

**VISAKHAPATNAM SPECIAL ECONOMIC ZONE
VISAKHAPATNAM, A.P.**

**TENDER DOCUMENTS
(through e-Tendering mode)**

**For
Execution of**

“Maintenance and Facility Management Services for IT Infrastructure (Server/Computers/Printers/Antivirus, LAN & Website, CCTVs, VC system and other Peripherals) at VSEZ for a period of 24 Months.”

NOTICE INVITING TENDER NO.	A-42/17/2021-SEZ VIZAG
Dated	19-12-2025

Cost of Tender Document : Rs.1,500/- (Non-Refundable)

Last Date & Time of Submission : 09.01.2026 upto 16.00 Hrs

e-Tenders to be Submitted Online : <https://eprocure.gov.in/eprocure/app>

VISAKHAPATNAM SPECIAL ECONOMIC ZONE, VISAKHAPATNAM

Name of the Work: Maintenance and Facility Management Services for IT Infrastructure (Server/Computers/Printers/Antivirus, LAN & Website, CCTVs, VC system and other Peripherals) at VSEZ for a period of 24 Months.

TABLE OF CONTENTS

S. No.	Description	Page No.
1	Notice Inviting Tenders	3-4
2	Important Dates and Information of Tender	5
3	Instructions to Bidder	6-10
4	Instructions to the Bidder for Online Bid Submission	11-14
5	Eligibility Criteria	15-16
6	Scope of Work and Specifications	17-20
7	General Terms and Conditions	21-24
8	Special Conditions	25
9	Bill of Quantities	26
10	Tender Forms	27-37

1. NOTICE INVITING TENDER

1.1 Visakhapatnam Special Economic Zone, Visakhapatnam (VSEZ), having its Office at Administrative Building, VSEZ, Duvvada, Visakhapatnam-530049 Andhra Pradesh, invites on line-tenders/bids in two cover system (Cover I-Technical bid and Cover II - FinancialBid) for the work of “**Maintenance and Facility Management Services for IT Infrastructure (Server/Computers/Printers/Antivirus, LAN & Website, CCTVs and other Peripherals) at VSEZ**”.

1.2 Details of the Tender:

1	Name of work	Maintenance and Facility Management Services for IT Infrastructure (Server/Computers/Printers/Antivirus, LAN & Website, CCTVs and other Peripherals) at VSEZ.
2	Estimated Cost of the Work	Rs.18,04,960/- (Rupees Eighteen lakhs four thousand nine hundred and sixty only)
3	Period of Contract	24 Months (Twenty Four Months)
4	Tender documents will be available for download from	https://eprocure.gov.in/eprocure/app w.e.f. 19-12-2025 from 18.30 Hrs.
5	Last date and Time of submission of tenders	09.01.2026 at 16.00 Hrs.
6	Tender (Technical Bids) Opening date & time	12.01.2026 at 12.00 Hrs.
7	Venue of opening tender	Office of The Development Commissioner, Administrative Building, VSEZ, Duvvada, Visakhapatnam-530049.
8	Validity of Tender	120 days from the date of opening.
9	Earnest Money Deposit:	Rs.36,100/-
10	Cost of tender document:	Rs.1,500/-
11	Performance Security Deposit	3% of the Contract Value (inclusive of EMD) (Applicable for successful bidder only)

12	Tender document to be submitted:	Online using e-procurement site (https://eprocure.gov.in/eprocure/app)
----	----------------------------------	---

- 1.3 The tender document can be downloaded from the VSEZ website “www.vsez.gov.in” and Central Public Procurement Portal Website. <https://eprocure.gov.in/eprocure/app>.
- 1.4 Tenders must be accompanied by the payments of the cost of the tender document and EMD. The payments for the cost of tender documents and EMD as mentioned above should be made through Demand Draft in favour of “VSEZ, Ministry of Commerce Receipt, payable at Visakhapatnam as per clause 3.11 of Instruction to the Bidder.
- 1.5 Tenderers/Bidders are advised to follow the instructions provided in the **Instructions to the Bidder for Online Bid Submission** available at <http://eprocure.gov.in/eprocure/app>.
- 1.6 **Registration:** To participate in E-Tender, it is mandatory for Tenderers to get themselves enrolled 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 Enrollment**” on the CPP Portal which is free of charge. Detailed instructions are available in the **Instructions to the Bidder for Online Bid Submission**.
- 1.7 Tender shall be submitted through Online mode only at <http://eprocure.gov.in/eprocure/app>. All the requirement documents (legible) as mentioned in the bid documents have to be uploaded along with the offer on <http://eprocure.gov.in/eprocure/app>. Tenders submitted by any other mode will not be accepted.
- 1.8 **Address for Communication:** Interested eligible Bidders may obtain further information from the following address:

Office of the Development Commissioner
Visakhapatnam Special Economic Zone,
Administrative Building, Duvvada,
Visakhapatnam – 530049, Andhra Pradesh

