related correspondences, clarifications, presentations.
3. **“Bidder”** means the parties who will be offering the solution(s), service(s) and /or materials as required in the RFP. The word Bidder when used in the pre-award period shall be synonymous with parties bidding against this RFP, and when used after award of the Contract shall mean the successful bidder with whom the department signs the agreement for rendering of services for implementation of this project.
4. **“Proposal / Bid”** means the Technical and Commercial bids submitted for this project against this RFP.
5. **“Requirements”** shall mean and include all the documents prepared by the department for the Project, scope, Service Level Agreement, schedules, details, description, statements of technical data, performance characteristics and standards (Indian & International) as applicable and specified in the RFP.
6. **“The Vendor” or “Dealer” or “Successful Bidder”** means the Services Provider whose bid has been accepted by the department and with whom the order has been placed as per requirements and terms and conditions specified in this tender/contract and shall be deemed to include the SP's successors, representatives (approved by the department), heirs, executors, administrators and permitted assigns, as the case may be, unless excluded by the terms of the contract.



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Invitation for Bids



1. Invitation for Bids

1. SRA, Mumbai invites online bids for appointment of an agency for comprehensive annual maintenance contract for LAN, Desktops, Printers, Scanners, Plotters (hereafter called as “Computer Hardware and Peripherals”), WiFi Access Points & Controllers and Software applications at SRA, Mumbai.
2. The successful bidder will be appointed for two year which can be extended to another one year through mutual consent, provided the requirement of the SRA for such services persists at that time. However, SRA, Mumbai has the right to review the contract at regular intervals on the basis of satisfactory performance in the previous period. SRA, Mumbai Maharashtra may also call for revised technical/financial bid, from the technically qualified bidders, any time after one year if deemed necessary.
3. The contract may be curtailed/ terminated before the contract period, owing to deficiency in service or substandard quality of manpower deployed by the selected Bidder or because of change in the SRA’s requirements etc. as may be specified in the contract to be signed between the parties. The SRA, however, reserves right to terminate this initial contract at any time without giving any notice to the selected bidder.
4. CEO, SRA reserves the right to withdraw / relax any of the terms and condition mentioned in the RFP, so as to overcome the problem encountered at a later stage for the smooth and timely execution of this work.
5. The complete bidding document shall be published on <https://mahatenders.gov.in> for the purpose of downloading. The downloaded bidding document shall be considered valid for participation in the electronic bidding process (e-Procurement/ e-Tendering) subject to the submission of required tender/ bidding document fee and EMD through e-Tendering Online Payment Gateway mode only.
6. To participate in online bidding process, Bidders must procure a Digital Signature Certificate (Class - II) as per Information Technology Act-2000 using which they can digitally sign and encrypt their electronic bids. Bidders can procure the same from any CCA approved certifying agency, i.e. Safe crypt, (n) Code, etc. Bidders who already have a valid Digital Signature Certificate (DSC) need not procure a new DSC.
7. Bidders are also advised to refer “Bidders Manual Kit” available at <https://mahatenders.gov.in> for further details about the e-tendering process.
8. Bidder is advised to study this RFP document carefully before submitting their proposals in response to the RFP Notice. Submission of a proposal in response to this



notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.

9. The information contained in this RFP is selective and is subject to updating, expansion, revision and amendment at the sole discretion of SRA. It does not, and does not purport to, contain all the information that a recipient may require for the purposes for making a decision for participation in this process. Each Party must conduct its own analysis of the information contained in this RFP, to correct any inaccuracies therein and is advised to carry out its own investigation into the proposed SRA requirements.
10. SRA shall not be responsible for any direct or indirect loss or damage arising out of or for use of any content of the RFP in any manner whatsoever.
11. SRA shall be the sole and final authority with respect to qualifying a bidder through this RFP. The decision of SRA in selecting the agency who qualifies through this RFP shall be final and SRA reserves the right to reject any or all the bids without assigning any reason thereof. SRA further reserves the right to negotiate with the selected agency to enhance the value through this project and to create a more amicable environment for the smooth execution of the project.
12. SRA may terminate the RFP process at any time without assigning any reason and upon such termination SRA shall not be responsible for any direct or indirect loss or damage arising out of such a termination.

1.1. Bidding Schedule

The summary of various activities with regard to this invitation of bids are listed in the table below:-

S No	Items	Description
1.	RFP Reference No.	SRA/IT/2/2018 Date : 24/01/2018
2.	Name of the Project	Request for Proposal for Appointment of Agency for Comprehensive Annual Maintenance Contract of LAN, Computer Hardware and Peripherals, WiFi Access Points & Controllers and Software Applications at Slum Rehabilitation Authority, Mumbai
3.	RFP Document Download Start / Expiry Date & Time	Start Date: 25/01/2018 at 11:00 am Expiry Date: 15/02/2018 at 05:00 pm Please visit the below mentioned e-Tendering website

RFP for Appointment of Agency for Comprehensive Annual Maintenance Contract of LAN, Computer Hardware and Peripherals, WiFi Access Points & Controllers and Software Applications at SRA, Mumbai



S No	Items	Description
		https://mahatenders.gov.in
4.	Last date to send in requests for clarifications	All the queries should be received on or before 02/02/2018 at 5:00 pm, through email only with subject line as follows: “Pre-Bid queries - <Agency’s Name>”. The queries should be submitted as per the format prescribed in ANNEXURE 4 The Pre-Bid queries to be sent to the Email Id – ito@sra.gov.in
5.	Date, Time and place of pre-bid meeting	03/02/2018 at 12:00 pm Address 3rd Floor Conference Room, SRA, Administrative Building, Anant Kanekar Marg, Bandra (E), Mumbai 400051
6.	Last date (deadline) for submission of bids	15/02/2018, 05:00 pm
7.	Date and Time of opening of Pre-Qualification proposals	16/02/2018, 12.00 pm All bidders MUST remain present with hard copies of all documents provided in support of Pre-Qualification.
8.	Date Time and Place of opening of Financial Proposals	Will be intimated later to the qualified bidders
9.	RFP Document Fee to be paid via Online Payment Gateway mode only.	Rs. 3,000/- (Rupees Three Thousands Only)
10.	Earnest Money Deposit (EMD) to be paid via Online Payment Gateway mode only.	Rs. 50,000/- (Rupees Fifty Thousands Only)
11.	Bid Validity Period	180 days from the date of submission of Bid
12.	Performance Bank Guarantee / Security Deposit	Security deposit of an amount equal to 5% of the Contract value should be submitted in the form of Demand Draft in favour of “Slum Rehabilitation Authority, Mumbai”
	Contact Person: The bidders should meet the following officer for any type of queries related to this RFP. Officer: Shri Harshad Karade, IT Officer Administrative Building, Anant Kanekar Marg, Bandra (E), Mumbai 400051 Email Id: ito@sra.gov.in ; Phone No: 022 – 26565800	



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Instructions to Bidder



2. Instructions to Bidders

2.1. Purpose

SRA seeks the services of eligible agencies **for Comprehensive Annual Maintenance Contract of LAN, Computer Hardware and Peripherals, WiFi Access Points & Controllers and Software Applications at Slum Rehabilitation Authority, Mumbai** for the period of two years. This document provides information to enable the bidders to understand the broad requirements to submit their bids. The detailed scope of work is provided in [Section 3](#) of this RFP document.

2.2. Consortium and Subcontracting Conditions

Consortium and Subcontracting are not allowed for this RFP

2.3. Completeness of Response

The response to this RFP should be full and complete in all respects. Failure to furnish all information required by the RFP document or submission of a proposal not substantially responsive to the RFP document in every respect will be at the Bidder's risk and may result in rejection of its Proposal and forfeiture of the Bid EMD.

2.4. Proposal Preparation Costs

- 1 The bidder shall submit the bid at its cost and SRA shall not be held responsible for any cost incurred by the bidder. Submission of a bid does not entitle the bidder to claim any cost and rights over SRA and SRA shall be at liberty to cancel any or all bids without giving any notice.
- 2 All materials submitted by the bidder shall be the absolute property of SRA and no copyright /patent etc. related issues shall be entertained by SRA.

2.5. Amendment of RFP Document

- 1 All the amendments made in the document would be published on the e-Tendering Portal (<https://mahatenders.gov.in>) and shall be part of RFP.
- 2 The Bidders are advised to visit the aforementioned websites / portal on regular basis to check for necessary updates. The SRA also reserves the right to amend the dates mentioned in this RFP.

