

Notice Inviting Tender
(Tender invited through e-Tendering mode only)
For
Rate Contract for Supply of Desktops along with
UPS

No. RECPDCL/TECH/PC-GED/e-Tender/2015-16/218 Dated: 02.05.2015

REC Power Distribution Company Limited
(A wholly owned subsidiary of REC, a 'Navratna CPSE'
Under the Ministry of Power, Govt of India)
Corporate office
1016-1023, Devika Tower, Nehru Place,
New Delhi-110019
Telefax : 011-44128768
Website : www.recpdcl.in

Description of task, Pre-qualifying criteria, e-tender submission format and procedure is available on RECPDCL website (www.recpdcl.in), REC website (www.recindia.com), Central Publication Portal (www.eprocure.gov.in)

Important Dates for E- Tendering mode	
Date of Release of NIT	02.05.2015
Last date for queries / seeking clarification	09.05.2015 at 1800 Hours
Pre Bid Meeting	12.05.2015 at 1100 Hours
Last date of submission of Tender	22.05.2015 at 1400 Hours
Date of Opening of Technical bid	22.05.2015 at 1430 Hours
Date of Opening of Financial bid	To be intimated later

Note:

Online registration shall be done on e-tendering website i.e. www.tenderwizard.com/REC & in general, activation of registration may takes 24 hours subject to the submission of all requisite documents required in the process.

-Sd-

(S.C. Garg)
Addl. C.E. O.

[This document is meant for the exclusive purpose of Agencies participating against this bid and shall not be transferred, reproduced or otherwise used for purposes other than that for which it is specifically issued]



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SECTION-I

TENDER INFORMATION

Name of the assignment:

Rate Contract for Supply of Desktops along with UPS at Goa Electricity Department

Important information

Si. No.	Event	Information to the agencies
1	Date of Release of NIT	02.05.2015
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4	Last date of submission of Tender	22.05.2015 at 1400 Hours
5	Date of Opening of Technical bid	22.05.2015 at 1430 Hours
6	Date of Opening of Financial bid	To be intimated later
7	Pre- Bid Meeting Address	REC Power Distribution Company Limited, 1016-1023, 10 th Floor, Devika Tower, Nehru Place, New Delhi- 110019, India Telefax : 011-4128768,44128760/67
8	Tender Document	The details can be downloaded free of cost from the websites www.recpdcl.in (or) portal.recpdcl.in (or) www.recindia.com (or) www.eprocure.gov.in (or) www.tenderwizard.com/REC
9	EMD #	Rs 5,00,000/-
10	Address for Bid submission	Shri. Subhash Chandra Garg, Addl. Chief Executive Officer, REC Power Distribution Company Limited, 1016-1023, 10 th Floor, Devika Tower, Nehru Place New Delhi- 110019, India. Telefax : 011-4128768,44128760/67 Email- recpdcl@rediffmail.com / recpdcl.goa@gmail.com
11	Contact Person	Shri. Sunil Bisht , Assistant Manager (Technical) REC Power Distribution Company Limited (RECPDCL) Phone:011-44128760; Fax:011-44128768 Email- recpdcl@rediffmail.com / recpdcl.goa@gmail.com

The EMD (Earnest Money Deposit) is to be submitted by all the participating bidders in the form of demand draft of an amount of Rs 5,00,000/- (Five Lacs Only) of any schedule Indian bank in favour of REC Power Distribution Company Limited, Payable at New Delhi .The EMD of unsuccessful bidder will be returned within 90 days from the contract and EMD of successful bidder will also be returned after acceptance of work order and submission of PBG (Performance Bank Guarantee) i.e. 10% of the Contract Value.

➤ The bid shall remain valid for a period of 90 days from the last date of bid opening.



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SECTION-II

PREFACE

Goa Electricity Department (GED) has recently awarded IT Implementation Works under Part-A of R-APDRP Scheme to M/s REC Power Distribution Company Limited (RECPDCL) with Tata Power Delhi Distribution Limited as its Technology Partner.

The Scope of Services includes Preparation of Base-line Data System for the project area covering Consumer Indexing, GIS Mapping, Automatic Metering (AMR) on Distribution Transformers and Feeders, and Automatic Data Logging for all Distribution Transformers & Feeders. It would include Asset Mapping of the entire distribution network at and below the 11kV transformers and include the Distribution Transformers and Feeders, Low Tension lines, poles and other distribution network equipment. It will also include adoption of IT applications for meter reading, billing & collection; energy accounting & auditing; MIS; redressal of consumer grievances and establishment of IT enabled consumer service centers etc.

The Programme is proposed to be implemented on all India basis covering Towns and Cities with a population of more than 30,000 (10,000 in case of Special Category States) as per population data of 2001 Census. In addition, in certain high-load density rural areas with significant loads, works of separation of agricultural feeders from domestic and industrial ones, and of High Voltage Distribution System (11kV) will also be taken up and accordingly four towns have been identified to be covered under the scheme as per the details mentioned in Table 1.

Goa, a tiny emerald land on the west coast of India, the 25th State in the Union of States of India, was liberated from Portuguese rule in 1961. It was part of Union territory of Goa, Daman & Diu till 30 May 1987 when it was carved out to form a separate State. Goa is India's smallest state in terms of area and the fourth smallest in terms of population. Located on the west coast of India in the region known as the Konkan, it is bounded by the state of Maharashtra to the north and by Karnataka to the east and south, while the Arabian Sea forms its western coast.

Panaji (also referred to as Panjim) is the state's capital. Vasco da Gama is the largest city. The historic city of Margao still exhibits the influence of Portuguese culture.

Renowned for its beaches, places of worship and world heritage architecture, Goa is visited by hundreds of thousands of international and domestic tourists each year. It also has rich flora and fauna, owing to its location on the Western Ghats range, which is classified as a biodiversity hotspot.