ASST. DEVELOPMENT COMMISSIONER

2. IMPORTANT DATES AND INFORMATION OF TENDER

1	Name of work	Maintenance and Facility Management Services for IT Infrastructure (Server/Computers/Printers/Antivirus, LAN & Website, CCTVs and other Peripherals) at VSEZ.
2	Estimated Cost of the Work	Rs.18,04,960/- (Rupees Eighteen Lakhs Four thousand nine hundred and sixty only)
3	Period of Contract	24 Months (Twenty Months)
4	Tender documents will be available for download from	https://eprocure.gov.in/eprocure/app w.e.f. 19-12-2025 from 18.30 Hrs.
5	Last date and Time of submission of tenders	09.01.2026 at 16.00 Hrs.
6	Tender (Technical Bids) Opening date & time	12.01.2026 at 12.00 Hrs.
7	Venue of opening tender	Office of The Development Commissioner, Administrative Building, VSEZ, Duvvada, Visakhapatnam-530049.
8	Validity of Tender	120 days from the date of opening.
9	Earnest Money Deposit:	Rs. 36,100/-
10	Cost of tender document:	Rs.1,500/-
11	Performance Security Deposit	3% of the Contract Value (inclusive of EMD) (Applicable for successful bidder only)
12	Tender document to be submitted:	Online using e-procurement site (https://eprocure.gov.in/eprocure/app)

3. INSTRUCTIONS TO THE BIDDER

3.1 Visakhapatnam Special Economic Zone, Visakhapatnam herein after referred to "THE Development Commissioner, VSEZ" wishes to receive online tenders for the **Maintenance and Facility Management Services for IT Infrastructure (Server/Computers/Printers/Antivirus, LAN & Website, CCTVs and other Peripherals) at VSEZ** for a period of 24 months, herein after referred as "work".

3.2 The bidders will be required to give in writing a satisfactory assurance of its ability and intention to complete the work & service pursuant to the contract within the time set forth therein.

3.3 Tender Document:

The scope of work, tender procedures and contract terms and conditions are prescribed in the tender documents. The tender documents include the following: -

- a) Notice Inviting Tender
- b) Important Dates and Information of Tender
- c) Instructions to bidder
- d) **Instructions to the Bidder for Online Bid Submission** through the central public procurement portal for e-procurement <https://eprocure.gov.in/eprocure/app>
- e) Eligibility Criteria
- f) Scope of Work and Specifications
- g) General Terms and Conditions
- h) Special Conditions
- i) Bill of Quantities
- j) Tender Forms
- k) Addenda/Corrigenda issued, if any

3.4 The bidder is expected to examine the tender document including all instructions, forms, terms, technical specification etc. Failure to furnish all information required by the tender document or submission of a tender not substantially responsive to the tender documents in every respect will result in "REJECTION OF TENDER BID" submitted by the individual bidder.

- 3.5** Prospective bidder requiring any further clarification on the tender document may notify o/o DC, VSEZ in writing not later than 7 days prior to the dead line fixed for submission of tender.
- 3.6** At any time prior to the dead line for submission of tender, the O/o DC, VSEZ may for any reason whether by its own initiation or in response to clarification requested by a prospective bidder, modify the tender document by amendments / corrigendum. The amendments / corrigendum shall be part of the tender document defined / described at clause-3.3 and published in CPP Portal. In order to afford prospective bidder reasonable time in which to make amendment on this account in their tender document, the O/o DC, VSEZ may at its discretion fix fresh dead line for submission of bid.
- 3.7** The tender document filled by the bidder and all correspondence and documents shall be written in English only.
- 3.8** The tender document filled by the bidder shall comprise of the Technical Bid and the Financial Bid.
- 3.9** The bidder shall complete the online price schedule included herein stating the price and total prices under the contract. Prices quoted by the bidder shall remain fixed and valid till the validity time.
- 3.10** Price shall be quoted in the Indian Rupees.
- 3.11 Earnest Money Deposit and Tender Fee:**
- a) All Bidders shall furnish an EMD of amount Rs.36,100/- (Rupees Thirty Six thousand and one hundred only) which shall be deposited to VSEZ by way of Demand Draft in favour of VSEZ, Ministry of Commerce Receipt, payable at Visakhapatnam.
 - b) Tender Fee (Non-Refundable): All Bidders are required to pay cost of Tender Documents amount of Rs.1,500/- (Rupees one thousand five hundred only) in favour of VSEZ, Ministry of Commerce Receipt, payable at Visakhapatnam. The tender Fee is Non-Refundable
 - c) Bids not accompanied by EMD and cost of Tender documents shall be rejected as non-responsive.
 - d) The EMD will be returned to the unsuccessful Tenderer after finalization of the tender and no interest will be paid on EMD.
- 3.12 Documents Comprising the Bid:**
- 3.12.1** The **Technical Bid** shall contain the following documents duly signed by the authorized signatory of the bidder:
- a) Scanned copy of Letter of Technical Bid in accordance with ITB Clause 3.15 as per the format given under tender forms; (TF-1)
 - b) Scanned copy of payment of EMD, in accordance with ITB Clause 3.11;

- c) Scanned copy of the payment of the cost of tender document in accordance with ITB Clause 3.11
- d) Scanned copy of written confirmation authorizing the signatory of the Bid to commit the Bidder, in accordance with ITB Clause 3.13(b);
- e) Scanned copy of Tender Conditions Acceptance Letter (TF-3)
- f) Scanned copy of Compliance Statement to be submitted by Bidder (TF-4)
- g) Scanned copy of Bidder Information (TF-5)
- h) Scanned copy of Undertaking Format for EMD (TF-6)
- i) Scanned copies of Documentary evidence in support of all criteria listed under Section 5. Eligibility and Qualification Criteria of the Tender Document.
- j) Scanned copy of Details of AMC/FMS projects (Hardware, Software and Networking) executed in the past, proof of work orders and client's testimonials.
- k) Scanned copy of List of on-going AMC/FMS projects with client-side contact persons details.
- l) Scanned copy of the Tender Document along with Addenda duly signed by the bidder.
- m) Scanned copy of any other document required in the Tender document

3.12.2 The **Price Bid** shall contain the following :

- a) Scanned copy of Letter of Price Bid as per the format given under tender forms (TF-2)
- b) Bill of Quantities Sheet under Financial offer **completed online only** as per ITB 3.16.