2.6. Supplementary Information to the RFP

If SRA deems it appropriate to revise any part of this RFP or to issue additional data to clarify an interpretation of provisions of this RFP, it may issue supplements to this RFP. Any such corrigendum shall be deemed to be incorporated by this reference into this RFP.



2.7. SRA's right to terminate the process

SRA may terminate the RFP process at any time and without assigning any reason. SRA reserves the right to amend/edit/add/delete any clause of this RFP Document. This will be informed to all and will become part of the bid /RFP and information for the same would be published on the e-Tendering portal.

2.8. Earnest Money Deposit (EMD)

- 1 Bidders shall submit, EMD of Rs. 50,000/- (Rupees Fifty Thousands Only) through online e-Tendering Payment Gateway mode only.
- 2 Unsuccessful Bidder EMD will be returned within 90 days from the date of award of contract. The Bid Security, for the amount mentioned above, of the successful bidder would be returned upon submission of Performance Bank Guarantee (PBG)/ Security Deposit
- 3 No interest will be paid by SRA on the EMD amount and EMD will be refunded to the Successful Bidder without any accrued interest on it
- 4 The Bid submitted without EMD, mentioned above, will be summarily rejected.
- 5 The EMD may be forfeited:
 - a. If a Bidder withdraws his bid or increases his quoted prices during the period of bid validity or its extended period, if any.
 - b. In case of a Successful Bidder, if the Bidder fails to sign the contract in accordance over with the terms and conditions.
 - c. If during the bid process, a bidder indulges in any such deliberate act as would jeopardise or unnecessarily delay the process of bid evaluation and finalisation.
 - d. If, during the bid process, any information is found false/fraudulent/mala fide, and then SRA shall reject the bid and, if necessary, initiate action.
- 6 The decision of the SRA regarding forfeiture of the EMD shall be final and binding upon bidders.

2.9. Authentication of Bid

- 1 Authorized person of the bidder who signs the bid shall obtain the authority letter from the bidder, which shall be submitted with the Bid. All pages of the RFP, proposal and annexures, etc. shall be signed and stamped by the person or persons signing the bid.
- 2 Power of Attorney executed by the Bidder in favour of the duly authorised representative, certifying him as an authorised signatory for the purpose of this bid.



2.10. Language of Bids

This bid should be submitted in English language only. If any supporting documents submitted are in any language other than English, then the translation of the same in English language is to be duly attested by the bidder and submitted with the bid, and English translation shall be validated at SRA's discretion.

2.11. Bid Submission Format

The entire proposal shall be submitted strictly as per the format specified in this Request for Proposal. Bids with deviation from this format are liable for rejection.

2.12. Bid Submission Instructions

1. Complete bidding process will be online (e-Tendering) in two Envelopes system. Submission of bids shall be in accordance to the instructions given in the Table below:

Particulars	Instructions
Envelope A: Pre-Qualification Proposal	The Pre-Qualification Proposal shall be prepared in accordance with the requirements specified in this RFP and the formats are prescribed in in ANNEXURE 1 of this RFP Pre-Qualification Proposal should be submitted through online bid submission process only.
Envelope B: Financial Proposal	The Financial Proposal shall be prepared in accordance with the requirements specified in this RFP and in the formats prescribed in ANNEXURE 2 of the RFP. Financial Proposal should be submitted through online bid submission process only.

*Note: Bidder is requested to submit the **One Hard Copy** of the Pre-Qualification proposal on the date of Pre-Qualification proposal opening as schedule given in the Section 1.1 of the RFP. Each page of the Pre-Qualification Proposal should be signed and stamped by the Authorized Signatory of the Bidder.*

2. **The following points shall be kept in mind for submission of bids;**
 - a. SRA shall not accept delivery of proposal in any manner other than that specified in this RFP. Proposal delivered in any other manner shall be treated as defective, invalid and rejected.
 - b. The Bidder is expected to price all the items and services sought in the RFP and proposed in the proposal. The Bid should be comprehensive and inclusive of all the services to be provided by the Bidder as per the scope of his work and must cover the entire Contract Period.



- c. SRA may seek clarifications from the Bidder on the proposal. Any of the clarifications by the Bidder on the proposal should not have any commercial implications. The Financial Proposal submitted by the Bidder should be inclusive of all the items in the proposal and should incorporate all the clarifications provided by the Bidder on the proposal during the evaluation of the technical offer.
- d. Financial Proposal shall not contain any technical information.
- e. If any Bidder does not qualify the Pre-Qualification criteria stated in [Section 2.19](#) of this RFP, the Financial Proposals of the Bidder shall not be opened in the e-Tendering system.
- f. It is required that the all the proposals submitted in response to this RFP should be unconditional in all respects, failing which SRA reserves the right to reject the proposal.
- g. Proposals sent by fax/ post/ courier shall be rejected.

2.13. Late Proposal and Proposal Validity Period

Proposals received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained and shall not be opened in the e-Tendering system. The validity of the proposals submitted before deadline shall be till 180 days from the date of submission of the proposal.

2.14. Modification and Withdrawal of Proposals

No Proposal shall be withdrawn in the interval between the deadline for submission of proposals and the expiration of the validity period specified by the Bidder on the Proposal form. Entire EMD shall be forfeited if any of the Bidders withdraw their proposal during the validity period.

2.15. Non-conforming Proposals

A Proposal may be construed as a non-conforming proposal and ineligible for consideration:

- a. If it does not comply with the requirements of this RFP
- b. If the Proposal does not follow the format requested in this RFP or does not appear to address the particular requirements of the SRA.

2.16. Acknowledgement of Understanding of Terms

By submitting a Proposal, each Bidder shall be deemed to acknowledge that he has carefully read all sections of this RFP, including all forms, schedules, annexure, corrigendum and addendums (if any) hereto, and has fully informed itself as to all existing conditions and limitations.



2.17. Bid Opening

- a. Total transparency shall be observed and ensured while opening the Proposals/Bids.
- b. SRA reserves the rights at all times to postpone or cancel a scheduled Bid opening.
- c. Bid opening shall be conducted in two stages.
 - i. In the first stage, Pre-Qualification proposals shall be opened and evaluated as per the criteria mentioned in [Section 2.19](#) of the RFP. Financial Proposals of bidders who pass the Pre-Qualification criteria shall be opened.
 - ii. In the second stage, Financial Proposal of those Bidders, whose Pre-Qualification Proposals qualify, shall be opened. All Bids shall be opened in the presence of Bidder's representatives who choose to attend the Bid opening sessions on the specified date, time and address.
- d. The Bidder's representatives who are present shall sign an attendance sheet evidencing their attendance. In the event of the specified date of Bid opening being declared a holiday for SRA, the bids shall be opened at the same time and location on the next working day. In addition to that, if there representative of the Bidder remains absent, SRA will continue process and open the bids of the all bidders
- e. During Bid opening, preliminary scrutiny of the Bid documents shall be made to determine whether they are complete, whether required Bid Security has been furnished, whether the Documents have been properly signed, and whether the bids are generally in order. Bids not conforming to such preliminary requirements shall be prima facie rejected. SRA has the right to reject the bid after due diligence is done.

2.18. Evaluation Process

- a. SRA will form Tender Evaluation Committee (hereinafter referred to as "TEC") to evaluate the bids.
- b. TEC shall review the Pre-Qualification proposal of the Bidders to determine whether the requirements as mentioned in [Section 2.19](#) of the RFP are met. Incomplete or partial Proposals are liable for disqualification, but TEC reserves the right to seek clarification, missing or clarification on incomplete responses if required. All those Bidders, whose Pre-Qualification proposal meets the requirements shall be selected for opening of the technical proposal.



- c. TEC shall review the Proposal of the Bidders to determine whether the proposals are substantially responsive. Bids that are not substantially responsive shall be disqualified and TEC reserves the right to seek clarification, additional documents if required.
- d. The Financial Proposals of the Pre-Qualified bidders shall be opened and reviewed to determine whether the Financial Proposals are complete and as per requirements.
- e. Evaluation and award of Contract shall be done as per provisions of Maharashtra State Government Rules.
- f. Please note that TEC may seek inputs from their professional, external experts in the Bid evaluation process.