Goa covers an area of 3702 square kilometers and comprises two Revenue district viz North Goa and South Goa. Boundaries of Goa State are defined in the North Terekhol River which separates it from Maharashtra, in the East and South by Karnataka State and West by Arabian Sea. Goa lies in Western Coast of India and is 594 Kms (by road) away from Mumbai city.

Goa, for the purpose of revenue administration is divided into district viz. North and South Goa with headquarters at Panaji and Margao respectively. The entire State comprises 11 talukas. For the purpose of implementation of development programmes the State is divided into 12 community development blocks. As per 2001 census, the population of the State is 13,42,998. A very striking feature of Goa is the harmonious relationship among various religious communities, who have lived together peacefully for generations. Though a late entrant to the planning process, Goa has emerged as one of the most developed States in



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India and even achieved the ranking of one of the best states in India with regards to investment environment and infrastructure.

This RFP is being floated to appoint business associate (BA) for Rate Contract for supply of Desktop PCs along with associated UPS at various locations / offices in 4 Towns of GED. The equipment are required to be supplied against release orders which would be placed as and when required. The activities for BA are described in the detailed scope of work.

The basic statistics are as below:

The Basis Statistics of GED				
Name of Town	Area in Sqkm	Network Length	No. of Consumers	No. of Transformers
Panjim	506	14220	5.16 Lacs	5000
Margao	1391			
Mapusa	1239			
Marmagao	109			

Above data is only for reference and may vary in actual

Information of Project Areas				
Name of Project Area (town)	Number of Subdivisions Offices	Number of Other Offices	Nearest Railway Station to HQ	Nearest Functional Airport to HQ
Panaji	8	25	Carambolim	Dabolim Airport
Marmagoa	4	19	Vasco Da Gama	Dabolim Airport
Margoa	10	62	Madgao	Dabolim Airport
Mapusa	8	85	Tivim	Dabolim Airport
Total	30	191		

TABLE-1



SECTION-III

Instructions to Bidders

3.1 Submission of Bid

Agency shall submit their responses online through e-tendering website www.tenderwizard.com/REC

A. The submission and opening of Bids will be through e-tendering process.

Agency can download Bid document from the RECPDCL web site i.e. <http://www.recpdcl.in> or portal.recpdcl.in or www.recindia.com or eprocure.gov.in and e-tendering regd. link is given in RECPDCL website i.e. www.tenderwizard.com/REC

(Note: To participate in the e-Bid submission, it is mandatory for agency to have user ID & Password. For this purpose, the agency has to register them self with REC PDCL through tender Wizard Website given below. Please also note that the agency has to obtain digital signature token for applying in the Bid. In this connection vendor may also obtain the same from tender Wizard.)

Steps for Registration

- (i) Go to website <http://www.tenderwizard.com/REC>
- (ii) Click the link 'Register Me'
- (iii) Enter the details about the E-tendering as per format
- (iv) Click 'Create Profile'
- (v) E-tender will get confirmation with Login ID and Password

Note- Online registration shall be done on e-tendering website i.e. www.tenderwizard.com/REC & in general, activation of registration may takes 24 hours subject to the submission of all requisite documents required in the process. It is sole responsibility of the bidder to register in advance.

B. Steps for application for Digital Signature from Bid Wizard:

Download the Application Form from the website <http://www.tenderwizard.com/REC> free of cost. Follow the instructions as provided therein. In case of any assistance you may contact RECPDCL officers whose address is given at the Bid.

Bid to be submitted through online mode on website www.tenderwizard.com/REC in the prescribed form.

C. The Agency qualifying the criteria mention in section VI should upload Bid document with duly signed scanned soft copy of the documents given below for the prequalifying response:

Pre- Qualifying Criterion Documents/Technical Bid)

- 1 Form-I -----Letter of submission of Tender
- 2 Form-II -----Pre-Qualifying Criteria Details
- 3 Form-IV -----Format for No-Deviation Certificate
- 4 Form-V ----- Manufacturer Authorization Form
- 5 Annexure-A ----- Performance Bank Guarantee
- 6 Annexure-B ----- Acceptance form for participation in reverse auction event
- 7 EMD of Rs. 5,00,000/- in form of DD or Bank Guarantee may be drawn from a scheduled commercial bank in favour of The "REC Power Distribution Company Ltd", New Delhi and scanned copy to be uploaded and original to be submitted before the last date & time of Submission of Tender.
- 8 Documents required in supporting of pre-qualification criteria details.

Financial Bid

1. Form-III-----Financial Proposal (to be submitted through online mode)



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Financial bid to be submitted in the specific format designed same may be downloaded from website www.tenderwizard.com/REC and after filling the form it is to be uploaded through digital signature.

The all document should be addressed to.

Addl. Chief Executive Officer REC Power Distribution Company Ltd. 1016-1023, 10th Floor, Devika Tower, Nehru Place, New Delhi - 110019

(Note: All papers that comprise the Bid document of the concerned Bid must be numbered. An index of each page should also be provided)

