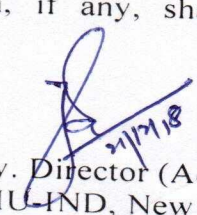


F. No. 10-9/2005-FIU-Ind(Admn)
Government of India
Ministry of Finance
Department of Revenue
Financial Intelligence Unit-India

6th Floor, Hotel Samrat,
Chanakyapuri, New Delhi – 110021
Dated, the **21st December, 2018**

E-Tender Notice

E-Tenders are invited for Comprehensive Annual Maintenance Contract (CAMC) for Two UPS System of 20 KVA & 30 KVA Make- APC, One UPS 1000VA and One UPS 1 KVA installed at 5th and 6th Floor in FIU-IND. All the relevant details regarding tenders are available at website www.eprocure.gov.in. In future, corrigendum/extension, if any, shall be published only at web site www.eprocure.gov.in.


[Dy. Director (Admn)]
FIU-IND, New Delhi

F. No. 10-9/2005-FIU-Ind(Admn)
Government of India
Ministry of Finance
Department of Revenue
Financial Intelligence Unit-India

6th Floor, Hotel Samrat,
Chanakyapuri, New Delhi – 110021
Dated, the 21st December, 2018

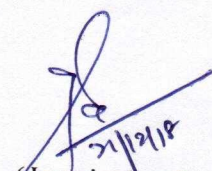
Subject: Comprehensive Annual Maintenance Contract (CAMC) for maintenance and repair of Two UPS System of 20 KVA and 30 KVA Make- APC, One UPS 1000VA and One UPS 1 KVA installed in FIU-IND premises, New Delhi in FIU-IND.

E-Tenders are invited under two bid systems i.e. Technical Bid and Financial Bid for Comprehensive Annual Maintenance Contract for maintenance and repair of Two UPS System of 20 KVA & 30 KVA Make- APC, One UPS 1000VA and One UPS 1 KVA for the period of one year in the office of FIU-IND, New Delhi. Please refer to the tender documents for further details in this regard.

2. The bids should be submitted online in the prescribed format by **Monday, the 7th January, 2018** before 06:00 PM through e-procurement website <http://eprocure.gov.in/eprocure/app>. Interested bidders may quote the rate as per prescribed Financial bid.

3. If at any stage it is found that any of the details / documents furnished by the bidder are false/ misleading/fabricated, he/she would be liable to legal action and forfeiture of the Earnest money deposit.

Interested firms may view and download the tender document containing the detailed terms & conditions, free of cost from the website <http://eprocure.gov.in/eprocure/app>


(Jasvinder Singh)
Dy. Director, (Admn)
FIU-IND, New Delhi

Document Control Sheet

Tender Reference No.	No.10-4/2010-FIU-Ind (Admn.) (Part)
Name of Organization	Financial Intelligence Unit-India
Tender (Open/Limited/EOI/Auction/Single) Type	OPEN
Tender Category (Services/Goods/works)	Services
Type/Form of Contract (Work/Supply/Auction/Service/Buy/Empanelment/Sell)	Service
Product Category (Civil Works/Electrical Works/Fleet Management/ Computer Systems)	Elect Works
Re-bid submission allowed (Yes/No)	YES
Is Offline Submission Allowed (Yes/No)	No
Withdrawal Allowed (Yes/No)	Yes
Payment Mode (Online/Offline)	Offline
Date of Issue/Publishing	21/12/2018 (18:00 Hrs)
Document Download/Sale Start Date	21/12/2018 (18:00 Hrs)
Last Date and Time for Uploading of Bids	07/01/2019 (18:00 Hrs)
Date and Time of Opening of Technical Bids	08/01/2019 (11:30 Hrs)
Address for Communication	6 th Floor, Hotel Samrat, Kautilya Marg, Chanakyapuri New Delhi – 110021 Website: http://eprocure.gov.in/eprocure/app

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

REGISTRATION

- 1) Bidders are required to enrol on the e-Procurement module of the Central Public Procurement Portal (URL: <http://eprocure.gov.in/eprocure/app>) by clicking on the link "**Online bidder Enrolment**" 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 / TCS / 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) Bidders may refer to 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 price 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.
- 8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 9) Upon the successful and timely submission of bids (i.e. 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.
- 10) 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. The contact number for the helpdesk is 1800 3070 2232. Foreign bidder can get help at +91-7878007972, +91-7878007973.