2.19. Pre-Qualification criteria

S No	Eligibility Criteria	Document to be submitted
PQ1	<p>The Bidder should be a Company registered under Companies Act, 1956 OR a partnership firm registered under LLP Act, 2008 OR a proprietorship firm for providing AMC services of Computer Hardware and Peripherals, LAN, and/or Software Applications etc.</p> <p>The Bidder should be Registered with the Goods and Service Tax Authorities</p> <p>The Bidder should have been operating for the last three years as on date of submission of the proposal</p>	<p>Certificate of Incorporation and Articles of Association of the Participant in case of Company / Limited Liability Partnership Agreement in case of LLP AND GST Registration Certificate</p>
PQ2	<p>The Bidder should have average turnover of Rs. 10 Lakhs (Rupees Ten Lakhs) generated from the AMC Service of Computer Hardware and Peripherals, LAN, and/or Software Applications during the last 3 (Three) financial years (FY 2016-17, 2015-16, 2014-15).</p>	<ul style="list-style-type: none"> • A Certificate from a statutory auditor clearly stating that the turnover is Rs. 10 Lakhs (Rupees Ten Lakhs) generated from the AMC Services of Computer Hardware and Peripherals, LAN, and/or Software Applications AND • Copy of the audited balance sheet and Profit & Loss Statement of the company duly certified by statutory auditor



S No	Eligibility Criteria	Document to be submitted
PQ3	<p>The Bidder must have successfully undertaken the following numbers of assignments related to AMC of Computer Hardware and Peripherals, LAN and/or Software Applications etc. during the last three financial years (FY 2016-17, 2015-16, 2014-15)</p> <ul style="list-style-type: none"> • One assignment not less than amount of Rs. 10,00,000/-; OR • Two assignments not less than amount of Rs. 5,00,000/- each; 	Copy of Work order / Completion Certificates from the client AND Self-Declaration from the Bidder regarding successful execution of the work.
PQ4	The Bidder should have minimum 5 full time Service Engineers (Any Graduate or Diploma in Computers with min 2 yrs of exp) and Software developers/tester (B.Tech/B.E. in IT or equivalent with min 2 yrs of exp) deployed on their payroll as on 30 th June 2017	A self-certified letter signed by the Authorized Signatory of the Bidder
PQ5	The Bidder should have an office in Mumbai.	Valid documentary proof of office address located in Mumbai
PQ7	The Bidder should be Authorized service provider of any major computer and printer (Hp/Acer/Lenovo/Samsung) OEM.	Authorization Letter from the OEM (Hp/Acer/Lenovo/Samsung) company,
PQ8	The Bidder should not be banned from participating in any of the Tenders by Government of Maharashtra / Any State Government / Government of India as on date of submission of the Bid. Also, the bidder shall not be under a Declaration of ineligibility for corrupt or fraudulent practices with any of the Government or Public Sector Undertaking (PSU) units.	A self-certification letter signed by the Authorized Signatory of the Bidder.

2.20. Evaluation of Pre-Qualification Proposals

1. Bidders, whose EMD and RFP Document Fees are found in order, shall be considered for Pre-Qualification criteria evaluation.



2. Bidder shall be evaluated as per Pre-Qualification criteria mentioned at [Section 2.19](#). The bidders who fulfil all the Pre-Qualification criteria shall qualify for further technical evaluation.
3. SRA reserves the right to do a reference check of the past experience stated by the Bidder. Any feedback received during the reference check shall be taken into account during the evaluation process.

2.21. Financial Proposal Evaluation

1. The financial proposal of only the qualified Bidders shall be opened for the evaluation.
2. Of all the financial proposal opened, the Bidder whose financial proposal is lowest (hereby referred to as L1 Bidder) shall be considered eligible for negotiations and award of contract after the negotiations.
3. If there is a discrepancy between words and figures, the amount in words shall prevail. For any other calculation/ summation error etc. the bid may be rejected.

2.22. Award Criteria

- a) The work shall be awarded to the bidder who's Commercial Offer shall be determined to be L1, the lowest evaluated valid offer.
- b) However, the CEO, SRA reserves the right to further negotiate the prices quoted by the L1 bidder.
- c) If there is more than one bidder having the lowest offer, SRA reserves the right to select the Bidder(s) and that will be binding on all bidders.

2.23. Tenure of Contract

The AMC contract will be valid for 2 years with effect from the date of award of the contract, which can be extendable further up to another 1 year on the same rates, terms & conditions subject to satisfactory services by the successful bidder. However, final decision shall rest with the SRA only.

2.24. SRA's Right to accept any Bid and to reject any or All Bids

SRA reserves the right to accept or reject any Bid, and to annul the bidding process and reject any or all Bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for SRA's action.



2.25. Letter of Intent

Prior to the expiration of the period of bid validity, SRA will notify the Successful Bidder in writing or by fax or email, to be confirmed in writing by letter, that its bid has been accepted. The Letter of Intent will constitute the formation of the contract. Upon the Successful Bidder's furnishing of Performance Security, SRA will promptly notify each unsuccessful bidder.

2.26. Signing of Contract

SRA shall notify the Successful Bidder that its bid has been accepted. The Successful Bidder shall enter into contract agreement for the period of 2 Years with SRA within the time frame mentioned in the Letter of Intent to be issued to the Successful Bidder by SRA.

2.27. Failure to agree with the Terms & Conditions of the RFP / Contract

Failure of the Successful Bidder to agree with the Terms & Conditions of the RFP / Contract shall constitute sufficient grounds for the annulment of the award, in which event SRA may invite the next best bidder for negotiations or may call for fresh RFP.

2.28. Performance Bank Guarantee / Security Deposit

1. The Successful Bidder shall at his own expense submit with SRA within 7 (Seven) working days of the date of letter of acceptance or prior to signing of the contract whichever is earlier, PBG/Security Deposit in the form a Demand Draft (DD) from Nationalized or Scheduled Bank, payable at Mumbai, for the due performance and fulfilment of the contract by the bidder.
2. The PBG/Security Deposit shall be denominated in the currency of the contract and shall be in the form of Demand Draft.
3. The PBG/Security Deposit will be in the form of a DD for an amount equal to 5% of the Contract value. All charges whatsoever such as premium; commission etc. with respect to the PBG/Security Deposit shall be borne by the bidder.
4. The PBG/Security deposit shall be valid until the end of six months after the completion of the contract (i.e. two years) with successful bidder. After the completion of period security deposit amount will be refunded after deduction of penal amount, if any.
5. In the event of the Bidder being unable to service the contract for whatever reason SRA would forfeit PBG/security deposit. Notwithstanding and without prejudice to any rights whatsoever of SRA under the contract in the matter, the proceeds of the PBG shall be payable to SRA as compensation for any loss resulting from the bidder's failure to complete its obligations under the Contract. SRA shall notify the Bidder in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the Bidder is in default.



6. SRA shall also be entitled to make recoveries from the bidder's bills, PBG/Security Deposit, or from any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement.



3

Scope of Work



3. Scope of Work

3.1. Offices Covered under AMC Scope

Desktops, Printers, Scanners, Plotters, LAN Networks, CCTV Surveillance System, Wi-Fi Access Points & Controllers and Software applications available at following offices are covered under the proposed AMC Scope. However, SRA may extend the same nature of services for other offices as well on the same rate.

Sr. No	Office Location	
1.	Slum Rehabilitation Authority, Mumbai Anant Kanekar Marg, Bandra East, Mumbai	Computer: 198 Approx. Printer: 70 Approx.
2.	Slum Rehabilitation Authority, Thane Thane Municipal Corporation Market Building, 2nd Floor, Kevara Circle, Dr. Almeda Road Manpada, Thane (W)	Computer: 20 Approx. Printer: 7 Approx.
3.	Dharavi Redevelopment Project, 5 th Floor, Gruh Nirman Bhavan, MHADA Building, Bandra East, Mumbai	Computer: 19 Approx. Printer: 7 Approx.
4.	Housing Department, Government of Maharashtra 3rd Floor, Mantralaya, Mumbai	Computer: 2 Approx. Printer: 1 Approx.
5.	Computient Authority (18 Location) Mumbai	Computer: 18 Approx. (One at each 18 Location) Printer: 0
6.	Grievance Redressal Committee (Mumbai Suburban), Additional Collector (E&R), Mumbai City, Old Custom House, Fort, Mumbai	Computer: 2 Approx. Printer: 1 Approx.
7.	Grievance Redressal Committee (Mumbai City), Additional Collector (E&R), Western Suburbs, Administrative Building, 7th Floor, Government Colony, Bandra (East), Mumbai	Computer: 2 Approx. Printer: 1 Approx.
8.	Grievance Redressal Committee (Thane City), Additional Collector (E&R), Eastern Suburbs, New India Insurance Building, 1st Floor, Churchgate, Mumbai.	Computer: 2 Approx. Printer: 1 Approx.