3.12.3 The bidder shall submit both technical and financial bids through e tendering portal only. No details about price proposal shall be disclosed directly or indirectly in the technical proposal failing which the bid shall be rejected.

3.13 Format and Signing of Bid:

- a) The Bidder shall submit Technical Bid and the Price Bid as described in ITB Clause 3.12 through e tendering portal: <https://eprocure.gov.in/eprocure/app>
- b) The Bid shall be digitally signed by a person dully authorized to sign on behalf of the bidder.

3.14 To establish their qualifications to perform the Contract in accordance with Section 5: Evaluation and Qualification Criteria, the Bidder shall submit as part of its Technical Bid the information requested in the corresponding information sheets included in Section 10: Tender Forms.

3.15 The Bidder shall submit the Technical Bid and the Price Bid online through e-tendering portal using appropriate letter formats furnished in Section 10: Tender Forms. These forms must be completed without any alterations to their format, and no substitutes shall be accepted. All blank spaces shall be filled in with the information requested.

3.16 The prices quoted by the Bidder online in the Bill of Quantities Sheet under Financial offer of Bill of Quantities shall conform to the requirements specified

below. In the BOQ, quantity and unit rates and thereby the amount against each item have been indicated. The Bidder shall quote rates as single percentage above/below/at par in figures as per format for each schedule/bill in the summary sheet. **The rates quoted by the bidder in Bill of Quantities Sheet under Financial offer will only be considered for evaluation of bids. Rates offered through any other medium or at any other location will not be considered.**

3.17 Period of Validity of Bids:

Bids shall remain valid for a period of 120 days after the bid submission deadline date prescribed by the authority. A bid valid for a shorter period shall be rejected by the authority as non-responsive. In exceptional circumstances, the Competent Authority may request Bidders to extend the period of validity of their bids. The request and the responses shall be made in writing.

3.18 Amendment of Bidding Document

At any time prior to the deadline for submission of bids, the Authority may amend the Bidding Document by issuing addenda. Any addendum/corrigendum issued shall be part of the Bidding Document. To give prospective Bidders reasonable time in which to take an addendum into account in preparing their bids, the Authority may, at its discretion, extend the deadline for the submission of bids

3.19 Opening of Bids:

- a) The Authority shall conduct the opening of Technical Bids through CPPP e-tendering portal of <https://eprocure.gov.in/eprocure/app> .
- b) The Price Bids will remain unopened until the time of opening of the Price Bids. The date, and time, of the opening of Price Bids will be announced through e- tendering portal.

3.20 Evaluation of Bids:

- a) Initially, only the Technical Bids are opened through e tendering portal. The Technical Bids are evaluated by the Competent Authority. No amendments or changes to the Technical Bids are permitted. Bids with Technical Bids which do not conform to the specified requirements will be rejected as deficient Bids.
- b) Price Bids of technically compliant Bids shall be opened through e tendering portal of CPPP at a date and time advised by the Competent Authority. The Price Bids are evaluated and the Contract is awarded to the Bidder whose Bid has been determined to be the lowest evaluated substantially responsive Bid.
- c) In the price bids opened, if two or more bidders quote the same total lowest price, the following criteria will be used for awarding the contract in the order of priority:

- i) If only one bidder qualifies for Micro and Small (MSE) status as per criteria laid down by M/o MSME vide notification S.O. 2119(E) dated 26th June 2020 as amended, the bidder who falls under Micro and Small Enterprise will be awarded the contract.
- ii) If more than one bidder falls under MSE status, the bidder with highest average annual turnover for the last three financial years as per audited accounts will be awarded the contract.
- iii) If more than one bidder has same average annual turnover calculated as per sl.no.2 above, the bidder who has executed highest single value contract in the last two years will be awarded the contract.

3.21 Competent Authority Right to Accept Any Bid, and to Reject Any or All Bids

The Competent Authority reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to contract award, without thereby incurring any liability to Bidders. In case of annulment, all bids submitted and specifically, bid securities, shall be promptly returned to the Bidders.

3.22 Notification of Award

Prior to the expiration of the period of bid validity, the Competent Authority shall notify the successful Bidder, in writing, that its bid has been accepted by the Competent Authority. The notification letter called the "Letter of Acceptance". Until a formal contract is prepared and executed, the notification of award shall constitute a binding Contract.

3.23 Signing of Contract

Promptly after notification, the Competent Authority shall send the successful Bidder the Contract Agreement. Within twenty-eight (28) days of receipt of the Contract Agreement, the successful Bidder shall sign, date, and return it to the Competent Authority.

3.24 Performance Security

Within twenty-eight (28) days of the receipt of notification of award from the Competent Authority, the successful Bidder shall furnish the performance security in accordance with the conditions of contract. Failure of the successful Bidder to submit the above- mentioned Performance Security or to sign the Contract Agreement shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security.

4. INSTRUCTIONS TO THE BIDDERS FOR ONLINE BID SUBMISSION

(Department User may attach this Document as an Annexure in their Tender Document which provides complete Instructions for on line Bid submission for Bidders)

- 4.1 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: <https://eprocure.gov.in/eprocure/app>.

4.2 REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link "**Online bidder Enrollment**" 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 III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / 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.

4.3 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.