SECTION-IV SCOPE OF WORK & SERVICE LEVEL AGREEMENT

1. Detailed Scope of Work

1. Supply, installation, commissioning of Desktop PC along with UPS, related equipment and Software at locations / offices specified in the Release Order.
2. All supplied items must conform to the detailed technical specifications mentioned in this tender document.
3. Packaging and transportation from the manufacturer's work to the site including port and customs clearance will be borne by the bidder.
4. Receipt, storage, preservation and conservation of equipment at the site.
5. Insurance of all equipment from manufacturer's site till installation, commissioning, handing over and user acceptance will be borne by the bidder.
6. Maintain the mandatory and recommended spares during warranty and AMC period and provide the list of the same.
7. Install the equipment, obtain user acceptance and submit a copy of user acceptance to designated authority.
8. Whenever a material or article is specified or described by the name of a particular brand, manufacturer or trade mark, the specific item shall be understood as establishing type, function and quality desired. Products of other manufacturers may also be considered, provided sufficient information with necessary certificates and documents are furnished so as to enable the RECPDCL to determine that the products are equivalent to those named. The Decision of RECPDCL shall be final and binding on the bidder in this regard. In case bidder proposes the products of other manufacturer, necessary certificates and documents shall be submitted along with the bid.
9. The bidder shall provide 3 years onsite warranty and 2 years Annual Maintenance Contract (AMC) of all supplied, installed and commissioned equipment as per Service Level Agreement (SLA).
10. Provide ongoing product information and documentation such as User manuals, System administrator manuals, Technical manuals, Installation guides etc. as applicable.
11. The Bidder shall be responsible for providing all material, equipment and services specified or otherwise, which are required to fulfil the intent of ensuring operability, maintainability and the reliability of the complete work covered under this specification.
12. It is not the intent to specify all aspects of design and installation of associated systems mentioned herein. The systems, sub-systems and equipment/devices shall conform in all



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respect to high standards of engineering, design and workmanship, and shall be capable of performing continuous commercial operation.

13. The vendor will arrange for an engineer for supporting / repairing / replacing desktops, UPS mentioned in section 3.2 and make sure the response time is such that restoration is achieved in prescribed time. The engineer requires to visit different offices for supporting the equipment.
14. Preventive Maintenance: Vendor will carry out required Preventive Maintenance as per the schedule mentioned in SLA, which comes in the scope of this agreement. The downtime required for preventive maintenance will be communicated to concerned office by the vendor in advance.
15. The bidder shall adhere to all the terms and conditions mentioned in the service level agreement (SLA).
16. The service during warranty on equipment will be on-site.
17. The bidder shall make his own necessary arrangements for the following and for those not listed anywhere else :
 - Office and store.
 - Transportation.
 - Boarding & lodging arrangement for their personnel
18. In case of award of contract, the successful bidder also needs to submit a copy of agreement with OEMs for back to back arrangement for critical support and spares.

2. Detailed Technical Specification

1. The supplier shall submit the data sheets for each of the equipment model detailing the specifications of the equipment.
2. The equipment models shall be supported by the OEM for a minimum period of next five years.

2.1 Detailed Technical Specifications of Desktop PC

Description / requirements		Supplier Response (Compliant / Not Compliant)	Remarks
A) Architecture	i) Type	Desktop PC	
	ii) Orientation	Vertical Tower Type or Ultra Small /Small Form Factor Desktop Type With Mechanical Locking Arrangement for the CPU Cover/casing	
	iii) Bus type / architecture	PCI	
B) Processor	i) CPU CHIP	Intel Core i3 or higher	
	ii) Processor internal clock speed	2.90 GHz or higher	

Description / requirements			Supplier Response (Compliant / Not Compliant)	Remarks
	iii) Planer clock speed / FSB	1066 MHz or higher		
	iv) L2 Cache	4 MB or higher		
C) Memory	i) Memory (RAM)	4 GB (2 nos. of 2 GB DIMMs)		
	ii) Memory (RAM) max expandability	16 GB or higher		
	iii) RAM speed	1600 Mhz or higher		
	iv) RAM slots total	4 or more (in Dual Channel; 2DIMMS /channel or more)		
	v) RAM type	Non ECC DDR3		
	vi) Packaging	DIMM		
D) Board	Mother Board	OEM Mother Board with OEM logo embossed on the Mother board		
	Revision Level	Management agent should show the revision level		
E)HDD	i) Size & Make	500 GB@ 7200RPM or better SATA HDD, Sync Transfer Rate 3 GBPS or higher		
	ii) Hard disk controller	Integrated SERIAL ATA II or higher		
	iii) HDD Exp Option	Option to add 2nd Serial ATA HDD-Required		
F) Graphics subsystem	i) Type	built-in on the chipset, Intel HD Graphics 6000 integrated or higher		
	ii) Video RAM	Shared		
	iii) Resolution	1024x768 or better		
	iv) Graphics bus interface	Integrated Graphics Media accelerator		
G) Monitor (Asset Controlled)	Monitor	15" or higher TFT, Min. Resolution 1024 x 768		
H) Keyboard	Type	USB Std Keyboard		
I) Pointing device	Mouse with Mouse Pad	2 button OPTICAL scroll Mouse, OEM		
J) DVD Drive	i) Speed	48X or higher		
	ii) Make	DVD read and write, SATA Implemented OEM make or equivalent (any other make offered to be specified)		

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Description / requirements		Supplier Response (Compliant / Not Compliant)	Remarks
k) Ports and Interfaces	ii) Serial Port (optional)	1 or more	
	iii) Serial ATA Interface (optional)	4	
	v) USB Ver 2.0 or higher	At least 8 out of which 2 on front. USB Ports must be apart enough so that all three can be used simultaneously	
	vi) Mouse	1	
	vii) Keyboard	1	
	vii) Graphic Media Accelerator Display	1	
	ix) Audio stereo input	1	
	x) Audio stereo output	1	
	xi) Microphone	1	
	L) Expansion options	i) Slots	
a) PCI Slots Conventional		2 Free Slots Minimum	
b) PCI Express xl Slot		1 Free Slot Minimum	
c) PCI Express xl6 Slot		1 Free Slot Minimum	
ii) 3.5 inch bays – accessible		1 or more	
iii) 3.5 inch bays - not accessible		2 or more	
iv) 5.25 inch bays - accessible		2 or more	
M) Manageability & Standards	i) WLP 2.0	Yes	
	ii) Plug & Play	Yes	
	iii) Power Management features ACPI 1.0	Yes	
	iv) EPA Energy Star compliant	Yes	
	i) Boot sequence control	Yes	
	ii) Diskette boot inhibit	Yes	
	iii) Power on/Boot password	Yes	
	iv) Configuration	Optional	