3.2. Detailed Scope of Work

The Successful Bidder shall undertake the following key activities:

1. Receiving all complaints with respect to Computer Hardware and Peripherals installed at various office locations of SRA; provide any other related service as may be instructed by SRA official, issue complaint numbers and monitor the rectification of lodged complaints so that the complaints lodged are attended within stipulated time.
2. As per requirement of SRA, the successful bidder should deploy the IT Asset Management application software for to manage IT Assets and keep the track of incident report etc, at no additional cost. This application will be property of SRA during and after completion of contract period.
3. Integration and testing of complete system shall be done as and when required. The personnel deployed should be capable and fully aware of application software, commands, installation and re-installation of devices, virus removal and integrity maintenance and any other associated work, etc. to make the system/ equipment/ network functional.
4. Hardware maintenance which includes routine corrective, preventive maintenance and repair/replacement of all the parts/items of Computer Hardware and Peripherals in totality listed at [Annexure 6](#) and all the plastic parts except consumables are under this AMC by the successful bidder. Computer Hardware and Peripherals mentioned in [Annexure 6](#), if it is not non-repairable then it needs to be replaced within 3 days with same or higher make and must be of the same or better quality. In the service report, the details regarding the part number and serial number (if any) must be brought out clearly.
5. AMC shall cover Labour charges, required spares, breakage, burnt and consumables except CDs, Tapes and Ribbons/ Cartridges/Toners and Imaging Units for LaserJet Printers & Stationery.
6. After repairing the device, the same should be made ready for use along with installation of the applications, connecting to LAN, updating Antivirus etc.
7. Preventive Maintenance for the whole Computer Hardware and Peripherals shall be done on Quarterly basis which shall include external/ internal cleaning, running the diagnostics / utilities to determine the existing or likelihood faults and their removal. Detailed test to be carried during Preventive Maintenance shall be worked out between the SRA and Successful bidder. The preventive maintenance shall in any case may be completed within the particular quarter and any slippages are not allowed. Support Service Engineer should obtain the satisfactory completion report from the user.
8. The comprehensive maintenance includes preventive maintenance quarterly/regular services of the Computer Hardware and Peripherals, CCTV Surveillance System, LAN, and/or replacement of any items necessary for keeping the Computer Hardware and Peripherals active and free from any defects/disturbance and also on any unscheduled



call for corrective and maintenance services, taking appropriate measures/steps on time to set right the malfunctioning of the Computer Hardware and Peripherals.

9. The maintenance services will be comprehensive and will include cost of labour, faulty parts/complete equipment replacement with new parts/equipment, including plastic parts etc. For defective hard disk, the successful bidder will provide the new hard disk at no extra cost and the defective hard disk will remain the property of SRA. The new replaced parts/faulty parts/old/obsolete parts will become the property of the SRA and only faulty parts may be given to the successful bidder except faulty hard disk and any other storage device. In case of replacement the contractor has to supply new equipment/parts of equivalent standard keeping in view the book value of the item but the old equipment will remain the property of the SRA as obsolete item.
10. The comprehensive maintenance shall be carried out primarily at the various office location of SRA as mentioned above, during office hours. In case, the Bidder feels that the equipment cannot be repaired at site, they will carry and deliver the equipment at their own cost and risk to get it repaired promptly.
11. The operating environment condition in which the computer hardware and peripherals are presently installed is quite satisfactory and the bidder will not raise any condition with regard to the working environments for the equipment for the equipment covered under AMC.
12. In case of reinstallation of software, support Service Engineer of the successful bidder will not install a pirated copy in any circumstances. The successful bidder will ensure that original and licensed version of the software/OS. In case of any issue, the successful bidder will report it to SRA of such circumstances in writing.
13. The successful bidder will deploy Support Service Engineer with sufficient spare parts on permanent basis at SRA, Mumbai and SRA, Thane Office. The successful bidder will deploy one Support Service Engineer for other locations.
14. In case an equipment/machine is being taken for servicing to service centre (i.e. out of SRA premises), the successful bidder will provide a stand by equipment and will take prior permission of SRA officer before taking the equipment out. Cost of transportation and insurance of equipment will be borne by the successful bidder.
15. For various software applications their databases and Websites, the successful bidder is responsible for necessary bug fixing, changes in functionality as per requirement, testing and putting the code into production environment successfully. All software applications (as mentioned in [Annexure 6](#)) are hosted at SRA Data Centre, Mumbai. The successful bidder will be responsible to coordinate with data centre operator for any type of requirements related to accessing and deployment of application. The successful bidder will deploy one Software designer/ developer /tester at SRA, Mumbai location.



16. Support Service Engineer deployed should be any Graduate or Diploma in Computers from govt. recognized institute. Min, experience should be 3 years. Additional certification related to IT Hardware and networking is desirable. He should have good voice and command on languages especially Marathi, English and Hindi. Should have minimum two years of experience in similar type of jobs. He should be on the payroll of the successful bidder.
17. Software designer/ developer /tester (engineer) deployed should be B.Tech / B.E. in IT or equivalent with minimum two years of experience in similar type of jobs. He should have knowledge to Support Service Engineer, configure webhosting environment on servers and familiar with Windows based hosting environment, installation and configuring database like SQL/MySQL/PostgreSQL, and maintenance of software applications on this environment.
18. The successful bidder will deploy only those Support Service Engineer and Software designer/ developer /tester (engineer) who found to be suitable for the job by SRA. Changes/replacement of these resources will not be frequent. The successful bidder will not change the resources without consent of SRA officer
19. Local Area Network at SRA (Wired and Wireless)
 - a. All LAN nodes (wired and wireless) equipment's on the present network will be covered under this AMC. As the AMC is of comprehensive nature, this includes maintenance /repair/replacement of existing fibre cable/LAN Cable/switches/media converters/UTP/fibre patch cord/LAN Patch Cord / UTP patch cord etc. with same or equivalent brand located throughout the offices of SRA.
 - b. The successful bidder has to ensure uninterrupted connectivity of LAN in all offices of SRA till end users. It includes installation of Ethernet card drivers, monitoring of the Optical Fibre/UTP Segment from time to time to check proper connectivity, crimping of connectors, configuring and assigning of IP address for all nodes under the SRA network.
 - c. The successful bidder shall provide the services of LAN work i.e. Cleaning of Switches, reinstallation of Switches, Jack Panels, Wire Manager & dressing of cables including checking/repairing/replacement of the fibre optical wires and CAT6 LAN cables.
 - d. The successful bidder has to give the complete Network Audit Report, Penta Scanning report and compiled list of nodes on LAN with hardware / IP address, users, location etc. and to provide the same to SRA within the first month of the contract failing which a penalty of Rs. 10,000/- can be imposed or the contract may be liable to be cancelled.
 - e. Based on this network audit report, the successful bidder will be responsible to design & convert the SRA's existing LAN network to multiple floor wise distributed LAN network and managed accordingly.



- f. The successful bidder will undertake cable laying activities as and when required to extend network connectivity at SRA request.
 - g. The successful bidder will ensure that Ethernet cable has a maximum length not more than 100 meters before signal boosters are required.
 - h. The successful bidder will be responsible for monitoring the leased lines/ISPs for the link availability and coordinating with the Internet service providers.
20. For all items under warranty period, the successful bidder will be responsible to lodge the complaint with concern OEM, obtain ticket number, coordinate & follow up for the resolution and ensure that the items are functional to the satisfaction of user.