4.4 PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through 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.

Note: *My Documents space is only a repository given to the Bidders to ease the uploading process. If Bidder has uploaded his Documents in My Documents space, this does not automatically ensure these Documents being part of Technical Bid.*

4.5 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 opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers
- 7) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 8) 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.
- 9) 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.

4.6 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.

5. ELIGIBILITY AND QUALIFICATION CRITERIA

SI No	Criteria	Document to be uploaded by the bidder with the tender
5.1	The bidder must be a legal entity registered with Government Agency in India	Copy of Registration Certificate.
5.2	The bidder should have a minimum average annual turnover of Rs. 9 lakhs for the last three financial years.	Copy of Audited Balance sheet and Profit & Loss account (Certified by CA).
5.3	<p>The bidder should have minimum of two years of experience in execution of the works of Maintenance and Facility Management Services for IT infrastructure (Server, Computers, Printers, Antivirus, LAN Website, Video Conferencing System, CCTVs and other Peripherals) with a minimum of 2 Servers, 40 PCs, 10 Laptops, 10 Laser Jet Printers, LAN Ports 50 nos in any Government/Public Sector Undertaking as a contractor/sub-contractor</p> <p>In case of work completed as a sub-contractor, experience certificate shall be given by the original contractee.</p>	Copy of the contract agreement/Work Order along with completion certificate or substantial completion certificate which clearly indicates the items covered and duration of the project under the contract.
5.4	<p>The bidder should have executed as a contractor or sub-contractor in any Government/Public Sector Undertaking at least</p> <p>a) One contract/work of Rs.14.44 Lakhs value through a single contract that has been successfully or is substantially completed within the last seven years before the deadline for submission of the bids, and that is similar to the proposed work.</p> <p style="text-align: center;">OR</p> <p>b) Two contracts/works of Rs.10.83 Lakh value through a single contract each that has been successfully or is substantially completed within the last seven years before the deadline for submission of the bids, and that is similar to the proposed work.</p>	Copy of the contract agreement/Work Order along with completion certificate or substantial completion certificate which clearly indicates the value of the work executed, items covered and duration of the project under the contract.

	<p>c) Three contracts/works of Rs.7.22 Lakh value through a single contract each that has been successfully or is substantially completed within the last seven years before the deadline for submission of the bids, and that is similar to the proposed work.</p> <p>The phrase “substantial completion” used above shall mean where the Employer has certified: Ongoing works where the above required value of the work has been physically completed. The same should be supported by Employer’s certificate.</p> <p>In case of work performed as Sub-contractor, the completion certificate shall be given by the original contractee.</p>	
--	---	--

6. SCOPE OF WORK

6.1 Preamble

The VSEZ office at Duvvada, VSKP is having IT Infrastructure to cater to the needs of the daily operation of a government organization. The IT Infrastructure setup is with a network of computers and printers spread across the building with a VSEZ campus LAN (Local Area Network) connecting at about 40 Nos. computers, 23 Nos. Printers, 4 Nos Color Printers, 10 Nos. Laptops (same may be variable) and 12 Nos. of CCTV Cameras with display screens at about 6 Nos. The network utilizes a mixture of optical fiber, UTP cables, Wi-Fi and switches. Internet access is provided through the BSNL Internet connectivity at a speed of 100 Mbps and Software Technology Parks of India (STPI) 20 Mbps. VSEZ use this IT Infrastructure extensively for day-to-day activities such as accessing Internet, e-Office, SEZ Online System and many other applications. Hence, the IT infrastructure facilities are essential backbone of the VSEZ activity. Sealed tenders are invited for the Annual Maintenance Contract & Facility Management for Computers, Printers, Networking Hardware and Accessories installed in the office of the Development Commissioner, VSEZ on turnkey basis.

6.2 Approximate List of Hardware/Peripherals to be maintained

Sr.No.	Items	No of Units
1	Computers	40
2	Laptops	10
3	Printers	23
4	Color Printers	04
5	UPS (offline)	02 (20 KV, 6 KV), 20 Nos. (1 KV)
6	LAN	1
7	LAN Ports	48
7	Servers	2
8	VSEZ website	1
9	VC System and Display Screens	6
10	CCTV Cameras	12

6.3 Detailed Scope of Work:

VSEZ would avail the services of a successful bidder to undertake Maintenance and Facility Management Services for IT infrastructure at VSEZ as detailed below:

6.3.1 Desktop/Laptops/Other Computer Devices:

- a) Upkeep and maintenance of the Hardware installed, additional peripherals and to provide and maintain the required drivers, thereof, if any.
- b) Installation of operating system, basic software installation like MS Office, Video Conference tools, Adobe Reader etc.
- c) Installation and updating of browsers (Internet Explorer, Chrome, Firefox, etc.)
- d) Support for users and troubleshooting of commercial software packages and removal of virus and re-installation of software, if required.
- e) Repairs to be carried out at the location of the equipment.
- f) Coordination with OEMs for troubleshooting of the Desktop/Laptops, other hardware/software and peripherals under warranty.
- g) Any other maintenance works to be undertaken related to the computer/peripherals/software etc.
- h) Proper user management of all the access points.
- i) Video Conferencing System upkeep, maintenance and its operations.

6.3.2 Server Management

- a) Installation of Operating System if required.
- b) System software installation/coordination with the respective vendor on need basis .
- c) Installation and updating of browsers (Internet Explorer, Chrome, firefox, etc.)
- d) Installation of Antivirus & updating
- e) Trouble shooting of operating system and system software
- f) Active directory user management (If applicable)
- g) Network connectivity.
- h) Backup of Server.
- i) Servers are crucial and used 24 x 7 service across the Lab.
- j) Administrator role to all the devices of the organization.