Description / requirements		Supplier Response (Compliant / Not Compliant)	Remarks
	Password		
	iv) Setup password	Yes	
N) Audio	i)ADDA	Integrated 4 channel High Definition audio	
	ii) Sampling Rate	5 KHz to 44 KHz or better	
	iii) Synthesizer	4 channel or better	
	iv) Internal Speakers	Stereo Speakers to be provided - 1.5 W Minimum,	
O) Network Connectivity	a)Type	Integrated Intel 10/100 /1000 Gigabit N/W Connection Ethernet	
	b) Support type	Wake on LAN support	
	c) Connector	RJ45	
P)OS	a) MS WINDOWS	Latest OEM version preloaded	
		a)Recovery CDs/DVDs containing all required drivers and patches	
		b)OS CDs/DVDs / Online website link with License declaration and	
		c) Documentation on media for Lic.	
	S/W Patches	Ensure that all software (OS & applications) supplied is licensed and includes supply of all patches, updates, and bug-fixes during the warranty and extended support period / AMC if any.	
Q) Warranty		Minimum 3 Years Comprehensive OEM on-site warranty (NEXT Business DAY resolution) for all components (H/W and OS, office automation tools etc.) supplied including reloading and reconfiguration of all s/w and device drivers, if required. Warranty period will start after delivery at site as per Release Order.	

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Description / requirements			Supplier Response (Compliant / Not Compliant)	Remarks
R) CERTIFICATION	a) Windows Certified	Compliance Required		
S) Manageability Features * (All related Client Licenses as applicable to be provided)	a) Tools for asset Tracking including serial number tracking of system, manufacturer name & model, board, CPU, memory, monitor, HDD with details of NIC, OS Etc to be provided by OEM	Required, Compliance to be demonstrated		
	b) OEM health monitoring/ diagnostic tools	Required, Compliance to be demonstrated		
	c) Monitoring & Pre failure alerts for the Hard Disk	Required, Compliance to be demonstrated		
T) Physical Security	Hood Sensor	Required, Compliance to be demonstrated		
U) Additional Information to be provided by bidder	BIOS Type	To be indicated by bidder		
V) Power Supply	Power Supply Wattage	To be indicated by bidder (But not more than 300W)		
W) Other Software	Office Automation Tools	Latest versions of MS Office Standard, Acrobat, Winzip etc.		

2.2 UPS - 600 VA Line Interactive INTELLIGENT UPS for Desktop PC

Description / requirements		Supplier Response (Compliant / Not Compliant)	Remarks
a) Capacity	600 VA Line Interactive		
b) Back up Time	10 Minutes on 450 VA Continuous Load; Overload capacity: 125% of required capacity for at least 1 Minute		
c) Input Voltage	170 V to 270 V, 50 Hz + 5%		
d) Output Voltage	198 to 250 (on line), 230 + 5% (On Battery) Automatic Voltage Regulation		
e) General Features	<ul style="list-style-type: none"> • Automatic Voltage Regulation, Lightning & Surge Protection • Output Wave form— Modified Sine wave • Audio Alarms: Low Battery; Battery ON; Overload Protection: 		



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Description / requirements		Supplier Response (Compliant / Not Compliant)	Remarks
	Overload, Short circuit, spike & surge		
f) Switching Time	Less than 5 MS without data loss		
g) Operating Temp.	Up to 40 Deg. C.		
h) Operating Humidity	Up to 90%, Non-condensing		
h) Battery Type *	SMF- Hitachi/ Exide/ Global Yuasa/ Panasonic make or equivalent		
i) Make *	APC, Liebert, TVSE, Powerware (Invensys), Guard/NEXUS, Wep, HCL or equivalent		
j) Others	Output Sockets - Min 3 Nos, each 6 Amp- 3 Pin with all Sockets wired for UPS output Socket of UPS must be compatible with PC and Printer. UPS input power plug should be of Indian standard. Software: Required for health monitoring of battery & Power mgmt. system RS232-C Serial port or USB port with interface cable, Min 3 Ft Long.		
k) Warranty	Minimum 3 Years Comprehensive OEM on-site warranty (NEXT Business DAY resolution) for all components including batteries. If the backup reduces to 5 min during warranty/AMC period then bidder will replace the UPS or battery as required at his own cost.		

** Bidder may quote any other equivalent or better make with supporting documents in terms of better or equivalent performance. The decision to accept/ reject the same lies with RECPDCL.*



3. Location-wise Indicative Quantity

3.1 Location Details of Desktop PCs along with UPS (Indicative)

Item	Panaji				Mapusa			Margoa			Marmagoa			Total
	CC	SDO	SS	OTH	SDO	SS	OTH	SDO	SS	OTH	SDO	SS	OTH	Total
Desktop PC along with UPS	10	40	14	141	40	12	264	50	18	186	20	5	66	866

(CC – Customer Care Center SDO – Sub-Division Office SS – Sub-Station OTH – Other Offices)

Presently we have an indicative data for installation 866 desktop PC and UPS as mentioned in above table. Actual installation will be done as per requirements at site.

4. Timelines for Delivery And Installation

- ✦ Bidder is required to deliver the equipment at the specified locations / offices within 4 weeks from the date of the Release Order. Locations/Offices would be as specified in the Release Order.
- ✦ Installation shall be completed within 15 days of delivery date.

Liquidated Damages

- ✦ In case of delay in supply and installation of equipment compared to the above schedule, LD shall be levied as per the clause 25 of GCC (Section VII - General Conditions of Contract) attached along with this document.
- ✦ For the purpose of calculating and applying LD, each Release Order shall be considered as a separate contract. Penalty/ LD if any, shall be deducted from the payments due under the Contract or by invoking the Contract Performance Bank Guarantee and/or otherwise.