4

General Conditions of Contract (GCC)



4. General Conditions of Contract (GCC)

4.1. Terms and Conditions

- a) The contract shall remain valid for two years unless, it is curtailed or terminated by SRA inter alia owing to deficiency of service, sub-standard quality of technical manpower deployed, breach of contract and/or as provided under the contract including Non-compliance with any relevant labor laws, or change in requirements of the SRA or for any other reasons as stipulated in the contract to be entered into with successful bidder.
- b) The contract shall automatically expire after two years unless extended further by the mutual consent of contracting agency and SRA for another period of one year on the same terms and conditions or with some additions / deletions / modifications, as mutually agreed between the parties.
- c) The Successful bidder shall not be allowed to transfer, assign, pledge or subcontract its rights and liabilities under this contract to any other agency.
- d) The Successful bidder will be bound by the details furnished by him/ her to SRA while submitting the tender or at subsequent stage. In case, any of such documents furnished if found to be false at any stage, it would be deemed to be a breach of terms of contract making him / her liable for legal action besides termination of contract.
- e) SRA reserves right to terminate the contract at any time after giving a one month's notice to the selected agency with or without assigning any reason and shall be under no obligation whatsoever to continue the contract.
- f) The Bidder shall engage reliable person after doing the proper character and police verification and other formalities, impose any conditions as per prevailing contractual labour law for such engagements, take any disciplinary actions against any such person or reward any such person for efficiency at work etc., at its sole costs, risks and responsibilities.
- g) The bidder's personnel shall follow and adhere to all procedures and processes as laid down by SRA.
- h) Working Hours –
 - a. All AMC services will be provided for six days a week including on Intervening holidays.
 - b. Resources deployed by the successful bidder shall be required to work in for six days a week from Monday to Saturday from 930 hrs. to 1800 hrs on all working days and if required, the resources will have to work on holidays and after office hours also without extra payment.



- i) For the Software designer/ developer /tester (engineer) and Support Service Engineer deployed, the successful bidder will keep their present and permanent address, education qualification details, specimen signature and two passport size photographs and furnish these details/information to SRA, as and when required. The bidder will provide identity cards to the manpower deployed to work at SRA.
- j) Software designer/ developer /tester (engineer) and Support Service Engineer deployed by the successful 'bidder will maintain office decorum. They will be courteous, polite, cooperative, in good health and character and be able to discharge their responsibilities of AMC work. The bidders will verify the character antecedents before deploying any person at SRA
- k) The Successful bidder will ensure that the services rendered by its deployed manpower are perfectly valid, legal and not in violation of any civil, criminal, labour, municipal or industrial law. SRA stands indemnified for any default caused by the bidder in the discharge of AMC services. The Successful bidder shall deal with and settle the matters related with working conditions and sure that no labour disputes/problems are referred to SRA or make SRA a party to the same. It shall totally indemnify SRA and its officers in this regard.
- l) The Successful bidder would be under obligation to replace any manpower, whose conduct /performance / health / habit is found to be unsatisfactory, at its own costs, risks and responsibilities immediately, with written intimation to SRA
- m) The manpower deployed for AMC service will remain available at the place of their duty and would report to authority designated by SRA.
- n) The successful bidder shall ensure proper conduct of his personnel in office premises, and enforce prohibition of consumption of alcoholic drinks, chewing of pan smoking, loitering without work. The staff deployed should always be disciplined, properly dressed and be presentable all the time during duty.
- o) The Support Service Engineer and Software designer/ developer /tester must be equipped with mobile phone for quick communication. If any staff is required to take leave, a suitable replacement would have to be provided by the successful bidder. In case if the successful bidder fails to provide the suitable replacement then penalty shall be charged by SRA.
- p) Additional staff(s) may be deputed in addition to deployed resources whenever there is more workload/complaints/emergency to rectify the equipment within stipulated time.
- q) The resources deployed by the successful bidder shall maintain a daily record of complaints Received/Attended/Not attended, whether received on- line or otherwise and put up report on weekly basis to the SRA.



4.2. The Bidder's Obligations

- a) The Successful Bidder should comply with all applicable laws and rules of GoI/GoM/ULB. The Bidder shall comply with all central, local and state regulations and enactment pertaining to workmen and labour and SRA shall have the right to enquire into and decide all complaints on such matters.
- b) The Successful Bidder shall provide services through its trained personnel for the performance of its services hereunder and these personnel deployed shall be employees of the bidder only and the SRA shall not in any manner be liable and all statutory liabilities (such as ESI & PF etc.) shall be paid for by the Contractor.
- c) SRA shall have the right, within reason, to have any personnel removed who is considered to be undesirable or otherwise and similarly the successful bidder reserves the right to remove the staff with prior intimation to the Client, emergencies, exempted.
- d) The Successful Bidder shall cover its personnel for personal accident and death whilst performing the duty and the Client shall own no liability and obligation in this regard.
- e) The Successful Bidder shall exercise adequate supervision to reasonably ensure proper performance of Services in accordance with Schedule of Requirements
- f) The personnel of the Successful Bidder shall not be the employees of the SRA and they shall not claim any salary or allowances, compensation, damages or anything arising out of their employment/duty under this Contract. The Bidder shall make them known about this position in writing before deployment under this agreement.
- g) Adequate supervision shall be provided to ensure correct performance of the services in accordance with the prevailing requirements agreed upon between the two parties
- h) All necessary reports and other information shall be supplied immediately as required and regular meetings will be held with the purchaser.
- i) The Successful Bidder shall not employ any person below the age of 18 years old. Manpower engaged shall be trained for providing services
- j) The Successful bidder will be solely responsible for the employment of persons and payment of salaries, allowances and other benefits to his staff and SRA shall in no way responsible for the same. The Bidder should not wait for the SRA's payment to pay to his staff. The payment also may be made through Bank / cheque and salary slip should be issued to the labourers. EPF should be deducted and the same should be in the name of labourers.
- k) In case any workman of the successful bidders suffers injury / damage or meets with an accident during the discharge of duties, the entire cost of compensation should be borne by the successful bidder and Purchaser shall stand indemnified against any such claim for compensation.



- l) Proper substitute arrangement is required to be made against absent.
- m) The labourers shall also be given weekly off after six continuous working days.

4.3. The Bidder's Liability

- a) The Successful Bidder shall completely indemnify and hold harmless the purchaser (SRA) and its employees against any liability, claims, losses or damages sustained by it or them by reason of any breach of contract, wrongful act or negligence by the Contractor or any of its employees engaged in the provision of the manpower services to the Client.
- b) The Successful bidder shall not Sub-Contract or Sub-let, transfer or assign the contract or any other part thereof. In the event of the bidder contravening this condition, purchaser shall be entitled to place the contract elsewhere on the contractors risk and cost and the contractor shall be liable for any loss or damage, which the purchaser may sustain in consequence or arising out of such replacing of the contract.

4.4. Governing Law

The Contract shall be governed by and interpreted in accordance with the laws of the India

4.5. Payment Terms

- a) No advance payment shall be made. The initial cost of the Contract shall be valid for a period of 24 months (Two Years). No price escalation, shall be entertained by SRA during the contract period.
- b) In addition to the Contract payments, SRA shall pay for any additional services required by the Client, which are not specified in the Price Schedule, the cost for which will again be mutually decided by the Client and the Contractor.
- c) Payment to the successful bidder will be released on quarterly basis. The Successful Bidder shall request for payment to the SRA in writing, accompanied by an invoice describing, as appropriate, services completed. The invoice should be submitted and upon fulfilment of other obligations stipulated in the contract.
- d) The Successful Bidder shall raise invoice quarterly and submit the same to SRA. SRA shall make all endeavour to make payments within 30 days from the date of the receipt of the invoice, to the Bidder.
- e) Payments will be made promptly by the SRA within thirty (30) days after submission of the invoice or claim by the Bidder, only after quality inspection and verification by the SRA's Official of the conformity of the Goods/Products/Services/Solutions supplied as per the agreed specifications.
- f) Payment shall be made in Indian Rupees by RTGS / NEFT on Bank in the name of bidder.
- g) SRA shall be entitled to deduct in accordance with Applicable Law, Income Tax or withholding tax or other deductions (as the case may be), from any payments made to



the Bidder, and the amount so deducted shall be deemed to be a payment made to the Bidder. SRA shall provide a certificate certifying the deduction so made.

- h) The penalty shall be calculated and deducted from the immediate payment due.

4.6. Confidential Information

- a) SRA and the Successful Bidder shall keep confidential and shall not, without the written consent of the other party hereto, divulge to any third party any documents, data, or other information furnished directly or indirectly by the other party hereto in connection with the Contract, whether such information has been furnished prior to, during or following completion or termination of the Contract.
- b) The Successful Bidder shall not use the documents, data, and other information received from SRA for any purpose other than the services required for the performance of the Contract.

