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Certified Company

आरईसी पावर डिस्ट्रीब्यूशन कम्पनी लिमिटेड  
**REC POWER DISTRIBUTION COMPANY LIMITED**  
(A wholly owned subsidiary of REC Ltd., a 'Navratna CPSE' under Ministry of Power, Govt. of India)  
CIN No. RECPDCL-U40101DL2007GOI165779

Corporate Office: 1016-1023, 10th Floor, Devika Tower, Nehru Place, New Delhi-110019  
Tel: 011-44128755 Fax: 011-44128768, Website: www.recpdcl.in, E-mail: co.delhi@recpdcl.in  
Regd. Office: Core-4, SCOPE Complex, 7 Lodhi Road, New Delhi-110003, Phone (011) 43091506 Fax: (011) 24365815

No. RECPDCL/IT/FMS/2016/3307

Dated: 19.02.2016

**Notice Inviting Tender**  
**(Tender invited through e-tendering mode only)**  
**For**

**Providing On-site Facilities Management Services and On-Site Comprehensive Maintenance (AMC) for ICT Infrastructure at RECPDCL Corporate Office, New Delhi as for a period of one year**

Description of task, Eligibility criteria, e-tender submission format and procedure is available on REC Power Distribution Company Limited (RECPDCL) website ([www.recpdcl.in](http://www.recpdcl.in)), Rural Electrification Corporation (REC) website ([www.recindia.nic.in](http://www.recindia.nic.in)), Central Publication Portal ([www.eprocure.gov.in](http://www.eprocure.gov.in))

<b>Important Dates for E- Tendering mode</b>	
Date of release of NIT	<b>19.02.2016</b>
Pre-Bid meeting for query resolution	<b>25.02.2016 at 11:00 Hrs.</b>
Last date of submission of bids	<b>08.03.2016 up to 15:00 Hrs.</b>
Date of opening of technical bids	<b>08.03.2016 at 16:00 Hrs.</b>
Date of opening of financial bids	<b>To be intimated later</b>

**Note:** Online registration has to be done at e-tendering website i.e. [www.tenderwizard.com/REC](http://www.tenderwizard.com/REC) in order to submit all requisite documents mentioned in this EOI document. Activation of On-Line registration may take about maximum 24 hours.

-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]

<b>Sl.NO.</b>	<b>Section</b>	<b>Particulars</b>	<b>Page no.</b>
1	SECTION-I	Tender Information	3
2	SECTION-II	Important Notice	4
3	SECTION-III	Instructions to Bidders	5
4	SECTION-IV	Schedule of Requirements	7
5	SECTION-V	General Terms & Conditions	18
6	SECTION-VI	Eligibility Criteria	23
7	SECTION-VII	Tender Evaluation Methodology	26
8	SECTION- VIII	Tender Formats	33

## SECTION-I

### Tender Information

**Name of the assignment: Notice inviting tender (NIT) for Providing On-site Facilities Management Services and On-Site Comprehensive Maintenance (AMC) for ICT Infrastructure at RECPDCL Corporate Office, New Delhi as for a period of one year.**

### Important information

Sl. No.	Event	Information to the agencies
1	Date of Release of NIT	<b>19.02.2016</b>
2	Last date for queries / seeking clarification	<b>24.02.2016 up to 18:00 Hrs.</b>
3	Pre Bid Meeting	<b>25.02.2016 at 11:00 Hrs.</b>
4	Last date of submission of Tender	<b>08.03.2016 up to 15:00 Hrs.</b>
5	Date of Opening of Technical bid	<b>08.03.2016 at 16:00 Hrs.</b>
6	Date of Opening of Financial bid	<b>To be intimated later</b>
7	Pre- Bid Meeting Address	REC Power Distribution Company Limited, 1016-1023, 10 <sup>th</sup> Floor, Devika Tower, Nehru Place, New Delhi- 110019, India Fax : 011-4128768
8	Tender Document	The details can be downloaded free of cost from the websites viz. <a href="http://www.recpdcl.in">www.recpdcl.in</a> (or) <a href="http://www.recindia.nic.in">www.recindia.nic.in</a> (or) <a href="http://www.eprocure.gov.in">www.eprocure.gov.in</a> (or) <a href="http://www.tenderwizard.com/REC">www.tenderwizard.com/REC</a>
9	EMD #	Rs 5,000/-
10	Address for Bid submission	<b>Shri S.C Garg, Addl. CEO</b> REC Power Distribution Company Limited, 1016-1023, 10 <sup>th</sup> Floor, Devika Tower, Nehru Place New Delhi- 110019, India. Fax : 011-4128768 Email- <a href="mailto:co.delhi@recpdcl.in">co.delhi@recpdcl.in</a>
11	Contact Person	<b>Shri Ajay Kumar, CTO</b> REC Power Distribution Company Limited (RECPDCL) Phone:011-44128756; Fax:011-44128768 Email- <a href="mailto:co.delhi@recpdcl.in">co.delhi@recpdcl.in</a>

