

**RAJYA SABHA SECRETARIAT  
RAJYA SABHA TELEVISION  
3<sup>rd</sup> FLOOR, TALKATORA STADIUM ANNEXE BUILDING  
NEW DELHI -110001**

No. RSTV/Admn./10(8)/2018

Dated 02 September, 2019

**TENDER NOTICE FOR MAINTENANCE OF HP SERVERS AND  
WORKSTATIONS OF RSTV**

Sealed tenders are invited for maintenance of HP Servers and Workstations which are installed in the offices of Rajya Sabha Television, for a period of 3 years from OEM or their authorised service partners/firms/companies etc. or any other firms/agencies/companies providing annual maintenance services for HP Servers and Workstations which fulfill the following criteria:

- (i) The Agency should have Permanent Account Number (PAN) under the Income Tax Act, 1961. Copy of the PAN card should be enclosed with the technical bid + GST No.
- (ii) The Agency should have average annual turnover of Rs. 1 crore or above during the financial years 2016-17, 2017-18 and 2018-19. Attested copies of Income Tax Returns, profit and loss account and Balance Sheets for these financial years should be enclosed with the technical bid. A certificate issued by the Chartered Accountant/CA firm clearly showing turnover for these years may also be submitted with the technical bid.
- (iii) The Agency should not have been blacklisted by any government organization/PSU in the past. An undertaking to this effect should be submitted with the technical bid.

**2. GENERAL CONDITIONS**

- 2.1 The proposal should be comprehensive and the agency has to provide on-site support of HP Servers and Workstations at the offices of RSTV at Talkatora Stadium Annexe Building and 12-A, GRG Road, New Delhi, which includes maintaining and troubleshooting of HP Server by the engineer of the agency.
- 2.2 The AMC will cover corrective maintenance and free replacement of defective components in the Servers and Workstations.

- 2.3 The Agency shall maintain the Servers and Workstations in good working condition during the contract period and shall correct the fault and failures, repair or replace work or defective parts of the servers and workstations during normal working hours of the office, where the servers and workstations are installed.
- 2.4 Unserviceable parts will be handed over to Rajya Sabha Secretariat and the same will be replaced at no extra cost with brand new parts of equivalent or superior specifications.
- 2.5. The fault shall be rectified within the same working day, as far as possible and in no case shall exceed 8 working hours, from the time of reporting of failure/defect. Failure/defect shall be rectified so as to make available a perfect working server and workstation along with the peripherals. In case it is not possible to repair the system within 8 working hours of complaint, a replacement shall be provided and the original shall be returned at the earliest within one week after duly rectifying the fault. Such replacement shall be of equivalent or higher configuration.
- 2.6 The Agency selected shall not sublet the work to any other Agency.
- 2.7 The Agency shall be responsible for repair and maintenance of HP Servers and Workstations and shall ensure that these equipment remain operational all the time. The HP Servers and Workstations should be backed by prompt and immediate service support.
- 2.8 No increase in charges will be accepted during the term of the contract except on account of statutory taxes, if any, that may be levied and on account of increase by the Government, if any.
- 2.9 The Agency must have a support office located in New Delhi/NCR.

### **3. SUBMISSION OF BIDS**

- 3.1 The Agency should submit its bid in two parts, one containing the Technical Bid and other the Financial Bid. Technical Bid should be submitted as per Annexure-I and Financial Bid as per Annexure-II. The Technical Bid and the Financial Bid should be placed in separate sealed covers super scribed accordingly. The sealed covers containing Technical and Financial bids should be placed inside a large cover sealed and super scribed as **“Maintenance of HP Servers and Workstations of RSTV”**. The tender should be addressed to Joint Director, Rajya Sabha Television, 3<sup>rd</sup> Floor, Talkatora Stadium Annexe Building, New Delhi-110001 and may be dropped in the drop box at the above **address latest by 5:00 p.m. on or**

**before 23 September 2019 or may be sent by courier/registered/speed post so as to reach RSTV latest by 5:00 p.m. on or before 23 September, 2019. Any bid received after the prescribed date will be rejected.**

- 3.2 **Technical Bid** should be given in proforma attached as **Annexure-I** and should be accompanied by earnest money of Rs. one lakh in the form of a demand draft drawn in favour of Drawing & Disbursing Officer, Rajya Sabha Television payable at New Delhi on which no interest will be paid. Earnest money of Agency will be forfeited if it refuses to take up the job or if the information given by it is found to be false; or if it withdraws the bid during the validity period of the bid. Earnest money of the unsuccessful bidders will be returned after completion of the tender process but earnest money of the successful bidder will be returned only after submission of Performance Bank Guarantee.
- 3.3 **Financial Bid** should be given in the proforma attached as **Annexure-II**.
- 3.4 The agency shall provide comprehensive maintenance for HP Servers and Workstations for a period of 3 years from the date of award of contract. The scope of work and product details are attached as **Annexure-III**.
- 3.5 There should not be over-writing or correction or cutting in the bids and each page of the Technical bid as well as financial bid should be numbered and signed by an authorized representative of the Agency.
- 3.6 Firm rates/charges should be quoted in Indian Rupees both in figures and words and should be valid for 180 days from the date of opening of the bids rates and charges should be excluding applicable taxes.

#### **4. PRE-BID MEETING**

- 4.1 A pre-bid meeting will be held at 4:00 **p.m. on 9 September, 2019** in the office of RSTV, 3<sup>rd</sup> Floor, Talkatora Stadium Annexe Building, New Delhi where the intending bidders may seek clarification, if any and visit the office to have first-hand information about the requirements of RSTV. The intending bidders are requested to make it convenient to attend the pre-bid meeting so that there may not be any communication gap and they may understand the requirements of RSTV.

#### **5. OPENING OF BIDS**

- 5.1 Technical Bids will be opened at **4:00 p.m. on 25 September, 2019** at RSTV office, 3<sup>rd</sup> Floor, Talkatora Stadium Annexe Building, New Delhi in the presence of the bidders or representatives thereof, if any. Financial Bids of only such bidders will be opened who are found eligible in Technical Bid.

Time and date of opening of the Financial Bids will be informed to the agencies which are found eligible in Technical Bid.

## **6. REJECTION OF BIDS**

- 6.1 Canvassing by an agency in any form, unsolicited letters and post tender corrections may invoke summary rejection of its bid with forfeiture of EMD.
- 6.2 RSTV reserves the right to cancel/reject the tender without assigning any reasons thereof. RSTV also reserves the right to accept the tender in full or in part. However, the agency will not have any right to revise the quotes and conditions in the event the tender is accepted in part.

## **7. PERFORMANCE SECURITY**

- 7.1 The Agency whose tender is accepted shall deposit performance bank guarantee of an amount equivalent to 10% of the total value of contract awarded, in the form of a Demand Draft or Bank Guarantee from any commercial Bank in favour of Drawing and Disbursing Officer, Rajya Sabha Television within 15 days from the date of issue of work order by RSTV. No interest will be paid on the performance security. Performance security will be retained by RSTV for the entire period of contract and till the expiry of sixty days beyond the date of completion of all contractual obligations.

## **8. TERMS OF PAYMENT**

- 8.1 Payment to the Agency will be made on quarterly basis on receipt of pre-receipted bill(s). The agency will submit bill towards the AMC service charges in four quarterly installments after the end of each quarter. No advance payment will be made. The payment for the same shall be made after getting the performance report to be given by the Technical Department of Rajya Sabha Television and shall also be subject to recoveries, if any like TDS/Penalty etc.
- 8.2 No claims on account of GST and duties presently in force for the material used for execution of the work awarded under the contract, will be entertained by Rajya Sabha Television and all such taxes and duties shall be borne by the agency itself.
- 8.3 Rajya Sabha Television shall deduct such taxes, duties and any other statutory levies imposed by the Government on such charges as may arise from the implementation of the contract agreement.
- 8.4 Sum of all recoveries levied during the quarter shall, however, be limited to the amount of quarterly bill. Additional deductions, towards procurement of

equipment against unrepaired equipment, if any shall be made from the amount of Bank Guarantee.

- 8.5 Pro-rata recoveries, for withdrawal from AMC of any of the servers, workstations and associated peripherals shall be made. Any equipment can also be added on pro-rata basis during the period of AMC.
- 8.6 The payment will be made through Electronic Clearing Services (ECS) for which the agency has to provide IFSC Code, and other details of their Bank Account to Rajya Sabha Television.
- 8.7 The Agency shall provide a certified copy (on quarterly basis) of the Challan clearly showing the fact that the Service Tax received from RSTV in connection with the contract has been deposited in the relevant government account by it.

## **9. TERMINATION OF CONTRACT**

- 9.1 Both the parties to the contract shall have the right to terminate the contract at any time without assigning any reason by giving a notice of 60 days. However, if the performance of the agency is not found satisfactory at any stage, the contract may be terminated by RSTV without any notice.

## **10. MAINTENANCE OF PROFESSIONAL ETHICS AND SECRECY**

- 10.1 RSTV and successful Agency, in the process of execution of the contract, will come close to internal working, internal functioning and vital inside details of each other. As such it shall be mandatory on both the parties to the contract to maintain professional ethics and absolute secrecy and not to share with/divulge to any person/party or any third party the inside details unless it is required by any prevailing law or under any legal process.

## **11. INDEMNITY**

- 11.1 The successful agency shall at all times indemnify RSTV/Rajya Sabha Secretariat towards any loss/damage caused or any claim raised against RSTV/Rajya Sabha Secretariat by any party/third party consequent to the contract.

## **12. ARBITRATION**

- 12.1 All the disputes and differences arising out or in any way touching or concerning this tender shall be referred to the sole arbitrator appointed by the Secretary-General, Rajya Sabha. The award of such arbitration shall be final and binding on both the parties. The arbitration proceedings shall be held in Delhi.

### **13. PENALTY CLAUSE**

13.1 For delay in providing maintenance services for servers and workstations and accessories, penalty at following rates will be deducted from the quarterly bills:

- (a) Beyond 8 working hours (first day of receipt of complaint) and up to 16 working hours (2 days of receipt of complaint), the penalty shall be 2% per day of the value of AMC for the Servers and workstations in question. While calculating this penalty, servers would be deemed to be down even if a peripheral attached to it is down.
- (b) Beyond 16 working hours, the penalty shall be 4% per day, with all other conditions remaining identical as given above.

However, in case a working replacement is made within the above mentioned time, no penalty shall be levied for a period of one week. In case, the server is not returned after duly rectifying the fault within one week, above mentioned penalty at 4% per day shall be chargeable from 8<sup>th</sup> day onwards.

### **13. JURISDICTION**

13.1 The Courts at New Delhi will have the sole and exclusive territorial jurisdiction over any dispute or difference in connection with this tender.

**Additional Director  
Rajya Sabha Television**

**TENDER NOTICE FOR MAINTENANCE OF HP SERVERS AND  
WORKSTATIONS OF RSTV**

**TECHNICAL BID**

To be filled in by the Bidder (strictly in accordance with this proforma) with copies of relevant documents to support the statement/claim made

Sl. No.	Description
1.	Name of the agency:
2.	Postal Address of the Agency:
3.	Whether the agency has a Support Office in Delhi: Yes/No
4.	Details of the contact person (a) Name: (b) Telephone No: (c) Mobile No : (d) Fax No : (e) E-mail ID:
5.	a) Constitution of the firm whether proprietor, partnership Firm or company please enclose self-certified copies of documents proof such as Certificate of Incorporation, Partnership deed
6.	Income Tax Permanent Account Number (PAN) (Attach Proof)
7.	GST Number : (Attach Proof)

8. Turnover of the Agency (Attach the copies of Income Tax Returns and Balance Sheet)

Sl. No.	Year	Amount
(a)	2016-2017	
(b)	2017-2018	
(c)	2018-2019	

9. Details of Earnest Money Deposit:

- (a) Name of the bank :
- (b) Demand Draft No :
- (c) Value of the Demand Draft :
- (d) Demand Draft drawn in favour of :

It is certified that:-

- (i) I/we have gone through and understood the tender notice.
- (ii) My/our agency has not been blacklisted by any Government organization/PSUs.
- (iii) The details furnished by me/us are true and correct.
- (iv) My/our agency has valid OEM authorization certificate.
- (v) I/we have not concealed any material fact.

**Signature of the authorized signatory**



**TENDER NOTICE FOR MAINTENANCE OF HP SERVERS AND  
WORKSTATIONS OF RSTV**

**FINANCIAL BID**

**HP Servers**

**A.**

<b>Sl. No.</b>	<b>Model</b>	<b>Serial No. of Server</b>	<b>Amount per annum</b>
1.	HP Pro Liant DL380P Gen8	SGH411D8LH	
2.	HP Pro Liant DL380P Gen8	SGH411D8LB	
3.	HP Pro Liant DL380P Gen8	SGH411D8LD	
4.	HP Pro Liant DL380P Gen8	SGH411D8LC	
5.	HP Pro Liant DL380P Gen8	SGH411D8LF	
6.	HP Pro Liant DL380P Gen8	SGH411D8LE	

**B.**

<b>Sl. No.</b>	<b>Model</b>	<b>Serial No. of Server</b>	<b>Amount per annum</b>
1.	HP Pro Liant DL380P Gen7	CZ221501HC	
2.	HP Pro Liant DL380P Gen7	SGH21432PA	
3.	HP Pro Liant DL380P Gen7	CZ221501H9	

**HP Workstations**

**A.**

<b>Sl. No.</b>	<b>Model</b>	<b>Serial No. of Server</b>	<b>Amount per annum</b>
1	HP Z840 Workstation	SGH632RV08	
2	HP Z840 Workstation	SGH632RV09	
3	HP Z820 Workstation	SGH410Q22H	
4	HP Z820 Workstation	SGH410Q22G	
5	HP Z820 Workstation	SGH514SVXX	
6	HP Z420 Workstation	SGH410Q229	
7	HP Z420 Workstation	SGH410Q228	
8	HP Z420 Workstation	SGH410Q22C	
9	HP Z420 Workstation	SGH410Q22F	