4.7. Change in Laws and Regulations

Unless otherwise specified in the Contract, if after the date of the Invitation for Bids, any law, regulation, ordinance, order or bylaw having the force of law is enacted, promulgated, abrogated, or changed that subsequently affects the Delivery Date and/or the Contract Price, then such Delivery Date and/or Contract Price shall be correspondingly increased or decreased, to the extent that the Successful Bidder has thereby been affected in the performance of any of its obligations under the Contract.

4.8. Force Majeure

- a) The Successful Bidder shall not be liable for termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- b) For purposes of this Clause, Force Majeure means an event or situation beyond the control of the Successful Bidder that is not foreseeable, is unavoidable, and its origin is not due to negligence or lack of care on the part of the Successful Bidder. Such events may include, but not be limited to, acts of SRA in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.
- c) If a Force Majeure situation arises, the Successful Bidder shall promptly notify SRA in writing of such condition and the cause thereof. Unless otherwise directed by SRA in writing, the Successful Bidder shall continue to perform its obligations under the Contract as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.



4.9. Settlement of Disputes

1. Performance of the contract is governed by the terms and conditions of the contract, in case disputes arise between the parties regarding any matter under the contract, either Party of the contract may send a written Notice of Dispute to the other party. The Party receiving the Notice of Dispute will consider the Notice and respond to it in writing within 30 days after receipt. If that party fails to respond within 30 days, or the dispute cannot be amicably settled within 60 days following the response of that party, clause GCC 5.7 (2) shall become applicable.
2. **Arbitration:**
 - a) In the case of dispute arising, upon or in relation to, or in connection with the contract between SRA and the Successful Bidder, which has not been settled amicably, any party can refer the dispute for Arbitration under (Indian) Arbitration and Conciliation Act, 1996. Such disputes shall be referred to an Arbitral Tribunal consisting of three arbitrators, one each to be appointed by the SRA and the Successful Bidder, the third arbitrator shall be chosen by the two arbitrators so appointed by the parties and shall act as Presiding Arbitrator. In case of failure of the two arbitrators, appointed by the parties to reach a consensus regarding the appointment of the third arbitrator within a period of 30 days from the date of appointment of the two arbitrators, the Presiding arbitrator shall be appointed by the CEO, SRA. The Arbitration and Conciliation Act, 1996 and any statutory modification or re-enactment thereof, shall apply to these arbitration proceedings.
 - b) Arbitration proceedings shall be held in Mumbai, India and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.
 - c) The decision of the majority of arbitrators shall be final and binding upon both parties. The expenses of the arbitrators as determined by the arbitrators shall be shared equally by SRA and the Successful Bidder. However, the expenses incurred by each party in connection to the preparation, presentation shall be borne by the party itself. All arbitration awards shall be in writing and shall state the reasons for the award.

4.10. Termination

This Contract may be terminated forthwith by either party by giving written notice to the other if:

- a. The other party is in material breach of its obligations under this Agreement and / or, in the case of such breaches capable of being remedied, fails to remedy that breach within thirty days of receiving notice of such breach; or
- b. The Contract may be terminated forthwith by the SRA by giving written notice to the Bidder, if:



- i. In case of breach of any of terms and conditions of the Contract by the successful Bidder, the Secretary, SRA shall have the right to cancel the Contract without assigning any reason thereof, and nothing will be payable by SRA and in that event and the security deposit in the form of performance Bank Guarantee shall be forfeited and encashed
- ii. The Bidder does not provide services satisfactorily as per the requirements of the Client or / and as per the Schedule of Requirements
- iii. The Contractor goes bankrupt and becomes insolvent.

4.11. Service Level Agreement

4.11.1. Penalty Clause

- a) Any Computer Hardware and Peripherals down for more than 8 hours (working hours) and for which no resolution/replacement has been provided within the prescribed time period, a penalty at the rate of Rs. 200/- per day per Computer, Rs. 100/- per day per Printer, Rs. 100/- per day per Scanner/plotter, Rs. 100/- per day per LAN Point, Rs. 500/- per day per software application, Rs. 100/- per day per CCTV Camera shall be imposed for the delayed period up to 10 days. After that the review of contract may happen which may lead to termination of contract.
- b) For other peripherals, such as Mouse, Key Board, etc., penalty at the rate of Rs. 50/- per day shall be charged.
- c) In case the Manpower deployed at SRA is not available for any day, per day rate calculated on the basis of Man Month rate applicable shall be deducted based on number of days of absence. In case the resource deployed is replaced within 3 months by the Bidder, 10% of monthly payment due shall be deducted. Penalty charges should be limited to the 10% of corresponding payment milestones.
- d) If Resident Engineer does not report for duty for a day, Bidder should provide alternative Resident Engineer of the same capacity. If Bidder fails to provide alternate Resident Engineers, then DEDUCTION @ Rs.500.00 for per engineer per day up to 10 days will be deducted from the bill, after that review of contract may happen which may further lead to termination of contract.
- e) Bidder is required to keep with him sufficient stock of spares for each item taken under Comprehensive AMC at the beginning of the contract period. In case at any point of time during contract, the Bidder is unable to repair any item under contract due to non-availability of parts or item, declared obsolete by the OEM, the charges paid by SRA for that particular item, since the beginning of the contract would be deducted from next quarterly payment to the Bidder.



- f) In case of nonperformance of quarterly preventive maintenance, a penalty of Rs. 100/- (Computer, Printer, Scanner, Plotter) shall be charged per equipment per quarter.

4.12. Risk Purchase

The Bidder fails to deliver the services of any instalment thereof within the period fixed for such delivery or at any time repudiates the contract before the expiry of such period, SRA is entitled to cancel the contract and repurchase the services not delivered at the risk and cost of the defaulting bidder. In the event of such a risk purchase, the defaulting bidder shall be liable for any loss which SRA may sustain on that account provided the purchase, or if there is an agreement to purchase, such agreement is made, in case of default to deliver the services by the stipulated delivery period, within six months from the date of such default and in case of repudiation of the contract before the expiry of the aforesaid delivery, within six months from the date of cancellation of the contract.



Annexures



1. Annexure 1 - Guidelines for Pre-Qualification Bid

1.1. Format: Bidder's and Bidding Firms Particulars

Date: dd/mm/yyyy

RFP Reference No: SRA/IT/2/2018, Dated 24/01/2018

The Table below provides the format in which general information about the bidder must be furnished.

S No	Information	Details	
A.	Basic Details		
1.	Name of The Bidder		
2.	Address and contact details of Bidding firm: (Provide supporting document)		
3.	Telephone Number, FAX Number and Email Address		
4.	Contact person details (Name, Designation, Contact number etc.), to whom all references shall be made regarding this RFP		
5.	Status of Company (Public Ltd. / Pvt. Ltd./Partnership/ Proprietorship etc.)		
6.	Firm Registration Number and Year of Registration		
7.	Details of ownership (Name and Address of the Board of Director/Partners / Proprietor etc.)		
8.	Name of the authorized Signatory who is authorized to sign all the relevant documents (Power of Attorney, if required)		
9.	Details of income tax registration (Provide Supporting documents)		
10.	Supporting document to prove that the bidder has an office in Mumbai Metropolitan Region		
11.	Average Turnover of Rs. 10 Lakhs (Rupees Ten Lakhs) generated from the AMC Service of Computer Hardware and Peripherals, LAN, and/or Software Applications during the last 3 (Three) financial years (CA Certificate, Balance Sheet and P&L to be attached)	FY2015-16	
		FY2014-15	
		FY2013-14	
B.	Bidder's Company Registration Details		
1.	Company/Partnership/Sole Proprietorship Registration Number of the Bidder		
2.	Place of registration		
3.	Date of registration		
4.	Product/service for which tenderer is registered		

RFP for Appointment of Agency for Comprehensive Annual Maintenance Contract of LAN, Computer Hardware and Peripherals, WiFi Access Points & Controllers and Software Applications at SRA, Mumbai