5. Payment Criteria

- ✦ For Supply of Desktops PCs along with UPS:
 - Payment shall be made on release order basis. Once the delivery/ installation against a particular release order is complete, bidder shall submit the invoices to RECPDCL.
 - 50% payment shall be released against successful completion of deliveries at the delivery location specified in the release order and acceptance of same by RECPDCL Nodal Officer.
 - Balance 50% payment shall be released after successful installation of Desktop PC and UPS at user’s site and acceptance by RECPDCL Nodal Officer. In case of UPS, bidder is required to obtain user acceptance for specified power backup. The bidder is required to submit a copy of user acceptance to the designated Authority along with the invoice.
- ✦ For AMC (after warranty period):
 - Payment shall be released on half yearly basis in arrears, i.e. at the end of every six months.

6. Service Level Agreement (SLA)

SLA for Desktop PC and UPS

1. Terms of Agreement

This agreement shall remain in force from the date of commencement of warranty till the expiry of warranty and AMC for the desktop PC and UPS.

2. Scope of Work for SLA

The complete Desktop PC comprises of CPU, Monitor, Power cable, VGA cable, Keyboard, Mouse and any other accessory of Desktop PC. Bidder has to replace these parts in case it's not working within defined timelines. Bidder needs to repair/ replace UPS/Battery in case power backup reduces to 5 minutes.

a) Uptime guarantee

The agreement stipulates that bidder shall maintain the Desktop PCs and UPS with uptime of 98%. The uptime will be calculated on yearly basis.

b) Maintenance Services

Bidder shall provide following maintenance services under this agreement:

➤ Corrective Maintenance

Any system failure will be attended at the user site by bidder's engineer and if necessary by their specialists. In case Desktop PC is to be taken to Test & Repair Center of OEM, vendor will make sure that the data is backed up from Desktop PC & it's configuration setup is documented & signed off by respective user. Also the Bidder is required to provide a stand-by Desktop PC/UPS to the user till the original desktop PC/UPS is returned after proper repair from OEM Centre and backed up data is restored in the repaired system. The configuration (software as well as hardware) of the Desktop PC should be same as it was before taking the system from user.

➤ Spares Availability/Support for OS Patch

Bidder shall keep 2 nos. of Desktop PCs as spare for each 100 nos. of Desktop PCs. Bidder shall also have a back-to-back Business Critical Support arrangement with the OEM for spares and escalation support. Bidder shall also have a formal arrangement with OEM for any technical support that may be required on the hardware and the operating system. A copy of agreement between bidder & OEM should be submitted along with the bid.

c) Response and Resolution Time

- Response Time - 4 Business Hour Response Time during prime hours (10 AM – 5 PM Monday to Saturday)
- Resolution Time – Next Business Day Resolution Time.

3. Method of contact to Engineer

Bidder is required to submit the support escalation matrix for L1, L2, and L3 support along with the bid. Bidder should mention contact no, e-mail id and name of concerned person in this matrix. The support team of the bidder will work with IT Helpdesk of user for ensuring complaint resolution for supplied Desktop PC and UPS as per SLA.

4. Reporting



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The Bidder shall prepare a monthly Uptime Summary Report.

5. Penalty for SLA Non-Compliance

In case the uptime commitment is not met, same shall attract a penalty @ Rs. 10000 per day or part thereof. The penalty amounts shall be recovered from the payments due to the vendor. A sample calculation is given below:

If the actual uptime achieved in 97.5%, penalty amount shall be:

$$\text{Rs. } 10000 \times \{(98.0 - 97.5) / 100 \times 365\} = \text{Rs. } 18,250$$



SECTION-V

GENERAL CONDITIONS OF TENDER

Part – 1

1. The bidder must fulfil the above eligibility criteria/pre-qualifying conditions for evaluation of their bids. Bids of bidders fulfilling the above eligibility/pre-qualifying conditions will only be evaluated by the duly constituted evaluation committee. Bids of the bidders not fulfilling the eligibility/pre-qualifying conditions given above may be summarily rejected. Undertaking for subsequent submission of any of the above documents will not be entertained under any circumstances.
2. RECPDCL reserves the right to conduct the reverse auction (if required) for the products/ services being asked in the tender. The terms and conditions for such reverse auction event shall be as per the Acceptance Form attached as Annexure B of this document. The bidders shall mandatorily submit a duly signed copy of the Acceptance Form along with the tender document as a token of acceptance.
3. RECPDCL reserve the right to verify/confirm all original documentary evidence submitted by the bidder in support of above mentioned clauses of eligibility criteria, failure to produce the same within the period as and when required and notified in writing by RECPDCL shall result in summarily rejection of the bid.
4. Engagement with RECPDCL does not confer any right to the agencies to be invited for participating in any bids, tender etc. floated by RECPDCL. RECPDCL reserves the right to call bids/assign work/associate the agency/agencies in any area as may be deemed fit by RECPDCL depending upon the profile provided by the agencies and requirement of assignment.
5. RECPDCL reserves the right to accept or reject any or all requests for engagement without assigning any reason or to accept in parts and engage more than one agencies at its sole discretion.
6. Acceptance of the application(s) constitutes no form of commitment on the part of RECPDCL. Furthermore, this acceptance of the application confers neither the right nor an expectation on any application to participate in the proposed project.
7. RECPDCL reserve the right to waive off any shortfalls; accept the whole, accept part of or reject any or all responses to the Tender.
8. RECPDCL reserve the right to call for fresh tenders at any stage and /or time as per the present and /or envisaged RECPDCL requirements even if the tender is in evaluation stage.
9. RECPDCL reserve the right to modify, expand, restrict, scrap, re-float the tender without assigning any reason for the same.
10. The responder shall bear all costs associated with the preparation and submission of its response, and RECPDCL will in no case be responsible or liable for these costs, regardless of the conduct or the outcome of the tender process.
11. Consortium and joint venture responses are not allowed, in any case. Also, bidders have to note that no sub-contracting / sub-letting is allowed
12. **Performance Security:** The agency need to deposit within fifteen (15) working days from the date of acceptance of work order, a Performance Security in the form of Bank Guarantee or Demand Draft (DD), for an amount of 10% (Ten per cent) of the Tender



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value for the due performance and fulfilment of the contract by your firm which is valid for 87 months in the format placed at Annexure – A.

The Performance Bank Guarantee may be drawn from a scheduled commercial bank in favour of The “REC Power Distribution Company Ltd”, New Delhi.

The Performance Bank Guarantee may be discharged/ returned by the RECPDCL after the completion of the contract upon being satisfied for the performance of the obligations of your firm under the contract.

Failing to comply with the above requirement, or failure to enter into contract within 30 days or within such other extended period, as may be decided by the CEO, RECPDCL shall constitute sufficient grounds, among others, if any, for the annulment of the award of the tender.

In the event the firm being unable to provide the services, during the engagement period as per the contract for whatever reason, the Performance Bank Guarantee would be invoked by RECPDCL.

No Bank Charges/ interest shall be payable for the Performance Bank Guarantee.

13. Rates and Prices

- a Bidders should quote item-wise rates/ prices including all taxes and duties as mentioned in Form-III by explicitly mentioning the breakup of basic prices and applicable taxes.
 - b Price quoted by bidder shall be firm for entire contract period.
 - c Price quoted shall be firm and any variation in rates, prices or terms during validity of the offer shall lead to forfeiture of the EMD of said bidder.
 - d The quoted prices shall be for delivery and installation at Goa. The prices shall be FOR destination and shall include all charges, levies and duties for delivery and installation at the specified locations in GOA State. The exact details of location address etc. shall be provided along with the release order.
14. In case of default in services or denial of services, RECPDCL, at its sole discretion, will be free to avail services of other service providers at your "Risk & Cost".
15. All other terms and conditions of the GENERAL CONDITIONS OF CONTRACT shall be applicable.
16. Bidders are advised to refrain from taking any deviations on this TENDER. Still in case of any deviations, all such deviations from this tender document shall be set out by the Bidders, Clause by Clause in the format as mentioned in Form IV and submit the same as a part of the Technical Bid. Please note that in case of deviations to the tender terms, bids may be liable for rejection.
17. In case any damage or defect is found during verification after receipt of material at Purchaser's stores or material develops defects within warranty period, the supplier shall attend/replace such defects free of all charges within 15 days of being notified by the Purchaser, of the occurrence of such defects. In case the defect is not attended or replacement of material is not received within specified period, then apart from encashing the performance security deposit, the Purchaser may also take suitable penal action including debarring from all future business.



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18. The insurance coverage: Goods supplied under the contract shall be also fully insured on all risk basis during inland transit up to destination store in the purchaser's country. The supplier must insure the Goods in an amount equal to 110% of CIF/EXW price of Goods.

SECTION-VI

ELIGIBILITY CRITERIA

Pre-Qualifying Criteria (Mandatory Requirements) for OEM of Hardware (Desktop PC and UPS)

S. No.	Qualification Criteria	Documents Required
1	The OEM shall have ISO 9001:2008 and ISO 14000 certifications	Copy of ISO Certificates to be enclosed in this regard
2	The minimum average annual turnover of the OEM shall be Rs. 100 Crores in last 3 financial years (FY 2011-12, 2012-13 and 2013-14).	Copy of Audited Balance Sheet and P&L Account for the respective financial years to be submitted in this regard
3	The OEM vendor shall have at least one service center within the Goa State with sufficient infrastructure.	Copy of Self certification along with location and contact details of the said service center to be enclosed in this regard.

Pre-Qualifying Criteria for Bidder

1. The bidder shall be a private/public Company registered under Company Act 1956 prior to Apr'2010. Certificate of Incorporation and Registration needs to be submitted along with the bid.
2. The Minimum Average Annual Turnover of the bidder shall be a minimum of Rs. 2.5 Crores in last 3 financial years (FY 2011-12, 2012-13 and 2013-14). Copy of Audited Balance Sheet and P&L Account for the respective financial years to be submitted in this regard
3. The Bidder must have successfully executed similar type of projects for Supply, installation, commissioning of Desktop PC along with UPS, related equipment and Software (meeting any of the below criteria) in the last 3 financial years (FY 2012-13, 2013-14, 2014-15 and including the period of FY 2015-16 till bid submission date). (Proof: Necessary Purchase order/LOI/Contract/Certification on client letterhead/Performance certificate as proof of services provided for the last 3 years needs to be submitted). The details need to be submitted in the following format along with the copy of the completion Certificate.
 - a. One project covering Supply, installation, commissioning of minimum 693 nos. Desktop PC along with UPS, related equipment and Software.
or
 - b. Two project each covering Supply, installation, commissioning of minimum 433 nos. Desktop PC along with UPS, related equipment and Software.
or
 - c. Three project each covering Supply, installation, commissioning of minimum 347 nos. Desktop PC along with UPS, related equipment and Software.



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Details of Successful Completion of Projects by Bidder

Year of Completion	Desktop PC along with UPS Supplied (make & Model)	Number of Units Supplied	Order no.	Client Name and Location of Project	Completion certificate attached (Yes/No)

RECPDCL reserves the right to counter check any of the supporting documents directly from the respective client for their authenticity.



SECTION-VII

TENDER EVALUATION METHODOLOGY

OPENING OF BID:

The Bidder or his authorized representative may be present at the time of opening of bid on the specified date, but a letter in the form annexed at (Form – I) hereto must be forwarded to this office along with bid and a copy of this letter must be produced in the office by the person attending the opening of bid. Unless this letter is presented by him, he may not be allowed to attend the opening of bid.