**# The EMD (Earnest Money Deposit)** is to be submitted by all the participating Bidders in the form of demand draft/Bank Guarantee of an amount of Rs.5,000/- (Five Thousand only/-.) of any scheduled Indian bank in favor of REC Power Distribution Company Limited, Payable at New Delhi .

The bid shall remain valid for a period of 180 days from the date of bid submission.

## **SECTION-II**

### **Important Notice**

1. An incomplete and/or ambiguous and/or conditional and/or late response is liable to be ignored/ summarily rejected.
2. The bidder must attest with seal the original tender document as an acceptance of the TENDER terms and conditions and submit the same along with the tender response. In case of non-compliance the response is liable to be ignored/ summarily rejected.

## **SECTION-III**

### **Instructions to Bidders**

#### **3.1 Submission of Bid**

Bidders shall submit their responses online through e-tendering website [www.tenderwizard.com/REC](http://www.tenderwizard.com/REC)

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

Bidder can download Bid document from the RECPDCL web site i.e. <http://www.recpdcl.in> or [www.recindia.nic.in](http://www.recindia.nic.in) or [www.eprocure.gov.in](http://www.eprocure.gov.in) and RECPDCL's e-tendering portal i.e. [www.tenderwizard.com/REC](http://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 of class-III 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](http://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](http://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 ----- No Deviation Certificate
- 3 Annexure-I-----Performa for technical bid

EMD of Rs. 5,000/- 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.

### **Financial Bid**

1. Annexure-II-----Financial Proposal (to be submitted through online mode only)

Financial bid to be submitted in the specific format designed same may be downloaded from website [www.tenderwizard.com/REC](http://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**

### **Schedule of requirements**

#### **4.0 Scope of the Work -**

The scope of work of facility management includes following components:

#### **Responsibilities**

- 1.1. Overall Responsibility – The Vendor shall be fully responsible for all the ICT infrastructure at RECPDCL except for those equipment/ items which are already being maintained by any 3<sup>rd</sup> party(ies) – In case of third party support, the Contractor shall give first level support and co-ordinate/ follow up with 3<sup>rd</sup> party till call resolution.
  
- 1.2. Problem Resolution Responsibility
  - 1.2.1. Hardware including Network components Related Calls –
    - 1.2.1.1. For equipment/ items under Warranty/ AMC of 3rd party – 3<sup>rd</sup> Party with Vendor as first level support
    - 1.2.1.2. For equipment/ items under AMC with vendor – Vendor
  - 1.2.2. Software Related Calls – Internal IT / Third Party Vendors as under:
    - For equipment/ items maintained by 3rd party - 3rd party with vendor as first and 2nd level support
    - For all other equipment/ items - Vendor
  - 1.2.3. Details of the some of the software to be supported by VENDOR:
    - 1.2.3.1. Operating System
    - 1.2.3.2. MS Office and its Components
    - 1.2.3.3. MS Outlook Express/
    - 1.2.3.4. Internet Explorer / Netscape/ Mozilla/ Chrome etc.
    - 1.2.3.5. Application (ERP, Legacy/ 3rd party S/W etc), Security related configuration, 3rd party tools (Adobe etc.) related Configuration at Desktops, laptops etc
    - 1.2.3.6. Printer/Scanners/Projector/Webcam/Speaker Drivers etc.
    - 1.2.3.7. Any other will be decided by RECPDCL
  - 1.2.4. In the case of third party software(s) bug fixes, patches, updates, service packs and upgrades etc., the same will be provided by RECPDCL on as and when required and asked for by the vendor. However the vendor should provide equivalent freeware/ trial versions as stand by immediately.