6.3.3 Network Management

- a) Installation of new network devices
- b) Maintenance/configuration of hardware (firewall, switch, wireless devices etc.)
- c) Updating and backup of the firmware
- d) Internet links – monitoring & management
- e) Call logging with the vendor on need basis and coordination

6.3.4 Printers

- a) Checking the toner levels and changing the same on regular intervals with the approval of VSEZ.
- b) Installation and configuration of the devices
- c) Monitoring of the device on a daily basis
- d) Call logging with the vendor on need basis and coordination
- e) Networking of Printers

6.3.5 Scanners

- a) Installation and configuration of the devices
- b) Monitoring of the device on a daily basis
- c) Call logging with the vendor on need basis and coordination

6.3.6 UPS System

- a) Installation and configuration of the devices
- b) Monitoring of the device on a daily basis
- c) Call logging with the vendor on need basis and coordination

6.3.7 Website Maintenance

- a) Website hosting, maintenance and periodic updation of data. Basic content management in the static data of the website.
- b) Any other programmable changes/dynamic data related works would be as per the request within the earmarked lumpsum of the contract.

6.3.8 Antivirus

- a) Installation of the Antivirus software
- b) Updating the virus definitions on a frequent interval (weekly) and also on need basis.

6.3.9 Video Conference Maintenance

- a) Monitoring of VC during the meetings and maintain storage of recordings.
- b) Storage of event logs.
- c) Maintenance and Operation of the System.

6.3.10 Data Management of CCTVs.

6.3.11 Maintenance of LAN Connection & Equipment.

6.4 Spare Parts and Consumables

All the consumables, spares, software licenses etc. required for the Maintenance and Facility Management Services for IT infrastructure at VSEZ should be supplied by the contractor after obtaining the prior written approval of DC, VSEZ as per actual costs within the ceiling of lump-sum amount provided in the contract.

6.5 Personnel or Team of Experts

The Contractor will provide a team of qualified service Engineer(s) with a minimum qualification of B. Tech (ECE/EEE/Computer Science) and with a minimum experience of 2 years. Of the team, one person shall be available six days a week (excluding Sunday) from 9.30 AM to 6.00 PM for attending and redress of any complaints. The other expert(s) will be deployed as and when required for specific trouble shooting, repair, etc. The team shall also be available on holidays if required. The Team to be deployed by the agency should be got approved from DC, VSEZ.

7. GENERAL TERMS AND CONDITIONS:

- 7.1** If your tender is accepted, the service has to be commenced within the stipulated time limit, failing which the order will be treated as cancelled without any further intimation.
- 7.2** Bidder is required to submit the complete bid along with annexure and documents etc. The bid has to be signed in original by the authorized representative of the Bidder.
- 7.3** The bid shall be exactly according to the presented formats given in the TENDER documents. All columns of the prescribed formats should be filled.
- 7.4** Each page of tender proposal documents is to be signed and stamped by the authorized representative of the Bidder clearly indicating that all the terms and conditions mentioned herein are acceptable to the Bidder unconditionally.
- 7.5** Bidders are advised to read and examine carefully all instructions, forms, terms and specifications in the TENDER document. Failure to furnish all information required in the TENDER document or submission of a proposal not substantially responsive to the TENDER document in every respect will be at the Bidder risk and shall result in rejection of the proposal.
- 7.6** Bidders should be complying with all the applicable labour laws and other relevant laws related to operations of the bidder.
- 7.7** Bidders are advised to visit VSEZ for better understanding of existing IT Infrastructure and to understand the scope of the work more clearly before they submit their offers.
- 7.8** In the event of the specified date of opening holiday, happens to be a holiday, the bids will be accepted and opened on the next working day at the same time. The bidder or any of his authorized representatives may remain present at the time of opening of bids if they so wish.
- 7.9** The decision regarding acceptance or rejection of the full tender will rest with the Development Commissioner, VSEZ, Duvvada who does not bind himself to accept the lowest quotation and reserve the right to reject or partly accept any or all the quotations received without assigning any reason.
- 7.10** An Earnest Money Deposit (EMD) of Rs.36,100/- (Rupees Thirty six thousand one hundred only) through Demand Draft/Bankers Cheque on Nationalized Bank drawn in favour of VSEZ, Ministry of Commerce Receipt, payable at Visakhapatnam must accompany with the tender. Tender received without EMD will not be considered.
- 7.11** To ensure due performance of the contract and to safeguard the interest of this office in all respects. Performance Security Deposit for an amount of 3% (inclusive of EMD) of the value of the contract is to be furnished in the form of an Account payee Demand Draft/ Fixed Deposit Receipt from a commercial Bank, from a Commercial Bank or online payment is acceptable from the successful Bidder awarded the contract as **Rule 171 of GFR-2017**.

7.12 On acceptance of the Letter of Acceptance, it will become a binding contract and shall be bound by the terms and conditions of the tender.

7.13 The deployed staff should show their valid ID card and follow security and other guidelines of VSEZ in practice.

7.14 Duration of Contract

The period of contract will be for 24 months from the date of award of contract. The rates quoted will remain in force for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period. The contract can be extended, if so desired by the VSEZ, with same rate, terms and conditions based on the performance of the service provider. During the extension of the contract period any increase or decrease in the scope of work pro-rata rate shall apply.