TERMS AND CONDITIONS

[Bid Document for Comprehensive Annual Maintenance Contract for UPSs for the period of one year installed in FIU-IND Premises, New Delhi]

Financial Intelligence Unit-India (FIU-IND), Ministry of Finance, 6th Floor of Hotel Samrat, Chanakyapuri, New Delhi invites bids from reputed and APC recognised firms for Comprehensive Annual Maintenance Contract of UPSs installed in the premises of FIU-IND office located at 5th and 6th floor, Hotel Samrat, Chanakyapuri, New Delhi through E-tendering. Further details of the tender documents are available on the Central Public Procurement Portal <http://www.eprocure.gov.in>. **Bids in two parts as per details given in para 4 are invited.**

2. The specification of services required are as follows:

S No.	Item	Make/Model	Qty	Battery	Make/Model
1.	20 KVA UPS	APC Model- SUVT 20 KHS -01 No.	01No	32 Nos	SMF batteries 12V 65AH Make – Rocket
2.	30 KVA UPS	APC Model- SUVT 30 KHS -01 No.	01 No	32 Nos	SMF batteries 12V 65AH Make – Rocket
3.	1000 VA Tele UPS	Tritronics	01 No	01	Tritronics
4.	1 KVA UPS with battery of	Emerson –	01 No	01	Emerson/ SW12400 12V 40AH

3. **Eligibility Criteria** : The Tenderer shall fulfil all the following requirements :-

- (a) The bidder should be authorized distributor/channel partner of APC or any reputed manufacturer (OEM) of UPS.
- (b) The firm should have PAN/TAN Registration No.
- (c) The firm should have office in Delhi.
- (d) The firm must have at least 3 years' experience in maintaining UPSs in Government Organisations, PSUs/Corporate House. List of 3 clients indicating the year of working in these organizations may be attached.
- (e) The firm should not be blacklisted by any of the Government offices /Organizations/Institutions.

Note :- Bidder should provide documentary proof for substantiating its eligibility as per above criteria.

4. Interested Firms/bidders willing to provide the above services are required to upload the requisite documents with their quotations in two parts viz technical bid (Annexure I) and financial bid (Annexure II) as per details given below.

- (a) **Technical Bid**

- (i) Details of Technical Bid as per Annexure- I.
- (ii) Details of Financial Bid as per Annexure-II

- (ii) Details of Bidding Firm as per Annexure III.
- (iii) Proof that the bidder is authorized distributor/channel partner of the OEM
- (iv) Scanned and Self attested copy of registration of agency.
- (v) Scanned and Self attested copy of PAN/TAN Card;
- (vi) Scanned and Self Attested copy of Service Tax registration certificate;
- (vii) Scanned and Self attested copy of ISO certificate.
- (viii) Scanned Undertaking to the effect that the agency has not been Black listed by the Government department/PSUs etc.
- (ix) Demand draft for Rs. 5,000/- for EMD is scanned and should be attached to the tender during submission; the original DD should be handed over/submitted to FIU-IND before tender closing date.
- (x) Declaration as per Annexure IV
- (xi) Scanned Tender Acceptance letter as per Annexure V.

NOTE: Please submit offline the following documents to FIU-IND before tender closing date:-

- (i) Brief description on the technical superiority/additions, if any, of the services to be provided by tenderer.
- (ii) The specification must be given in clear terms supported by the related documents/literature, if any, duly signed with seal of the firm.
- (iii) EMD in the form of Demand Draft/banker cheque/FDR.

(b) Financial Bid

Price Bid in BOQ_XXXX.xls for as per Annexure - II

5. **Compliance with the technical specifications.** The services offered shall be in accordance with the minimum quality as provided above. However, higher version/additional specification/ deviation from the specification, if any, shall be clearly indicated alongwith the explanation in Annexure - I. The office reserve the right to select the specification and other features as per its actual requirement. The bids/ quotation must be accompanied by the relevant document/ literature confirming the services to be provided duly signed by the Tenderer with seal of the firm. The bid submitted in a casual manner and without proper documentation shall be summarily rejected.

6. **Earnest Money Deposit.** EMD amount of Rs. 5,000/- (Rupees Five thousand only) is required to be submitted along with the quotation in the form of a Demand Draft/ Banker's Cheque/ FDR from any commercial Bank drawn in favour of '**Ministry of Finance, Department of Revenue**' payable at **New Delhi**. Demand draft for Rs. 5,000/- for EMD to be scanned and should be attached to the tender during submission; the original DD should be handed over/submitted to FIU-IND before tender closing date. The EMD amount will be refunded to unsuccessful bidder(s) only after finalization of the tender. However, in case of successful bidder it will be refunded only after receipt of items.