In case of unscheduled holiday on the closing/opening day of bid, the next working day will be treated as scheduled prescribed day of closing/opening of bid; the time notified remaining the same.

EVALUATION OF BID

PRE-QUALIFYING CRITERIA

Evaluation and comparison of bids will be done as per provisions of Pre-qualifying Criteria supporting documents as proof of pre-qualifying criteria at section – VI. RECPDCL reserves the right to verify the site of operation for above activity and list of persons provided as per qualifying criteria and accordingly decide upon meeting the requirement.

The RECPDCL will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed and whether the bids are generally in order qualifying to which bids shall be summarily rejected.

PRICE EVALUATION CRITERIA

- 1.1 Bidders should quote their rates/prices in Indian Rupees only which shall be inclusive of all applicable taxes, duties, levies, insurance, transportation etc., applicable for entire scope of work as per Price Schedule included to Form - III of this tender document.
- 1.2 Bids shall be evaluated on the basis of the total evaluated value as per the quoted rates for the services mentioned in Scope of Work. The total evaluated price as per the evaluation methodology mentioned as under at Form - III of this tender document and the other details mentioned therein will be the basis for the evaluation purposes and for arriving at inter-se ranking of the various bidders of the tender.
- 1.3 Bid shall be evaluated separately for Part-I and Part-II as per the Total All Inclusive Value for tender BoQ as mentioned in Form-III, which shall be filled by the bidder as a Financial Bid.

AWARD CRITERIA

The purchaser will award the contract to the successful bidder whose bid has been determined to be in full conformity to the bid documents and has been determined as the lowest evaluated bid as calculated for both the parts I & II separately.



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FORM-I

Letter for Submission of Tender

To,
Addl. Chief Executive Officer
RECPDCL,
1016-1023, 10th Floor,
Devika Tower,
Nehru Place, New Delhi-110019

Sub.: Engagement of Service Agency

Sir,

1. With reference to your Tender No. ----- dated ----- for **Rate Contract for Supply of Desktops along with UPS at Goa Electricity Department**, I wish to apply for engagement with RECPDCL as **“Rate Contract for Supply of Desktops along with UPS at Goa Electricity Department”**

Further, I hereby certify that

I have read the provisions of the all clauses and confirm that notwithstanding anything stated elsewhere to the contrary, the stipulation of all clauses of Tender are acceptable to me and I have not taken any deviation to any clause.

2. I further confirm that any deviation to any clause of Tender found anywhere in my Bid, shall stand unconditionally withdrawn, without any cost implication whatsoever to the REC PDCL.
3. Our bid shall remain valid for period of 90 days from the last date of bid submission.

Date:
Place:

Signature
Full Name
Designation
Address

Note: In absence of above declaration/certification, the Bid is liable to be rejected and shall not be taken into account for evaluation.



Rate Contract for Supply of Desktops along with UPS at Goa Electricity Department

PRE QUALIFICATION CRITERIA DETAILS

1. THE FIRM

2. Name _____

Regd. Address _____

a) Address of Office at Delhi/NCR _____

b) Contact Person's

i) Name & Design. _____

ii) Address _____

iii) Tel No. Landline _____ **Mobile** _____

iv) Email ID _____

3. Type of Firm: Private Ltd./ Public Ltd./ Cooperative/
(Please tick) Partnership/ Proprietor

4. PAN _____

5. Service Tax Reg. No.:

6. E.M.D. Details Rs._
DD No._
Name & Address of Bank

Please upload duly signed copies by authorized signatory of documentary evidence e.g. work order, corresponding satisfactory job completion certificates from clients with amount of work order in support of above and any other document indicated in prequalifying criteria)

Signature.....

Full Name.....

Designation.....

Address



Financial Bid

**PROFORMA OF SCHEDULE OF RATES
(To be submitted through online mode only)**

Bidder Name:

S. No	Item Type	No	Rate per unit (Rs.)	App. Taxes	Total all inclusive unit price (Rs.)	Total Amount (Rs.)
A	B	C	D	E	F=D+E	G=CxF
1	Desktop PC and UPS with 3 years warranty as per SLA	866				
2	AMC Charges for 4 th year as per SLA	866				
3	AMC Charges for desktops for 5 th year as per SLA	866				
Total All Inclusive Value (Rs.)						

- The rates are invited for entering into an RC valid for one year from the date of issue of contract. Prices are to be quoted accordingly. The quantities mentioned above are for evaluation purposes only. Actual Quantities may vary as per site requirement and Release Orders against this Rate Contract (RC) shall be placed accordingly.
- The quoted rates must be inclusive of all taxes as applicable at the time of bidding.
- Bidders are to quote their rates strictly as per above format.
- RECPDCL reserves the right to increase the RC quantity (on same rate and terms and conditions) by another 20% if required.



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FORM IV

FORMAT FOR NO-DEVIATION CERTIFICATE

Unless specifically mentioned in this schedule, the tender shall be deemed to confirm the RECPDCL's specifications:

S. No.	Clause No.	Details of deviation with justifications
--------	------------	--

By signing this document we hereby withdraw all the deviations whatsoever taken anywhere in this bid document and comply to all the terms and conditions, technical specifications, scope of work etc. as mentioned in the standard document except those as mentioned above.

Seal of the Company:

Signature

Name

Note: In absence of above declaration/certification, the Bid is liable to be rejected and shall not be taken into account for evaluation.