7.15 Payment

Payment will be made on monthly basis within 30 days on submission of entire bill for the previous month within 10th of the succeeding month complete with all documents. Failing to submit bill(s) will lead to forfeiture of payment of that month. The statutory deductions & penalties, if any, will be applied before making the payment.

7.16 Termination

- a) The contract agreement may be terminated at any time during the contract period if any of the following events occur:
 - i. Contractor is adjudged as insolvent.
 - ii. Contractor has abandoned the contract i.e. the Contractor fails to perform the obligation under the contract for a period of One month.
 - iii. Contractor fails to proceed with the work with due diligence as per requirements
 - iv. Any of the licenses, permissions or registrations of the Contractor as required under the applicable laws are discontinued/ cancelled or not renewed in time.
 - v. Contractor has neglected or failed persistently to observe or perform his obligations under the contract or performs unsatisfactorily
 - vi. The Contractor is found to have acted in breach or violation of any of the safety norms persistently, applicable labour and other laws in relation to the contract and his obligations therein.

- vii. The Contractor commits a breach of the contractual terms and conditions.
 - viii. In the opinion of VSEZ, it is desirable to discontinue with the performance of the contract with the Contractor.
- b) VSEZ shall give the Contractor a Seven days' notice period to rectify the breach, failing which the contract shall stand terminated on the last date of the notice period without requiring any further notice from VSEZ in that behalf.
 - c) Upon such termination, the outstanding dues of the Contractor shall be settled subject to the amounts recoverable by VSEZ under the contract from the Contractor. The SD amount shall be forfeited if the contract is terminated by VSEZA on account of the above

7.17 Intellectual Property Right

All rights on developed technologies or applications in use / unused will be the property of VSEZ, Visakhapatnam. VSEZ only has the exclusive and transferable license to use, market, store, distribute, reproduce, display, adapt, communicate, perform, translate, transmit and promote the Customized Site, Customized Programming and the Licensed Content, information (or any portion thereof) to other organizations as per VSEZ's interest.

7.18 Legal

In case of any dispute on any matter the same will be referred to Development Commissioner, VSEZ and his decision will be final and binding on all the parties. During the currency of contract, if any legal disputes arise, will be subject of jurisdiction of State of Andhra Pradesh at Visakhapatnam only.

7.19 Penalty Clauses

The following penalties will be imposed for each and every short coming during execution of work as below:-

Sl. No.	Event	Penalty
1	If the resolution is delayed beyond 24 hours for no fault of infrastructure then penalty will be applicable as	0.5% of the monthly contract value per day or part thereof.
2	If the issue is due to mis-configuration and mis-management by contractor's staff	5% of the monthly AMC Charges per incident
3	Breach of Security or loss of data	5% of the total award.
4	Absence of IT Infrastructure Management personnel	Rs.4000 per each day

7.20 Statutory Provisions

The contractor shall comply with all the statutory provisions as required under various applicable Legislations of the Government and also statutory requirements as applicable.

8. SPECIAL CONDITIONS

- 8.1** The firms should have a previous experience in maintenance of such equipment with Government Department/Public Sector undertaking.
- 8.2** The successful bidder is required to give a presentation on the profile of the organization and the resources being deployed at VSEZ.
- 8.3** The firm shall submit an undertaking that the data of VSEZ shall not be shared with any other agency.
- 8.4** If a system or peripheral is not supported by OEM for the reason that the system or peripherals End-of-Support, the same is to be intimated to VSEZ in writing.
- 8.5** On expiry/termination of the contract, the contractor shall handover all the responsibilities with detailed documents and hardware mentioned under the contract over to VSEZ in good working condition, before the release of the last payment and performance security.
- 8.6** The bidder should ensure and deliver the service in sincerity and by maintaining confidentiality. The bidder will ensure continuous service availability and will deploy backup personnel as and when required.
- 8.7** In the event of system administrator availing leaves during any working day, the same has to be reported to VSEZ in advance and a suitable standby engineer accepted by VSEZ has to be provided, failing which appropriate charges will be arrived from AMC/ FMS charges and deducted from the bill.
- 8.8** In event of resignation / termination of services of IT Infrastructure Management Team, alternate arrangement should be carried out in advance and place a suitable engineers accepted by VSEZ so as not to interrupt the smooth flow of activities, failing which 2% of the monthly work order charges will be deducted.
- 8.9** Consumables or any other items not covered under AMC / FMS, if any should be identified and intimated to VSEZ in advance for further necessary action.
- 8.10** Minimum experienced and qualified Manpower as given in clause 6.5 should be deployed at the Office of DC, VSEZ during the contract period.

9. BILL OF QUANTITIES

OFFICE OF THE DEVELOPMENT COMMISSIONER, VISA KHAPATNAM SPECIAL ECONOMIC ZONE					
BILL OF QUANTITIES					
NIT No:					
Name of work: Maintenance and Facility Management Services for IT infrastructure (Server/Computers/Printers /Antivirus, Lan & Website, CCTVs and other Peripherals etc.) at VSEZ for a period 24 Months”.					
SL No	Description	Unit	Quantity	Rate	Amount
(1)	(2)	(3)	(4)	(5)	6=(4)x(5)
1	Maintenance & Facility Management Service Charges for IT Infrastructure at VSEZ by deploying competent personnel during office hours on all working days for 24 months.	Months	24	₹ 58,540.00	₹ 14,04,960.00
2	Provision for supply of Spares and Consumables for Maintenance of Hardware as and when required. (Will be paid on actuals with prior approval)	Lump-sum	1	₹ 4,00,000.00	₹ 4,00,000.00
Grand Total					₹ 18,04,960.00

1. Rates or financial bid should be filled and submitted only in the Bill of Quantities sheet under financial offer ONLINE at CPP Portal. The above sheet is only for information.