Details of Facilities Management Service:

(A) Help Desk Services

1. *Key Activities*

- 1.1. Receiving, Logging, Prioritisation and Allocation of service calls
- 1.2. Monitoring and Status Tracking of all registered calls.
- 1.3. First or second Line Telephonic Support.
- 1.4. Escalation of Pending Calls.
- 1.5. Coordinating Second and Third Party Support.
- 1.6. Keeping Customers informed of request status and progress.
- 1.7. Closing incidents and confirmation with the customer.
- 1.8. Perform as per defined SLA parameters
- 1.9. Provide the RECPDCL with Reports as per Annexed templates.

*(It may be noted that calls may come from any of the RECPCL linked offices, including Camp, Field, Project Offices at any location as desired by RECPDCL with in NCT. For remote calls, however, only remote advice through mail/phone etc would be provided).*

2. *Deliverables*

- 2.1. Log user calls.
- 2.2. Assign severity level to each call based on predefined criteria.
- 2.3. Attend the call as per severity and scope
- 2.4. Escalate calls to the IT team of RECPDCL, if necessary.
- 2.5. Escalate calls to Third Party Vendors, if necessary.
- 2.6. Track each call to resolution as per SLA
- 2.7. Generate call reports.
- 2.8. Analyse call statistics.
- 2.9. Root Cause Analysis (RCA)
- 2.10. Provide the Management of RECPDCL with Reports.

3. *MIS Reports*

- 3.1. Monthly – Call Analysis/Statistics/Tend report, 3<sup>rd</sup> party call report and SLA

4. *Responsibilities of Vendor*

- 4.1. Receive, log, acknowledge and dispatch and/or transfer calls as appropriate.
  - 4.2. Initiate a Call Record to document the call. A call record may include information such as End User Information, Call Record No., Date & Time of Call Opening, Service Requested, Call Priority/Severity, Problem Description/Symptoms, Call Status, Call Closure/Resolution information, etc.
  - 4.3. Prioritise calls as per severity codes decided upon.
  - 4.4. Log and initiate requests for services.
  - 4.5. Attend the call as per scope
  - 4.6. Provide call status feedback to End Users.
-



- 4.7. Dispatch/arrange for onsite support for problem determination or escalation if required.
- 4.8. Interface with, and coordinate problem determination and resolution with Third Party service providers if required.
- 4.9. Monitor problem status to facilitate problem closure within the defined Service Level Objectives or escalate in accordance with escalation procedures.
- 4.10. Establish call prioritisation guidelines and escalation procedures, with assistance of RECPDCL, if so required.
- 4.11. Develop and maintain Help Desk Operational Procedures and Processes and provide a copy of the same to RECPDCL for dissemination to its personnel.
- 4.12. Maintain and provide to RECPDCL a Contact Listing of Names, emails and contact numbers (Tel/Mobile etc.) of appropriate Vendor personnel who need to be contacted in case of problem detection.
- 4.13. Communicate to RECPDCL the processes and procedures for accessing each service.
- 4.14. Provide MIS reports as per the format and periodicity agreed upon.
- 4.15. Provide information to RECPDCL on call Trends and make recommendations pertaining to improving utilisation where appropriate.
- 4.16. Vendor would be responsible for providing support which includes equipments covered under carry in warranty which includes visit to the service centre of the OEM / service provider for rectification of fault.**
- 4.17. The vendor is also required to properly mark & codify the equipments and also maintain IT inventory of IT equipment hardware and software. All the movements of RECPDCL office are required to be recorded and monthly MIS report of the IT inventory must be submitted. Other MIS reports as indicated in the list are to be generated as per the frequency indicated.
- 4.18. The weekly status report of hardware equipments sent for repair to the service centre of the vendor has to be submitted.
- 4.19. The vendor to ensure that out of the all FMS engineers deputed in the RECPDCL office, at least one engineer in each location should be provided with facility of conveyance required for visiting to the service centre / Residence of Senior Officers/ Ministry/RECPDCL CO office and attending other official work outside RECPDCL premises. RECPDCL will not bear any additional cost for these official visits and the bid will be deemed to be inclusive of all such charges.**

(B) Desktop Management Services (DMS)