**B.**

1	HP Z820 Workstation	SGH406SLPQ	
2	HP Z820 Workstation	SGH344R1H7	
3	HP Z820 Workstation	SGH406SLPP	
4	HP Z820 Workstation	SGH248R180	
5	HP Z820 Workstation	SGH248R181	
6	HP Z820 Workstation	SGH248R182	
7	HP Z820 Workstation	SGH344R1H6	
8	HP Z800 Workstation	CZC236353W	
9	HP Z800 Workstation	CZC2190JK4	
10	HP Z800 Workstation	CZC2190JJ4	
11	HP Z800 Workstation	CZC236353V	
12	HP Z800 Workstation	CZC2190JKD	
13	HP Z800 Workstation	CZC2363540	
14	HP Z800 Workstation	CZC236353R	
15	HP Z420 Workstation	SGH345RQM8	
16	HP Z420 Workstation	SGH345RQM9	
17	HP Z400 Workstation	CZC237387D	
18	HP Z400 Workstation	CZC2190J5V	
19	HP Z400 Workstation	CZC237387C	
20	HP Z400 Workstation	CZC2373877	
21	HP Z400 Workstation	CZC237387B	

It is certified:

- (i) That I/We have gone through and understood the contents of the RSTV Tender Notice no. RSTV/Admn/10 (8)/2018 dated 02 September, 2019. Terms and conditions given in the tender notice are acceptable to me/us.
- (ii) That the rates quoted above do not include taxes. Taxes will be charged extra.

Dated:

Signature of the authorized signatory

**Scope of Work and Product Details**

The agency is required to provide comprehensive maintenance for HP Servers and Workstations of RSTV for a period of three years from the date of award of maintenance contract subject to performance being found satisfactory at the end of each year. The product details are as under:

**HP Servers**

**A.**

<b>Sl. No.</b>	<b>Model</b>	<b>Serial No. of Server</b>
1.	HP Pro Liant DL380P Gen8	SGH411D8LH
2.	HP Pro Liant DL380P Gen8	SGH411D8LB
3.	HP Pro Liant DL380P Gen8	SGH411D8LD
4.	HP Pro Liant DL380P Gen8	SGH411D8LC
5.	HP Pro Liant DL380P Gen8	SGH411D8LF
6.	HP Pro Liant DL380P Gen8	SGH411D8LE

**B.**

<b>Sl. No.</b>	<b>Model</b>	<b>Serial No. of Server</b>
1.	HP Pro Liant DL380P Gen7	CZ221501HC
2.	HP Pro Liant DL380P Gen7	SGH21432PA
3.	HP Pro Liant DL380P Gen7	CZ221501H9

**HP Workstations**

**A.**

<b>Sl. No.</b>	<b>Model</b>	<b>Serial No. of Server</b>
1	HP Z840 Workstation	SGH632RV08
2	HP Z840 Workstation	SGH632RV09
3	HP Z820 Workstation	SGH410Q22H
4	HP Z820 Workstation	SGH410Q22G
5	HP Z820 Workstation	SGH514SVXX
6	HP Z420 Workstation	SGH410Q229
7	HP Z420 Workstation	SGH410Q228
8	HP Z420 Workstation	SGH410Q22C
9	HP Z420 Workstation	SGH410Q22F

**B.**

<b>Sl. No.</b>	<b>Model</b>	<b>Serial No. of Server</b>
1	HP Z820 Workstation	SGH406SLPQ
2	HP Z820 Workstation	SGH344R1H7
3	HP Z820 Workstation	SGH406SLPP
4	HP Z820 Workstation	SGH248R180
5	HP Z820 Workstation	SGH248R181
6	HP Z820 Workstation	SGH248R182
7	HP Z820 Workstation	SGH344R1H6
8	HP Z800 Workstation	CZC236353W
9	HP Z800 Workstation	CZC2190JK4
10	HP Z800 Workstation	CZC2190JJ4
11	HP Z800 Workstation	CZC236353V
12	HP Z800 Workstation	CZC2190JKD
13	HP Z800 Workstation	CZC2363540
14	HP Z800 Workstation	CZC236353R
15	HP Z420 Workstation	SGH345RQM8
16	HP Z420 Workstation	SGH345RQM9
17	HP Z400 Workstation	CZC237387D
18	HP Z400 Workstation	CZC2190J5V
19	HP Z400 Workstation	CZC237387C
20	HP Z400 Workstation	CZC2373877
21	HP Z400 Workstation	CZC237387B

The agency has to provide on-site support for HP Servers and Workstations at the offices of RSTV at Talkatora Stadium Annexe Building and 12-A, GRG Road, New Delhi, which includes maintaining and troubleshooting of HP Servers and workstations by the engineer of the agency. The engineer has to visit quarterly at the site for preventive maintenance and as and when required on call.