10. TENDER FORMS

The following forms should be printed on bidder's letter head, filled, duly signed, scanned and uploaded by the bidder along with the tender.

1. Letter of Technical Bid **Form: TF 1**
2. Letter of Price Bid **Form: TF 2**
3. Tender Acceptance Letter **Form: TF 3**
4. Compliance Statement to be submitted by Bidder **Form: TF 4**
5. Bidder Information **Form: TF 5**
6. Non Blacklisting Declaration **Form: TF 6**

LETTER OF TECHNICAL BID

(To be given on Letter Head of Bidder)

Date: _____

To
The Development Commissioner,
Visakhapatnam Special Economic Zone,
Administrative Building, Duvvada,
Visakhapatnam-530049

Sub: NIT No. _____ dated _____

Dear Sir,

With reference to your Notice Inviting Tenders No _____ dated _____, I/We, having examined the Tender document and understood its contents, hereby submit my/our tender for the above NIT. The offer is unconditional and unqualified.

We, the undersigned, declare that:

- 1) We have examined and have no reservations to the Bidding Documents, including Addenda issued in accordance with Instructions to Bidders;
- 2) We offer to execute the Works in conformity with the Bidding Documents;
- 3) Our bid shall be valid for a period of **120 days** from the date fixed for the tender submission deadline in accordance with the Tender Documents, and it shall remain binding upon us and may be accepted at any time before the expiration of that period;
- 4) If our bid is accepted, we commit to submit a performance security in accordance with the Tender Documents;
- 5) If our bid is accepted, we commit to deploy key equipment and key personnel consistent with the requirements stipulated in the Tender.;
- 6) All information provided in the Tender and in the Annexures of tender is true and correct and all documents accompanying it are true copies of their respective originals.
- 7) This statement is made for the express purpose of qualifying as a Bidder for providing the services for the foresaid Project.

- 8) I/ We shall make available to the Development Commissioner, VSEZ any additional information it may find necessary or require to supplement or authenticate the Qualification statement.
- 9) We understand that you are not bound to accept the lowest evaluated bid or any other bid that you may receive.
- 10)I/ We acknowledge the right of the Development Commissioner, VSEZ to reject our bid without assigning any reason or otherwise and hereby waive our right to challenge the same on any account whatsoever.
- 11)We understand that this bid, together with your written acceptance thereof included in your notification of award, shall constitute a binding contract between us, until a formal contract is prepared and executed;
- 12)I/We certify that in the last three years, I/we have neither failed to perform on any contract, as evidenced by imposition of a penalty or a judicial pronouncement or arbitration award, nor been expelled from any project or contract nor have had any contract terminated for breach on our part.
- 13)I/We declare that:
 - a) I/We have examined and have no reservations to the tender document, including any Addendum issued by the Development Commissioner, VSEZ;
 - b) I/We do not have any conflict of interest in that affects the qualification process of the tender document;
 - c) I/We have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, in respect of any tender or any agreement entered into with the Authority or any other public sector enterprise or any government, Central or State;
 - d) I/ We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf has engaged or will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive e-practice.
- 14)I/ We understand that you may cancel the Bidding Process at any time without assigning any reasons thereof.
- 15)I/ We certify that in regard to matters other than security and integrity of the country, we have not been convicted by a Court of Law or indicted or adverse orders passed by a regulatory authority which could cast a doubt on our ability to undertake the Project or which relates to a grave offence that outrages the moral sense of the community.
- 16)I/ We further certify that in regard to matters relating to security and integrity of the country, we have not been charge-sheeted by any agency of the Government or convicted by a Court of Law for any offence committed by us or by any of our Associates.

- 17)I/ We further certify that no investigation by a regulatory authority is pending either against us or against our Associates or against our CEO or any of our Directors/Managers/ employees.
- 18)I/We undertake that in case due to any change in facts or circumstances during the Bidding Process, we are attracted by the provisions of disqualification in terms of the guidelines referred to above, we shall intimate the same immediately.
- 19)I/We, hereby irrevocably waive any right which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by the Authority in connection with the selection of Applicants, selection of the Bidder ,or in connection with the selection/ Bidding Process itself, in respect of the above mentioned Project and the terms and implementation thereof.
- 20)I/we agree and undertake to abide by all the terms and conditions if any of the tender document. I/We submit this Tender under and in accordance with the terms of the tender document.

Yours faithfully,

(Signature of the Authorized Signatory)

(Name and designation of the Authorized Signatory)

LETTER OF PRICE BID

(To be given on Letter Head of Bidder)

Date: _____

To
The Development Commissioner,
Visakhapatnam Special Economic Zone,
Administrative Building, Duvvada,
Visakhapatnam-530049

Sub: NIT No. _____ dated _____

Dear Sir,

We, the undersigned, declare that:

- (a) We have examined and have no reservations to the Tender Documents, including Addenda issued in accordance with Instructions to Bidders (ITB) ;
- (b) We offer to execute the Work in conformity with the Tender Documents;
- (c) The total price of our Bid is indicated in the **Excel file of Sheet of Bill Of Quantities**,
- (d) We understand that this bid, together with your written acceptance thereof included in your notification of award, shall constitute a binding contract between us, until a formal contract is prepared and executed; and
- (e) We have not made any deviations from the requirement of the bidding document and we have also not made any tampering or changes in the bidding documents on which the bid is being submitted and if any tampering or changes are detected at any stage, we understand the bid will invite summary rejection and forfeiture of bid security/the contract will be liable to be terminated along with forfeiture of performance security, even if LOA has been issued.
- (f) We understand that you are not bound to accept the lowest evaluated bid or any other bid that you may receive.