C.	Details for registration with appropriate authorities		
1.	GST registration details		
2.	Company's GST Number.		
3.	TAN Number		
4.	Company's Permanent Account Number (PAN)		
D.	Details about Competency of The Bidder		
1.	Details of numbers of assignments related to AMC of Computer Hardware and Peripherals, LAN, and/or Software Applications during the last three financial years (FY 2016-17, 2015-16, 2014-15)	Details of WO	Value
2.	Letter providing the details of numbers of full time Service Engineers and Software developers/tester deployed on bidders payroll as on 30th June 2017.	Letter No and Date	
3.	Authorization Letter from Authorized service provider of any major computer and printer (Hp/Acer/Lenovo/Samsung) OEM	Name of OEM : Letter No and Date:	
4.	Detailed report on understanding of the software applications available at SRA.	Report No and Date:	
E.	Undertaking about Not Blacklisted		
1.	Self-certification letter signed by the Authorized Signatory of the bidder	Letter No and Date:	

Please submit the relevant proofs for all the details mentioned above along with your Bid response

Authorized Signatory

Name & Seal



1.2. Format: Pre-Qualification Cover Letter

(To be submitted on the letterhead of the bidder)

Date: dd/mm/yyyy

RFP Reference No: SRA/IT/2/2018, **Dated** 24/01/2018

To,

The Secretary
Slum Rehabilitation Authority
Mumbai—400051

Subject: Submission of proposal in response to the RFP for Appointment of Agency for Comprehensive Annual Maintenance Contract of Computer Hardware and Peripherals at Slum Rehabilitation Authority, Mumbai

RFP Reference No: SRA/IT/2/2018, **Dated** 24/01/2018

Dear Sir,

Having examined the RFP, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the professional services as required and outlined in the “**RFP for Appointment of Agency for Comprehensive Annual Maintenance Contract of Computer Hardware and Peripherals, LAN, WiFi Access Points & Controllers and Software Applications at SRA, Mumbai**”.

We attach hereto our responses to Pre-Qualification requirements & Financial Proposals as required by the RFP. We confirm that the information contained in these responses or any part thereof, including the exhibits, and other documents and instruments delivered or to be delivered to SRA, is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the SRA in its short-listing process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the selection process, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so.

We agree for unconditional acceptance of all the terms and conditions set out in the RFP document and also agree to abide by this tender response for a period of 180 days from the date of submission of Bid. We hereby declare that in case the contract is awarded to us, we shall submit the contract Performance Security bond in the form prescribed the RFP.

We agree that you are not bound to accept any tender response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ services specified in the tender response.



It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Signature of Authorized Signatory (with official seal)

Name :

Designation :

Address :

Telephone & Fax :

E-mail address :



1.3. Format: Declaration by the bidder for not being Blacklisted / Debarred

(To be submitted on the Letterhead of the responding company)

Date: dd/mm/yyyy

RFP Reference No: SRA/IT/2/2018, **Dated** 24/01/2018

To,

The Secretary
Slum Rehabilitation Authority
Mumbai—400051

Sub: Declaration for not being debarred / black-listed by Central / any State Government department in India as on the date of submission of the bid

RFP Reference No: SRA/IT/2/2018, **Dated** 24/01/2018

Dear Sir,

I, authorized representative of _____, hereby solemnly confirm that the Company _____ is not banned by the Government of Maharashtra/ Any other state government/ Government of India which includes any Government Department, Public Sector Undertakings of the Government, Statutory Boards formed by the Government, Local Bodies in the State, Co-operative Institutions in the State, Universities and Societies formed by the Government for any reason as on last date of submission of the Bid. In the event of any deviation from the factual information/ declaration, SRA, Government of Maharashtra reserves the right to reject the Bid or terminate the Contract without any compensation to the Company.

Thanking you,

Yours faithfully,

Signature of Authorized Signatory (with official seal)

Date:

Name:

Designation:

Address:

Telephone & Fax:

E-mail address:



2. Annexure 2: Guidelines for Financial Proposal

2.1. Financial Proposal Cover Letter

(To be submitted on the Letterhead of the bidder)

Date: dd/mm/yyyy

RFP Reference No: SRA/IT/2/2018, **Dated** 24/01/2018

To,
The Secretary
Slum Rehabilitation Authority
Mumbai—400051

Subject: Submission of proposal in response to the RFP for Appointment of Agency for Comprehensive Annual Maintenance Contract of Computer Hardware and Peripherals at Slum Rehabilitation Authority, Mumbai

Dear Sir,

We, the undersigned, offer to provide the services for “**RFP for Appointment of Agency for Comprehensive Annual Maintenance Contract of Computer Hardware and Peripherals, LAN WiFi Access Points & Controllers and Software Applications at SRA, Mumbai**” in accordance with your Request for Proposal dated [Insert Date] and our Technical Proposal. We are aware that any conditional financial offer will be outright rejected by SRA. This amount is exclusive of Goods and Service Tax as listed at [ANNEXURE 2.2](#) attached.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal (180 days) from the date of submission of Bid.

We hereby declare that our Tender is made in good faith, without collusion or fraud and the information contained in the Tender is true and correct to the best of our knowledge and belief.

We understand that our Tender is binding on us and that you are not bound to accept a Tender you receive. We confirm that no Technical deviations are attached here with this commercial offer. We remain,

Yours sincerely,

Authorized Signature [*In full and initials*]:

Name and Title of Signatory:

Date and Stamp of the signatory

Name of Firm:



2.2. Financial Proposal Format & Instructions

Cost for Comprehensive Annual Maintenance Contract of Computer Hardware and Peripherals LAN, WiFi Access Points & Controllers and Software Applications at Slum Rehabilitation Authority, Mumbai (Goods and Services Taxes shall be paid at actual by SRA at the time of releasing the payments)

Sr. No.	Item Description	Qty.	Unit	Unit Rate (INR)	Amount in (INR)
1	Acer Desktop (Out of Warranty)	81	Nos.		
2	Lenovo All In One (In Warranty)	104	Nos.		
3	Lenovo All in One H-50 (In warranty)	80	Nos.		
4	Dell Desktop OPTIPLEX 9020 (In warranty)	10	Nos.		
5	Apple iMAC 27 Inch, I-5, 3.4 Ghz /8GB/1TB/Geforce GTX (Out of Warranty)	1	Nos.		
6	Canon Printer MF 4450(Out of Warranty)	1	Nos.		
7	Brother Printer 2250 DN(Out of Warranty)	7	Nos.		
8	Samsung 1610 (Out of Warranty)	6	Nos.		
9	Samsung 2876 (In warranty)	3	Nos.		
10	HP Printer 128 FN(In warranty)	39	Nos.		
11	HP Printer 226 DN(In warranty)	14	Nos.		
12	HP Printer 1007(Out of Warranty)	2	Nos.		
13	HP Printer 1020(Out of Warranty)	4	Nos.		
14	HP Printer 1505(Out of Warranty)	7	Nos.		
15	HP Printer 3005(Out of Warranty)	1	Nos.		
16	HP Printer 5200(Out of Warranty)	1	Nos.		
17	HP PrinterM-1136(Out of Warranty)	2	Nos.		
18	HP LaserJet 400 MFP(Out of Warranty)	2	Nos.		
19	HP Color LaserJet CP5225(Out of Warranty)	1	Nos.		
20	UPS Emerson/I-ball/Intex-(Out of Warranty)	75	Nos.		
21	Laptop Acer Travel Mate 4750(Out of Warranty)	5	Nos.		
22	Laptop Lenovo Yoga Thinkpad (In Warranty)	1	Nos.		
23	Laptop Apple Macbook Pro(Out of Warranty)	1	Nos.		
24	Tablet Device Apple 128 GB (In warranty)	1	Nos.		
25	Tablet Device Apple 64 GB (Out of Warranty)	1	Nos.		
26	A0 Scanner Contex HD 4250(Out of Warranty)	1	Nos.		
27	Plotter Cum Scanner HP Designjet T1300 PostScript(Out of Warranty)	1	Nos.		
28	Projector Epson ebx-11(Out of Warranty)	2	Nos.		

RFP for Appointment of Agency for Comprehensive Annual Maintenance Contract of LAN, Computer Hardware and Peripherals, WiFi Access Points & Controllers and Software Applications at SRA, Mumbai



Sr. No.	Item Description	Qty.	Unit	Unit Rate (INR)	Amount in (INR)
29	Software Application Support for : Window XP, Windows 7, Windows 8.1, Windows 2008R2, Windows 2012, Windows 2016, SQL Server 2008 & 2012 & 2014 & 2016, Windows & Web based Applications developed on .NET platform : Dispatch Software, Pay roll, Legal case, MIS, Challan Software, Receipt Software, Premium Software, Investment Software, AntiVirus, SRA Website, Database management	1	Lump Sump		
30	CP Plus CCTV Dome and Bullet Cameras = 4 Nos with 8 Channel DVR (Out of Warranty)	1	Lump Sump		
31	Local Area Network Nodes (Wired and Wireless) (Out of Warranty) = 250 Nos	1	Lump Sump		
32	*Software designer/ developer (engineer) per Annum (at SRA, Mumbai office)	1	Nos.		
33	*Support Service Engineer per Annum (One at SRA, Mumbai, One at Thane office and One for remaining location)	3	Nos.		
34	New LAN Point (Wired) Connection **		Nos.		
a	Patch panel 24 ports fully loaded, Copper Gigabit Ethernet CAT 6 RJ-45 UTP Patch Panels	1	Nos.		
b	Patch panel 48 ports fully loaded, Copper Gigabit Ethernet CAT 6 RJ-45 UTP Patch Panels	1	Nos.		
c	CAT 6 UTP Cable	1	Nos.		
d	Face Plate - Single (Keystone Jack square)	1	Nos.		
e	Jack Cat 6 Keystone UTP - White	1	Nos.		
f	Back Box For Single, Dual (Cat5e/Cat6/Cat6A, square)	1	Nos.		
g	Patch cord- 1 mtr length	1	Nos.		
h	Patch cord- 2 mtr length	1	Nos.		
i	4 U Rack	1	Nos.		
	Installation and Commissioning Cost				
	Total Cost (In INR)#				

The Total Cost shall be considered for arriving at L1

* SRA reserves the rights to increase or decrease the number of staff required as per their requirement. Actual demand during the contract period may change as per the requirement of SRA.

** New LAN Point(s) (wired) Connection– As described in the Scope of Work, services of the successful bidders will be availed for setting up of new LAN point(s) as and when



required by the SRA for the identified quantity. Payment towards the same will be made at actuals after availing the services.

Instructions:

- a. All bidders must visit the site(s), study the existing hardware and software applications before quoting the rates.
- b. The quoted rates should be valid for Two year from the date of contract agreement.
- c. The bidder should fill rates for all the items mentioned here. If rate for any item is not mentioned then the bid may be rejected by SRA.
- d. All the prices are to be entered in Indian Rupees ONLY
- e. The bidder needs to account for all Out of Pocket expenses due to Boarding, Traveling, Lodging and other related items.



3. Annexure 3: Format for Power of Attorney

Date: dd/mm/yyyy

RFP Reference No: SRA/IT/2/2018, **Dated** 24/01/2018

Know by all men by these presents, We _____ (Name of the Bidder and address of their registered office) do hereby constitute, appoint and authorize Mr. / Ms _____ (name and residential address of Power of attorney holder) who is presently employed with us and holding the position of _____ as our Attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our Proposal for the “**RFP for Appointment of Agency for Comprehensive Annual Maintenance Contract of Computer Hardware and Peripherals at Slum Rehabilitation Authority, Mumbai**”, including signing and submission of all documents and providing information / responses to the SRA, representing us in all matters before SRA, and generally dealing with the SRA in all matters in connection with our Proposal for the said Project.

We hereby agree to ratify all acts, deeds and things lawfully done by our said Attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid Attorney shall and shall always be deemed to have been done by us.

For _____

Name:

Designation:

Business Address:

Date: Time:

Seal:

Accepted,

_____ (Signature)

(Name, Title and Address of the Attorney)

Note:

- The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.
- The Power of Attorney shall be provided on Rs.100/- stamp paper.



- The Power of Attorney should be supported by a duly authorized resolution of the Board of Directors of the Bidder authorizing the person who is issuing this power of attorney on behalf of the Bidder.



4. Annexure 4: Format for Pre-Bid queries

Date: dd/mm/yyyy

RFP Reference No: SRA/IT/2/2018, Dated 24/01/2018

Bidder's Request For Clarification					
Name and complete official address of Organization submitting query / request for clarification			Telephone, Fax and E-mail of the organization Tel: Fax: Email:		
Sr. No.	Clause No.	Page No.	Content of RFP Requiring Clarification	Change Requested/ Clarification required	Justification for Changes Suggested
1					
2					

Signature:

Name of the Authorized signatory:

Company seal:

Date and Stamped



5. Annexure 5: Format for AMC Work Citation

Date: dd/mm/yyyy

RFP Reference No: SRA/IT/2/2018, **Dated** 24/01/2018

I Shri/Smt _____ (name and residential address of Power of attorney holder) who is presently employed with _____ as _____, who is authorized to do in company's name and on its behalf, authorize to all such acts, deeds and things necessary in connection with or incidental to Proposal for the "RFP for Appointment of Agency for Comprehensive Annual Maintenance Contract of LAN, Computer Hardware and Peripherals, WiFi Access Points & Controllers and Software Applications at SRA, Mumbai", including signing and submission of all documents and providing information / responses to the SRA, representing company in all matters before SRA, hereby declare that the information provided against this proposal through tendering portal or in hard copy format and below information regarding the work order completion status is true and correct to the best of my personal knowledge, information and belief. I fully understand the consequences of giving false information. If the information is found to be false, I shall be liable for prosecution and punishment under Indian Penal Code and / or any other law applicable thereto.

Sr. No.	Client's Details	Work Order No and Date	Contract Value of Work Order	Status of Work
1.				
2.				
3.				
4.				
5.				

Note: The Bidder is required to use above format for all the projects referenced by the bidder for the Pre-Qualification criteria and technical bid evaluation.

Signature:

Name of the Authorized signatory:

Company seal:

Date and Stamped



6. Annexure 6: Computer Hardware and Peripherals, LAN, WiFi Access Point & Controllers and Software Applications

Date: dd/mm/yyyy

RFP Reference No: SRA/IT/2/2018, Dated 24/01/2018

Sr. No.	Description	Make	Model	Warranty Status	
				Warranty (Nos)	Out of Warranty (Nos)
1	Computer	Acer	Desktop	-	81
		Lenovo	All In One	104	-
			Lenovo H-50	80	
		Dell	OPTIPLEX 9020	10	-
		Apple	iMAC 27 Inch, I-5, 3.4 Ghz /8GB/1TB/Geforce GTX	-	1
2	Printer	Canon	Canon MF 4450	-	1
		Brother	2250 DN	-	7
		Samsung	Samsung 1610	-	6
			Samsung 2876	3	-
		Hp	HP 128 FN	39	-
		Hp	HP 226 DN	14	-
		Hp	HP 1007	-	02
		Hp	HP 1020	-	04
		Hp	HP 1505	-	07
		Hp	HP 3005	-	01
		Hp	HP 5200	-	01
		Hp	M-1136	-	02
		Hp	HP LaserJet 400 MFP	-	02
		Hp	HP Color LaserJet CP5225	-	1
3	UPS	Emerson/I-ball/Intex	-	-	75
	Laptop	Acer	Travel Mate 4750	-	5

**RFP for Appointment of Agency for Comprehensive Annual Maintenance Contract of
LAN, Computer Hardware and Peripherals, WiFi Access Points & Controllers and
Software Applications at SRA, Mumbai**



Sr. No.	Description	Make	Model	Warranty Status	
				Warranty (Nos)	Out of Warranty (Nos)
4		Lenovo	Yoga Thinkpad	1	-
		Apple	Macbook Pro	-	1
5	Tablet Device	Apple	Apple 128 GB	1	-
			Apple 64 GB	-	1
6	A0 Scanner	Contex	Contex HD 4250	-	1
7	Plotter Cum Scanner	Hp	HP Designjet T1300 PostScript	-	1
8	Projector	Epson	Epson ebx-11	-	2
9	Software Application Support	Software Application Support for : Window XP, Windows 7, Windows 8.1, Windows 2008R2, Windows 2012, Windows 2016, SQL Server 2008 & 2012 & 2014 & 2016, Windows & Web based Applications developed on .NET platform : - Dispatch Software, Pay roll, Legal case, MIS, Challan Software, Receipt Software, Premium Software, Investment Software, SRA Website, Database management		-	1
10	CCTV	CP Plus	CP Plus CCTV Dome and Bullet Cameras = 4 Nos with 8 Channel DVR		1
11	LAN Nodes (wired and wireless)	LAN Nodes	-		250

----- End of Document -----