REC Power Distribution Company Limited

FORM-V
FORMAT FOR MAF

MANUFACTURER AUTHORIZATION FORM

(To be submitted on OEM's Letter Head)

Date:

ICB No.:

Invitation for Bid No.:

Alternative No.:

To,
The Nodal Officer (R-APDRP Part-A Project)
Govt. of Goa, Electricity Department
Panjim, Goa 403001

Sir,

WHEREAS M/s. [name of OEM], who are official manufacturers of having factories at [address of OEM] do hereby authorize M/s [name of bidder] to submit a Bid in relation to the Invitation for Bids indicated above, the purpose of which is to provide the following Goods, manufactured by us

.....

and to subsequently negotiate and sign the Contract.

We hereby extend our full guarantee and warranty in accordance with Clause 26 of the General Conditions of Contract or as mentioned elsewhere in the Tender Document, with respect to the Goods offered by the above firm in reply to this Invitation for Bids.

We hereby confirm that in case, the channel partner fails to provide the necessary services as per the Tender Document referred above, M/s [name of OEM] shall provide standard warranty on the machines supplied against the contract. The warranty period and inclusion / exclusion of parts in the warranty shall remain same as defined in the contract issued to their channel partner against this tender enquiry.

Yours Sincerely,

For

Authorized Signatory

Note: In absence of above declaration/certification, the Bid is liable to be rejected and shall not be taken into account for evaluation.



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ANNEXURE-A PERFORMANCE BANK GUARANTEE

M/s. REC Power Distribution Company Ltd.
1016-23, 10th Floor, Devika Tower,
Nehru Place,
New Delhi
(With due Rs.100/- stamp duty, if applicable)

OUR LETTER OF GUARANTEE No. :

Date:

Amount:

Valid Date:

Bank Name & Address:

In consideration of REC Power Distribution Company Ltd. having its office at 1016-1023, 10th floor, Devika Towers, Nehru Place, New Delhi (hereinafter referred to as "RECPDCL" which expression shall unless repugnant to the content or meaning there of include all its successors, administrators and executors) and having entered into an agreement dated _____/issued Work Order No. _____ dated _____ with/on as _____ (hereinafter referred to as "The service" which expression unless repugnant to the content or meaning thereof, shall include all the successors, Administrators and executors).

WHEREAS the Agency having unequivocally accepted to supply the materials as per terms and conditions given in the Agreement accepted to providing service as per terms and conditions given in the Agreement dated _____ /Work Order No. _____ dated _____ and RECPDCL having agreed that the Agency shall furnish to RECPDCL a Performance Guarantee for the faithful performance of the entire contract, to the extent of 10% (ten percent) (or the percentage as per the individual case) of the value of the Work Order i.e. for _____.

We, _____ (The Bank) which shall include OUR successors, administrators and executors herewith establish an irrevocable Letter of Guarantee No. _____ in your favour for account of _____ (The Agency) in cover of performance guarantee in accordance with the terms and conditions of the Agreement/work Order.

Hereby, we undertake to pay upto but not exceeding _____ (say _____ only) upon receipt by us of your first written demand accompanied by your declaration stating that the amount Claimed is due by reason of the Agency having failed to perform the Agreement and despite any contestation on the part of above named Agency.

This Letter of Guarantee will expire on _____ including 30 days of claim period and any claims made hereunder must be received by us on or before expiry date after which date this Letter of Guarantee will become of no effect whatsoever whether returned to us or not.

Authorized Signature
Chief Manager/Manger

Seal of Bank



REC Power Distribution Company Limited

Annexure B

ACCEPTANCE FORM FOR PARTICIPATION IN REVERSE AUCTION EVENT

(To be signed and stamped by the bidder)

In a bid to make our entire procurement process more fair and transparent, RECPDCL intends to use the reverse auctions as an integral part of the entire tendering process. All the bidders who are found as technically qualified based on the tender requirements shall be eligible to participate in the reverse auction event.

The following terms and conditions are accepted by the bidder on participation in the bid event:

1. RECPDCL shall provide the user id and password to the authorized representative of the bidder. *(Authorization Letter in lieu of the same shall be submitted along with the signed and stamped Acceptance Form).*
2. RECPDCL decision to award the work would be final and binding on the supplier.
3. The bidder agrees to non-disclosure of trade information regarding the purchase, identity of RECPDCL, bid process, bid technology, bid documentation and bid details to any other party.
4. The bidder is advised to fully make aware themselves of auto bid process and ensure their participation in the event of reverse auction and failing to which RECPDCL will not be liable in any way.
5. In case of bidding through Internet medium, bidders are further advised to ensure availability of the infrastructure as required at their end to participate in the auction event. Inability to bid due to telephone line glitch, internet response issues, software or hardware hangs, power failure or any other reason shall not be the responsibility of RECPDCL.
6. In case of intranet medium, RECPDCL shall provide the infrastructure to bidders. Further, RECPDCL has sole discretion to extend or restart the auction event in case of any glitches in infrastructure observed which has restricted the bidders to submit the bids to ensure fair & transparent competitive bidding. In case an auction event is restarted, the best bid as already available in the system shall become the basis for determining start price of the new auction.
7. In case the bidder fails to participate in the auction event due any reason whatsoever, it shall be presumed that the bidder has no further discounts to offer and the initial bid as submitted by the bidder as a part of the tender shall be considered as the bidder's final no regret offer. Any offline price bids received from a bidder in lieu of non-participation in the auction event shall be out rightly rejected by RECPDCL.
8. The bidder shall be prepared with competitive price quotes on the day of the bidding event.
9. The prices as quoted by the bidder during the auction event shall be inclusive of all the applicable taxes, duties and levies and shall be FOR at site.
10. The prices submitted by a bidder during the auction event shall be binding on the bidder.
11. No requests for time extension of the auction event shall be considered by RECPDCL.
12. The original price bids of the bidders shall be reduced on pro-rata basis against each line item based on the final all inclusive prices offered during conclusion of the auction event for arriving at Contract amount.

Signature & Seal of the Bidder