7. **Submission of Offer**

- (a) All prices and other information like discounts etc. having a bearing on the price shall be written both in figures and words. Where there is a difference between amounts quoted in words and figures, the amounts quoted in words shall prevail.
- (b) The interested firms will submit their bid as asked for in the Tender Document. Non-compliance of these may lead to rejection of bid.
- (c) The GST as applicable, should be quoted separately in absence of which it will be presumed that they are included in the rates and FIU-India shall have no liability to pay any taxes as applicable.
- (d) The interested firms who have not submitted bids, in prescribed manner shall be summarily rejected and the Bid shall not be considered. The Financial Intelligence Unit – India reserves the right to accept or reject any bid without assigning any reason.

8. **Evaluation**

- (a) Financial bids of technically qualified bidders will only be evaluated.
- (b) The bids will be evaluated on the basis of specification/brand/make of the product as per FIU-India requirement. If considered necessary, FIU-IND may take the decision in this regard and the decision taken by FIU-IND would be final and binding to the bidder.

9. **Effect and Validity of Offer**

- (a) The offer shall be kept valid for acceptance for a minimum period of 90 (Ninety) Calendar days from the date of opening the commercial/financial bids.
- (b) Order shall be placed as per FIU-India's requirements by the authorized Officer.
- (c) All the terms and conditions for the comprehensive AMC, testing and acceptance, payment terms, penalty etc. shall be as those mentioned herein and no change in the terms and conditions will be acceptable.
- (d) During the validity of the contract including the extended period, if any, if the bidders provide any services and sub-services of the same items to any other Department/Organization in India at a price lower than the price fixed for FIU-IND, the bidder shall automatically pass on the benefits to FIU-IND.
- (e) In case FIU-IND finds that the market rates have come down from the time when rates were finalized in the rate contract/order or there is a need for selection of new system configuration based on market trends, FIU-IND, may ask the short listed bidders to re-quote the prices and the bidder shall be selected on the basis of procedure given earlier. The time difference between such re-quoted shall be minimum three months except in case of the Union Government budget.

10. **Payment Terms.** The payment terms will be as under:-

- (a) Quarterly payment shall be made end of each quarter on submission of bills duly supported by the satisfactory performance report and as governed by the following:
- (b) A pre-receipted bill shall be submitted in duplicate in the name of FIU-India. It shall be done soon after completion of the quarter.

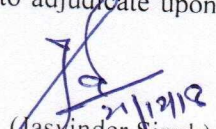
11. **Other Terms and Conditions.**

- (a) **Period.** The successful bidder will be required to start working immediately on award of the contract. The FIU-IND shall, however, has the right to terminate the contract at any time without assigning any reason thereof.
- (b) The firm shall have to attend all complaints on receipt of information from the users directly with the prior approval of Administration Section. The services should be provided on regular basis during office hours and in case of emergency beyond office hours or holidays etc.
- (c) The firm will be required to undertake maintenance/repairs of UPSs at FIU-IND premises.
- (d) The bill should be submitted quarterly on the prescribed format for payment purpose.
- (e) No increase in amount shall be considered at all during the full period of AMC. No other charges will be payable lime transportation, fare etc. for providing the services.
- (f) Conditional bidder will not be entertained.
- (g) Representative of the firm will not remove any part(s) or whole from the equipment without permission of the competent authority in the building where the equipment are installed.
- (h) The rates will be for a period of one year and the firm will not be allowed to increase the rate once approved for a period of one year.
- (j) Firm whose bid has been approved will have to provide all parts required for running the equipment. The tenderer will have to supply original parts as required to run the equipment.
- (k) The firm will intimate their registration number, sales tax number, PAN, TIN number, Service Tax registration number with the tender papers.
- (l) The successful bidder would be required to **deposit an amount of Rs. 5,000/- Rupees Five thousand only) in the shape of Account payee demand draft, fixed deposit with any of the scheduled Bank** pledged in the name of the undersigned or bank guarantee valid for one year and forty five days which will be released on the successful completion of the contact.