Yours faithfully,

(Signature of the Authorized Signatory)

(Name and designation of the Authorized Signatory)

TENDER ACCEPTANCE LETTER

(To be given on Letter Head of Bidder)

Date: _____

To
The Development Commissioner,
Visakhapatnam Special Economic Zone,
Administrative Building, Duvvada,
Visakhapatnam-530049

Sub: Acceptance of Terms & Conditions of Tender.

Ref: NIT No. _____ dated _____

Name of the Work:

Dear Sir,

1. I / We have downloaded / obtained the tender document(s) for the abovementioned 'Tender/Work' from the web site(s) namely: websites CPP Portal (www.eprocure.gov.in) and VSEZ (<http://www.vsez.gov.in>) 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 (including all documents like annexure(s), schedule(s), etc.), which form part of the contract agreement and/ we shall abide here by the terms/conditions/clause contained therein.
3. The corrigendum(s) issued from time to time by your department/ organizations 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/ Organization shall Without prejudice to any other right or remedy be at liberty to reject this tender/bid including the forfeited of the full said earnest money deposit absolutely.

Yours faithfully,

(Signature, Name and Designation of the Bidder with Official Seal)

COMPLIANCE STATEMENT TO BE SUBMITTED BY BIDDER**(To be given on Letter Head of Bidder)**

Sl.No	Description	Complied or Not Complied, please indicate	Please specify the page no. for the provided documentary Evidence.
1	Bidder should submit the bid duly signed and stamped in all pages.		
2	Bidder should submit price bid in ONLINE FORM ONLY		
3	The bidder must be a legal Entity registered with Government Agency in India. Enclose copy of certificate.		
4	The bidder should have a minimum average annual turnover of Rs. 9 lakhs for the last three financial years. Copies of Audited Balance sheet and Profit & Loss account (Certified by CA) To be submitted.		
5	The bidder should have minimum of two years of experience in execution of the works of Maintenance and Facility Management Services for IT infrastructure (Server, Computers, Printers, Antivirus, LAN Website, Video Conferencing System, CCTVs and other Peripherals) with a minimum of 2 Servers, 40 PCs, 10 Laptops, 10 Laser Jet Printers, LAN Ports 50 nos in any Government/Public Sector Undertaking as a contractor/sub-contractor In case of work completed as a sub-contractor, experience certificate shall be given by the original contractee.		

	<p>Copies of the contract agreement/Work Order along with completion certificate or substantial completion certificate which clearly indicates the value of the work executed, items covered and duration of the project under the contract should be submitted.</p>		
6	<p>The bidder should have executed as a contractor or sub-contractor in any Government/Public Sector Undertaking at least</p> <p>a) One contract/work of Rs.14.44 Lakhs value through a single contract that has been successfully or is substantially completed within the last seven years before the deadline for submission of the bids, and that is similar to the proposed work.</p> <p style="text-align: center;">OR</p> <p>b) Two contracts/works of Rs.10.83 Lakh value through a single contract each that has been successfully or is substantially completed within the last seven years before the deadline for submission of the bids, and that is similar to the proposed work.</p> <p>c) Three contracts/works of Rs.7.22 Lakh value through a single contract each that has been successfully or is substantially completed within the last seven years before the deadline for submission of the bids, and that is similar to the proposed work.</p> <p>The phrase “substantial completion” used above shall mean where the Employer has</p>		

	<p>certified: Ongoing works where the above required value of the work has been physically completed. The same should be supported by Employer's certificate.</p> <p>In case of work performed as Sub-contractor, the experience certificate shall be given by the original contractee.</p> <p>Copies of the contract agreement/Work Order along with completion certificate or substantial completion certificate which clearly indicates the value of the work executed, items covered and duration of the project under the contract should be submitted.</p>		
--	--	--	--

(Signature, Name and Designation of the Bidder with Official Seal)

BIDDER INFORMATION
(To be given on Letter Head of Bidder)

INFORMATION TO BE FILLED BY BIDDER		
1	Name of the Bidder/Organization/Firm	
2	Full postal address with Telephone, Mobile Number, Telefax, Email.	
3	Please specify whether public Limited, Private Organization or Partnership Firm.	
4	Nature of the Business	
5	Date of Establishment	
6	GST NO.	
7	PAN No. (copy of PAN of the bidder to be enclosed)	
8	Service Tax Registration No.	
9	Address & Telephone Nos. of your branch office in Visakhapatnam	
10	Reference of reputed Customers.	
11	Details of related work carried out.	

(Signature, Name and Designation of the Bidder with Official Seal)

NON-BLACK LISTING DECLARATION

(To be given on Letter Head of Bidder)

UNDERTAKING REGARDING BLACKLISTING / NON – DEBARMENT

To

The Development Commissioner
Visakhapatnam Special Economic Zone,
Duvvada.
Visakhapatnam- 530049

We hereby confirm and declare that we, M/s -----,
is not blacklisted/ De-registered/ debarred by any Government department/
Public Sector Undertaking/ Private Sector/ or any other agency for which we
have Executed/ Undertaken the works/ Services during the last 5 years.

For -----

Authorized Signatory

Date: