

Government of India
5th Floor, Vikram Sarabhai Bhavan,
Anushaktinagar, Mumbai – 400 094
Notice Inviting Tender

Tender Notice No.: HWB/IT/82010/2020/CAMC-ZIMBRA

1.1 **Online Public Tenders** are invited through e-tendering mode in **Two Part Tender** by General Manager (Engineering), Heavy Water Board, Mumbai on behalf of the President of India from eligible bidder(s) for the following work:

1	NIT No.	HWB/IT/82010/2020/CAMC-ZIMBRA
2	Name of Work	Comprehensive Annual Maintenance Contract (CAMC) of Zimbra Email Application for Heavy Water Board and Heavy Water Plants for 3 years from 01.04.2020 to 31.03.2023.
3	Estimated cost	Rs. 56 Lakhs
4	Earnest Money Deposit (2% of Estimated Cost)	<p>Rs. 1,12,000/- It shall be submitted in one of the following form along with the tender:</p> <ul style="list-style-type: none"> (i) Deposit at Call Receipt of a Scheduled Bank guaranteed by the Reserve Bank of India. (ii) Banker's Cheque of a Scheduled Bank. (iii) Demand Draft of a Scheduled Bank. (iv) Fixed Deposit Receipt (FDR) of a Scheduled Bank. <p>This should be submitted in the favour of "Pay & Account Officer, Heavy Water Board" drawn on SBI, Vikram Sarabhai Bhavan Branch.</p> <p>Note:</p> <ul style="list-style-type: none"> a. A part of earnest money is acceptable in the form of bank guarantee also. In such cases 50% of earnest money or Rs. 20 lakh whichever is less, will have to be deposited in shape prescribed above and balance can be accepted in form of bank Guarantee issued by a scheduled bank. b. EMD in the form of Cheque will not be accepted. c. The EMD shall be valid for minimum 180 days from date of opening of tender. d. Tender/offer without valid EMD will be summarily rejected.
5	Period of Completion	31.03.2023

6	Performance Guarantee	<p>The successful bidder shall deposit an amount equal to 5% of the tendered and accepted value of the work order.</p> <p>PG can be submitted in one of the following forms:</p> <ol style="list-style-type: none"> 1. Deposit at Call receipt of any scheduled bank/Banker's Cheque of any scheduled bank/Demand Draft of any scheduled bank/Pay Order of any scheduled bank (in case guarantee amount is less than Rs. 1,00,000/-). 2. Government Securities or Fixed Deposit Receipts or Guarantee Bonds of any Scheduled Bank or the State Bank of India in accordance with the form annexed hereto. <p>Within 7 days of issue of Letter of Intent from HWB, the successful bidder shall furnish the Performance Guarantee in the above referred form in favour of "Pay & Account Officer, Heavy Water Board" payable at Mumbai.</p> <p>Performance Guarantee shall remain valid for a minimum period of sixty days beyond the date of completion of all contractual obligations i.e. up-to 31.05.2023 with a claim period of six months</p> <p>Maximum allowable extension for submission of PG is 7 days with late fee @ 0.1% per day of Performance Guarantee amount.</p>
7	Security Deposit	<p>The bidder whose tender may be accepted shall permit Government at the time of making any payment to them for work done under the contract to deduct a sum at the rate of 2.5% of the gross amount of each running and final bill till the sum deducted will amount to security deposit of 2.5% of the tendered value of the work.</p> <p>It will be returned after completion of contract period with the grace period of 2 months.</p>
8	Dates of availability of tender documents for view and download	<p>27.02.2020 (10:00 Hrs.) to 07.03.2020 (14:00 Hrs.) only on www.tenderwizard.com/DAE in PDF Format.</p>
9	Downloading of tender documents for	<p>Login the home page of www.tenderwizard.com/DAE with your user ID, password & class III digital signature</p>

	participating in tendering	certificate.
10	Tender Processing fee	Bidders shall pay Tender Processing Fee of Rs. 3304 (including GST @ 18%) to M/s ITI Limited through online before the last date of tender availability in the website. Also bidders are required to download all the tender documents including all excel sheets before the last date of tender availability.
11	Pre-bid clarifications	Bidders are requested to send their queries through email to upawasare@mum.hwb.gov.in on or before 07.03.2020. Meeting (if required) shall be conducted on 11.03.2020.
12	Last date and time of closing of online submission of tenders (including Technical and Financial Bid)	16.03.2020 (14:30 Hrs.)
13	Date and time of online opening of Technical Bid	16.03.2020 (15:30 Hrs.)
14	Date of opening of Financial Bid of qualified bidders	Will be notified later
15	Validity of the tender	75 days from the last day of receipt of financial bids

1.2 Availability of Tender Document on the website

1.2.1 Tender document consisting of detailed scope of work, terms and conditions, annexures and price schedules etc. can be viewed and downloaded from the website www.tenderwizard.com/DAE as mentioned above.

Tender notification and documents contains the following:

- a. NIT of Work
- b. Technical Bid Document
- c. Commercial Bid Document

1.3 Tender Opening Methodology

1.3.1 EMD will be checked first before opening of **Technical bids**.

1.3.2 Bidder has to satisfy the **Eligibility Criteria** and all the terms and conditions mentioned in the tender document in all respects. All requested documentary proof has to be attached. HWB reserves the right to examine and verify the enclosed documents. Eligibility Criteria given on following pages of NIT.

- 1.3.3 Bidders shall quote for all the items given in this tender and evaluation of the bids will be on overall basis.
HWB reserves the right to reject part offers.
Tenders with any condition, including conditional rebates, shall be rejected.
Price quoted shall be firm and final. No discount in any manner affecting net quoted cost shall be inserted anywhere in the tender quotation.
Please check and verify all the calculations.
- 1.3.4 Evaluation of bids is carried out as brought out in Clause No. 9 – Evaluation Criteria.
The Company / firms are required to submit their most competitive price offer as defined in Clause No.11 – Schedule of Quantity and Rates.
- 1.4 Offers not complying with the conditions mentioned in tender document shall be summarily rejected.
- 1.5 If any information furnished by the bidder is found incorrect at a later stage, the bidder shall be liable to be debarred from tendering / taking up of the work in the said tender work.
- 1.6 The tender document is a property of Heavy Water Board and is not transferrable.
- 1.7 The department reserves the right to accept or reject any or all tenders without assigning any reason thereof.
- 1.8 **Submission of Tender & Opening:** The Technical and Commercial Bids duly completed and accompanied by all the documents as listed in the tender shall be submitted online by the date and time as mentioned above.
Original document for EMD as specified in subsequent tender document should be placed in sealed envelope and shall be submitted on or before the date as mentioned above (i.e. 16.03.2020 14:30 Hrs.) in tender box specifically kept at Heavy Water Board, 5th floor, South Wing (Near Security), V.S Bhavan, Anushakti Nagar, Mumbai-400094. This sealed envelope duly super scribed with following details:
Tender Notice No.: HWB/IT/82010/2020/CAMC-ZIMBRA/
Name of work: Comprehensive Annual Maintenance Contract (CAMC) of Zimbra Email Application for Heavy Water Board and Heavy Water Plants for 3 years from 01.04.2020 to 31.03.2023
Due Date: 16.03.2020 14:30 Hrs.
- The tender not accompanied by EMD will be summarily rejected.**
- Technical Bids shall be opened online as per the date and time mentioned above. Date and Time of opening of Financial Bid of Qualified Bidders will be notified later.
- 1.9 **Condition for tender submission:** The bidder shall give a list of both Gazetted and Non-Gazetted employees in DAE, who are related to him and responsible for award and execution of contracts. The contractor shall not be permitted to tender for works in the Department, in which his near relative is posted as equivalent to Accounts Officer or as an officer in the capacity of grades Scientific Officer/C and above. He shall also intimate the names of persons who are working with him in any capacity or are subsequently employed by him and who are near relative to any Gazetted Officer in the Department of Atomic

Energy. Any breach of this condition by the contractor would render him liable to be barred from tendering in this Department.

No Engineer of Gazetted rank or other Gazetted Officer employed in Engineering or administrative duties in an Engineering Department of the Government of India is allowed to work as a contractor for a period of one year after his retirement from Government Services, without the previous permission of the Government of India in writing. This contract is liable to be cancelled if either the contractor or any of his employees is found at any time to be such a person who had not obtained the permission of the government of India as aforesaid before submission of the tender or engagement in the contractor's service.

- 1.10 **Acceptance of Tender:** The competent authority, on behalf of President of India, does not bind him to accept the lowest or any other tender and reserves to himself the authority to reject any or all the tenders received, without assignment of any reason. All tenders, in which any of the prescribed condition is not fulfilled or any condition, including that of conditional rebates is put forth by the bidder, shall be summarily rejected. HWB reserves the right to accept or reject any quotation, and or to annul the bidding process and or reject all quotations 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 Institute's action.
- 1.11 **Bidder's responsibilities:** The bidder shall be responsible for arranging and maintaining at his own cost all the resources and other services required for executing the work unless otherwise specifically provided for in the contract documents. Submission of a tender by a bidder implies that he has read this notice and all the tender related documents and has made himself aware of the scope and specifications of the work to be done and local conditions and factors having a bearing on the execution of the work.
- 1.12 The bidders must read the terms and conditions as per tender document along with NIT and CONDITIONS & CLAUSES OF CONTRACT" carefully. Department reserves the right of Non-consideration of Tender documents of the agencies having adverse report on the works carried out by them in the past.
- 1.13 **Notification of Award:** Prior to the expiration of the validity, HWB will notify the successful firm in writing by Email/speed post/registered letter or by fax, that his quotation has been accepted. The notification of award will constitute the formation of the contract. Upon furnishing of Performance Guarantee by the successful bidder, HWB will promptly notify each unsuccessful bidder(s) and will release their EMD.
- 1.14 **Award of Contract:** HWB will award the contract to the successful bidder as per Evaluation Criteria defined in Tender Clause No.9.
- 1.15 **Signing of Contract:** HWB shall notify successful bidder that his quotation has been accepted through Letter of Intent / Acceptance (LOI/LOA). Within 7 days of the receipt of LOI/LOA the successful bidder shall furnish the Performance Guarantee. Work Order shall

be issued to the contractor only after submission of the performance guarantee in an acceptable form.

- 1.16 **Period of Contract: From 01.04.2020 to 31.03.2023**
- 1.17 **Foreclosure of Contract:** - Due to abandonment or reduction in scope of work – If at any time after acceptance of the tender, HWB shall decide to abandon or reduce the scope of the works of any reason whatsoever and hence not require the whole or any part of the works to be carried out, HWB shall give notice in writing to that effect to the Company / firm shall have no claim to any payment of compensation or otherwise whatsoever, on account of any profit or advantage which he might have derived from the execution of the works in full but which he did not derive in consequence of the foreclosure of the whole or part of the works.
- 1.18 **Subletting:** The contract shall not be assigned or sublet without written approval of HWB.
- 1.19 Failure of the Company / firm to comply with the requirement of contract in the tenure, shall constitute sufficient grounds for the annulment of the awards and forfeiture of the performance guarantee, EMD in which event the HWB may get done the work at the risk and cost of the company / firm.
- 1.20 **Late tenders will not be accepted.**
- 1.21 Canvassing in any form either directly or indirectly in connection with the tender is strictly prohibited and the tenders submitted by the contractors who resort to canvassing will be liable to rejection.
- 1.22 **E-Tendering:** The contractor should be registered with www.tenderwizard.com/DAE. Those contractors not registered on the website mentioned above, are required to get registered. Detailed procedure for the same is available on website www.tenderwizard.com/DAE.
- 1.23 **Downloading of tender documents in pdf & Excel Format for participating in tendering:** Login the home page of the website i.e. www.tenderwizard.com/DAE with your user ID / password & class III digital signature certificate. Detailed procedure is available on the website www.tenderwizard.com/DAE.
- 1.24 **Contact for assistance for registration & participation in e-Tendering: Shri Rudresh: 09969395522, Shri Mrutunjay: 9969313423 email: twhelpdesk231@gmail.com and daehelpdesk@gmail.com.**
- For Further information please contact on 022-25487522. The bids can only be submitted after uploading the mandatory scanned documents & details such as DD for EMD and other documents as specified in the tender.
- 1.25 **Contractor must ensure to quote rate / input for each details requested. The column meant for quoting rate / input appears in YELLOW colour and the moment rate / input is entered, it turns SKY BLUE. In addition to this, while selecting any of the cells a warning appears that if any cell is left blank the same shall be treated as "0". Therefore, if any cell**

is left blank and no rate is quoted by the bidder, rate of such item shall be treated as “0” (ZERO) and presumed as cost is absorbed in other items.

1.26 In case the last date of receipt of original documents towards EMD, etc. or online submission / opening of tender is declared holiday by Government of India for any reason, the respective dates shall be treated as postponed to the next working day accordingly.

1.27 Eligibility Criteria for Bidders:

The bidder not fulfilling the following Eligibility Criteria, will be summarily rejected.

S.No.	Description of Criteria	Complied / Non Complied	Documentary Evidence attached	Remarks
1	Bidders must have at least 2 years of experience in offering service support for Zimbra Email Application on Linux Platform in the last 7 years ending previous day of last date of submission of tender.			Bidder must submit Documentary Evidence. Relevant scanned copy of PO/WO, work completion certificate etc. are to be submitted.
2	Bidder must be an Authorized Business Providers (BSP) with Level of Partnership (Platinum / Gold / Silver).			Scanned copy of Document from OEM indicating level of partnership to be submitted.
3	Bidder must provide an undertaking to have Branch office / Support resources based in Mumbai			Scanned copy of Document mentioning Branch Office Address / Support Resources in Mumbai with Contact Details are to be submitted.
4	Bidder must have experienced Service Support Engineers having 1 year experience for Zimbra Email Application			Scanned copy of Document indicating experience details of Service Support Engineers for Zimbra Email Application are to be submitted.
5	Bidder should have executed/under execution at least : ONE similar job of minimum value of Rs. 44,80,000/- or TWO similar jobs of minimum value of Rs. 33,60,000/- or THREE similar jobs of minimum value of Rs. 22,40,000/- in the last 7 years ending previous day of last date of submission of tender. Similar Work would mean job inclusive of “Providing Services and Support for Zimbra Email Application” .			Order executed/under execution should be in last 7 years. Scanned copy of PO/WO copies along with Completion Certificate from customers are to be submitted. If contract is currently continuing, then Customer Feedback shall be submitted.

S.No.	Description of Criteria	Complied / Non Complied	Documentary Evidence attached	Remarks
6	The bidder must have Average Annual Financial Turn Over of at least Rs. 28 Lakhs during the immediate last 3 consecutive financial year i.e. Financial Years i.e. 2016-17, 2017-18 & 2018-19. This should be duly certified by the Chartered Accountant.			Bidder must submit Documentary Evidence. Scanned copy of the documents shall be submitted.
7	Bidder should have Solvency of Rs. 22.4 Lakhs.			Bidder must submit scanned copy of original solvency.
8	The bidder should not have incurred any loss (profit after tax should be positive) in more than two years during available last five consecutive balance sheets, duly certified and audited by the Chartered Accountant.			Bidder must submit Documentary Evidence. Scanned copy of the documents shall be submitted.
9	Copy of PAN, GST registration No. to be furnished / enclosed. (Taxes will be recovered at source at the time of payment).			Bidder must submit Documentary Evidence. Scanned copy of the documents shall be submitted.

Note for Eligibility Criteria:

- A. Bidder has to submit the documentary proof stating their partnership certificate and PO/WO copies along with completion certificate / customer feedback for fulfilling the above eligibility criteria.
- B. Bidders need to comply with all the Eligibility Criteria. The bids not meeting the Eligibility Criteria, not complying with the Technical Specification and all the Terms and Conditions of a tender will be treated as non-responsive and will be rejected.
- C. The bidder's offer without compliance statement will not be evaluated and summarily rejected.
- D. Bidder should sign and stamp tender document on each page and submit along with the bid.

R. Shanmugam
26/02/2020

R. Shanmugam

General Manager (Engineering)
For & On behalf of The President of India