- (m) The firm will have to repair the equipment within 24 hours of its complaint. If not, the FIU-IND will get repairs carried out from outside and the expenditure so incurred on such repairs will be deducted from the AMC payment, due to the firm.
- (n) The representatives of the firm may inspect all the UPSs on any working day by obtaining appointment from Deputy Director (Admn) before they submit their rates for AMC
- (o) The existing numbers of UPSs mentioned at Para 2 above may change during the currency of the contract. For any such alterations, intimation shall be given to the contractor and if any new addition is not maintained through warranty clause but through comprehensive AMC, charges for maintenance shall be payable to the contract at the rates agree upon. Similarly, the deletion shall also be intimated to the contractor and charges shall be deducted for the purpose of payment to contractor.
- (p) The FIU-IND can terminate the contract at any time without assigning any reason, if the work of the contractor is found unsatisfactory. In this respect the decision of FIU-IND will be final and binding on the contractor. The FIU-IND reserves the right to reject any bid in whole or in part without assigning any reason thereof.
- (q) Taxes (as applicable) if any, may be specifically and separately indicated in the bid. If no tax is indicated then it will be presumed that the price quoted include taxes also.
- (r) The lowest quote for awarding work of comprehensive AMC will be decided on the basis of **total charges** quoted for AMC of UPSs in Part I of the bid in format Annexure-II.

12. **Dispute Settlement**

If the dispute cannot be settled by mutual discussion within 30 days as provided herein, the courts at Delhi/ New Delhi, India only will have the jurisdiction to adjudicate upon the matter.


 (Jasvinder Singh)
 Deputy Director (Admn.)

(TECHNICAL BID)

Annexure I

Sl. No	Specification of items	Qty	Whether solution proposed by tenderer meets the following requirements. Please reply in "yes" or "no" against each row
Annual Maintenance Contract of			
1.	20 KVA APC UPS Model – SUVT 20 KHS	01 No.	
2.	30 KVA APC UPS Model – SUVT KHS	01 No.	
3.	1000 VA UPS Make Tritronics with battery	01 No.	
4.	1 KVA UPS make Emerson with battery.	01 No.	

In case of deviation from any of the above requirements the tenderer may kindly indicate the Sr. No. of the specification so deviated and details about deviation from the required standard

Sr. No.	Detail of deviation and reason of the deviation if any

Please give brief description on services, if any, of the services to be provided by tenderer. All those bids which fulfill above requirements will only be considered for evaluation and lowest bid will be accepted.

Annexure II**FINANCIAL BID**

Price Bid in BoQ_XXXX.xls for :

Sl. No	Item	Specification with Make & Model of quoted item.	Bid Price & whether service meets the requirements. Please reply in "yes" or "no" against each row.
Comprehensive Annual Maintenance Contract of			
1.	20 KVA APC UPS Model – SUVT 20 KHS	Quantity- 01 No.	Bided price : _____ YES/NO
2.	30 KVA APC UPS Model – SUVT KHS	Quantity- 01 No.	Bided price : _____ YES/NO
3.	1000 VA UPS	Quantity - 01 No.	Bided price : _____ YES/NO
4.	1 KVA Emerson UPS	Quantity – 01 No.	Bided price : _____ YES/NO
5	Total Bided price	Rs. _____/-	
6	Local Taxes if any	Rs. _____/-	
7	Total Price Offered	Rs. _____/-(Rs. _____ only)	

DETAILS OF BIDDING FIRM.

1. Name of the Firm: _____
2. Address: _____

3. Whether the firm's ownership is
Sole Proprietorship or partnership
or it is registered company under
Indian Companies Act: _____
4. Annual turnover: _____
5. PAN/TAN No. : _____
6. Landline/Mobile No.: _____
7. E-mail ID : _____
8. Name and Designation of Authorized Signatory : _____

DECLARATION

1. I, _____ Son / Daughter / Wife of Sh _____
Proprietor/Director/authorized signatory of
the agency/Firm mentioned above, am competent to sign this
declaration and execute this tender document;
2. I have carefully read and understood all the terms and conditions of the
tender and undertake to abide by them;
3. The information / documents furnished along with the above
application are true and authentic to the best of my knowledge and
belief. I / we, am / are well aware of the fact that furnishing of any
false/ misleading information / fabricated document would lead to
rejection of my tender at any stage besides liabilities towards
prosecution under appropriate law and forfeiture of the EMD.

Signature of authorized person

Date:
Place:

Full Name:
Seal:

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

Date: _____

To, _____

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/ organisation 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. In case any provisions of this tender are found violated , then your department/ organisation shall without prejudice to any other right or remedy be at liberty to reject this tender/bid including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)