1. *Scope*

- 1.1. DMS will cover Desktops, UPS, Printers, Scanners and Peripherals of RECPDCL.
  - 1.2. Support on Desktops will comprise:
    - 1.2.1. Desktops will be covered under Comprehensive AMC by the vendor/ Warranty.
    - 1.2.2. Problem resolution of the systems covered under AMC
    - 1.2.3. Problem Diagnosis and call escalation to the third party covering the system under warranty.
    - 1.2.4. Support for OS and other System Software.
    - 1.2.5. Support for Third Party software e.g. Microsoft Office
    - 1.2.6. Support for ERP Software Configuration
    - 1.2.7. Support for Antivirus Installation/Configuration
    - 1.2.8. Support for any other software installed in the system
    - 1.2.9. Network Configuration support
    - 1.2.10. Security Configuration Support as per RECPDCL Security Policy
    - 1.2.11. Email Client support.
    - 1.2.12. Problem Diagnosis, Support and resolution for Peripherals such as keyboard/mouse/monitors/cables etc. and network cards for systems under AMC.
    - 1.2.13. IT Asset Management.
    - 1.2.14. Physical Movement of Desktop during installation/ relocation etc.
    - 1.2.15. Vendor should arrange to provide Alternatives / Standbys in case of hardware Breakdowns. A minimum inventory of at least two desktops with latest configuration should be maintained on-site at RECPDCL premises.
  - 1.3. Printers
    - 1.3.1. Printers will be covered under Comprehensive AMC by the vendor/Warranty.
    - 1.3.2. **Except Cartridge/ Toner and some of the consumable parts of a printer (example Teflon sheet, Drum, Pick up roller, Scanner, other Rollers, Fuser Assembly etc) all other parts of a printer will be considered non – consumable for the purpose of this tender and quoted prices shall be deemed to be inclusive of any maintenance/ replacement/ service required for any part of the printer. The vendor will be responsible for any dust/ pests etc and is advised to carry out periodic preventive maintenance using vacuum cleaner.**
    - 1.3.3. Problem Diagnosis and call escalation to the third party, if required, covering the peripherals under warranty.
-

- 1.3.4. Physical Movement of Printers/MFPs during installation/ relocation etc.
- 1.3.5. Vendor management for escalated support; provide local support for network configuration, drivers, software and user replaceable toners/consumables.
- 1.3.6. Vendor should arrange to provide Alternatives / Standbys in case of hardware Breakdowns. A minimum inventory should be maintained on-site at RECPDCL premises for this purpose.

#### 1.4. UPS

- 1.4.1. UPS without battery will be covered under Comprehensive AMC by the vendor/Warranty.
- 1.4.2. Support for installation of new batteries may have to be provided.
- 1.4.3. Problem Diagnosis and call escalation to the third party covering the UPS under warranty.
- 1.4.4. Physical Movement of UPS during installation/ relocation etc.
- 1.4.5. Vendor should arrange to provide Alternatives / Standbys in case of hardware Breakdowns. A minimum inventory of at least two UPS with half an hour battery backup should be maintained on-site at RECPDCL premises.

### 2. *Deliverables*

- 2.1. Diagnosing the problem and resolving it or getting the same resolved through Warranty/Hardware/Network/Software Vendors, as required, as per the severity level assigned to it.
- 2.2. Support on desktop Operating System, ERP and Office Automation software including e-mail client & antivirus.
- 2.3. Resolving printing problems of the users.
- 2.4. Resolving network configuration problems at the client end.
- 2.5. Performing any Install, Move, Add or Change (IMAC) for equipment under AMC/ Warranty at the client level.
- 2.6. Record all installation of new machines, movement/ re-allocation/ relocation/ disposal etc. within site, with changes in configuration of machines (IMAC) using CA DMS/ MS-Excel/ Application Software.
- 2.7. Installation and configuration of desktop applications.

### 3. MIS Reports – As Defined in Help Desk Services

(C) Network & Server Management including Server OS Administration and Database support Service

#### 1. Scope

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- 1.1. Servers & Network devices will be covered under Comprehensive AMC by the vendor/Warranty.
- 1.2. Support for installation & configuration of Servers installed at RECPDCL Corporate Office having O/s viz. Red Hat LINUX/ MS WINDOWS SERVER etc.
- 1.3. Support for installation & configuration of Network devices installed at RECPDCL Corporate office including LAN components & cabling infrastructure.

## 2. Deliverables

- 2.1. Orderly system start-up and shutdown of servers
- 2.2. Monitoring CPU utilisation, disk space usage etc. using Server Management tools in built in the Server OS.
- 2.3. Resolving server problems like system 'hang', hard disk crash, etc.
- 2.4. Managing User Accounts - Creating/modifying/deleting users and groups.
- 2.5. Installation of OS & database upgrades and patches as and when released by the OS & database Vendor.
- 2.6. Re-installing OS on the same servers in case required.
- 2.7. Backup and DR of Servers – As defined in Section on Backup Management.
- 2.8. Recovery from Oracle database & MS-SQL Server database crash.
- 2.9. Define backup strategy for server OS & database and test the same periodically to recover from O/s crash & present database.
- 2.10. Support for Network devices (Routers, Switches & Modems) and LAN Cabling configuration & Installation
- 2.11. Backup & configuration of Network devices and log server.
- 2.12. Installation, Configuration & Support services for Security devices (proxy servers/firewall/UTM, etc.)
- 2.13. Physical Movement of Server, Network & security related devices during installation/ relocation etc.
- 2.14. Problem Diagnosis and call escalation to the third party and vendor management.

## (D) Backup and Restore Services

### 1. Scope

- 1.1. It will cover all the Servers installed.

### 2. List of Deliverables

- 2.1. Perform scheduled backup operations for the servers as per the defined backup strategy of RECPDCL and using the Backup Tool and Media provided by RECPDCL.
- 2.2. Media, after taking the backup, and carrying out verification by restoring a few randomly selected files will be handed over to RECPDCL IT Division for storage and safe custody, responsibility of which will be that of RECPDCL.
- 2.3. Maintain log sheets of backups taken.

### 3. Service Level Objectives

- 3.1. Ensure that backups are taken as per the defined schedule.
-

4. MIS Reports
  - 4.1. Monthly report on planned backups and backups actually taken.

(E) Vendor Management Services

1. Scope
  - 1.1. *It will cover the management and monitoring of IT vendors/Third Party Service Providers of RECPDCL corporate offices*

2. Deliverables

- 2.1. Maintaining database of the various vendors with details like contact person, telephone nos, escalation matrix, response time and resolution time commitments etc.
- 2.2. Logging calls with vendors and also in Vendor system so that the vendor performance as per SLA can be monitored on a periodical basis.
- 2.3. Coordinating with the vendors to get the problems resolved.
- 2.4. Escalating problems, if required
- 2.5. Keeping track of the hardware and software maintenance contracts entered into by RECPDCL, with the various vendors
- 2.6. Analysing the performance of the different vendors vis-à-vis their warranty maintenance contract entered into with RECPDCL

3. MIS Reports

Reports	Frequency
Monthly Call Reports (Vendor Wise)	Monthly

(F) Configuration/Asset Management Services

1. Scope:

*It will cover the following ICT equipment at RECPDCL*

- 1.1. *Servers*
- 1.2. *Desktops / Laptops*
- 1.3. *Printers, UPS*
- 1.4. *Networking equipment*
- 1.5. *Software Licence*
- 1.6. *Other Equipment/ Items*

2. Objectives
  - 2.1. Provide correct and accurate information on assets.
  - 2.2. Identifying and recording the names, versions and relationships of ICT equipment in scope.
  - 2.3. Reporting current status of all items of ICT equipment in scope.
  - 2.4. Ensuring changes to ICT equipment in scope are recorded as per Service Level Objectives.
  - 2.5. Account for ICT equipment assets and configurations within the organisation.
3. *Deliverables*
  - 3.1. *Create hardware asset database by recording information such configuration details, serial number, asset code, warranty and AMC details. Exact details to be recorded will be finalised in consultation with RECPDCL.*
  - 3.2. *Record installation of new machines, movement within site/ locations, changes in configuration of machines (IMAC).*
  - 3.3. *Create software inventory with information such as License, Version Numbers and Registration Details. Exact details to be recorded will be finalised in consultation with RECPDCL.*
  - 3.4. *Notifying RECPDCL about impending contract renewals with Third Party Vendors.*
4. *Service Level Objectives*
  - 4.1. *Planned installations, movement, addition and changes to software and hardware inventory (IMAC)*
  - 4.2. *Update database on new installations, moves, additions or changes within seven days of the activity.*

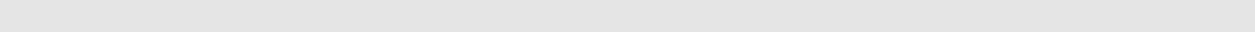
5. *MIS Reports*

Reports	Frequency
Configuration Item/Asset Report	Quarterly
IMAC (Install, Move, Add, Change) Report	Monthly

(G) Role Matrix

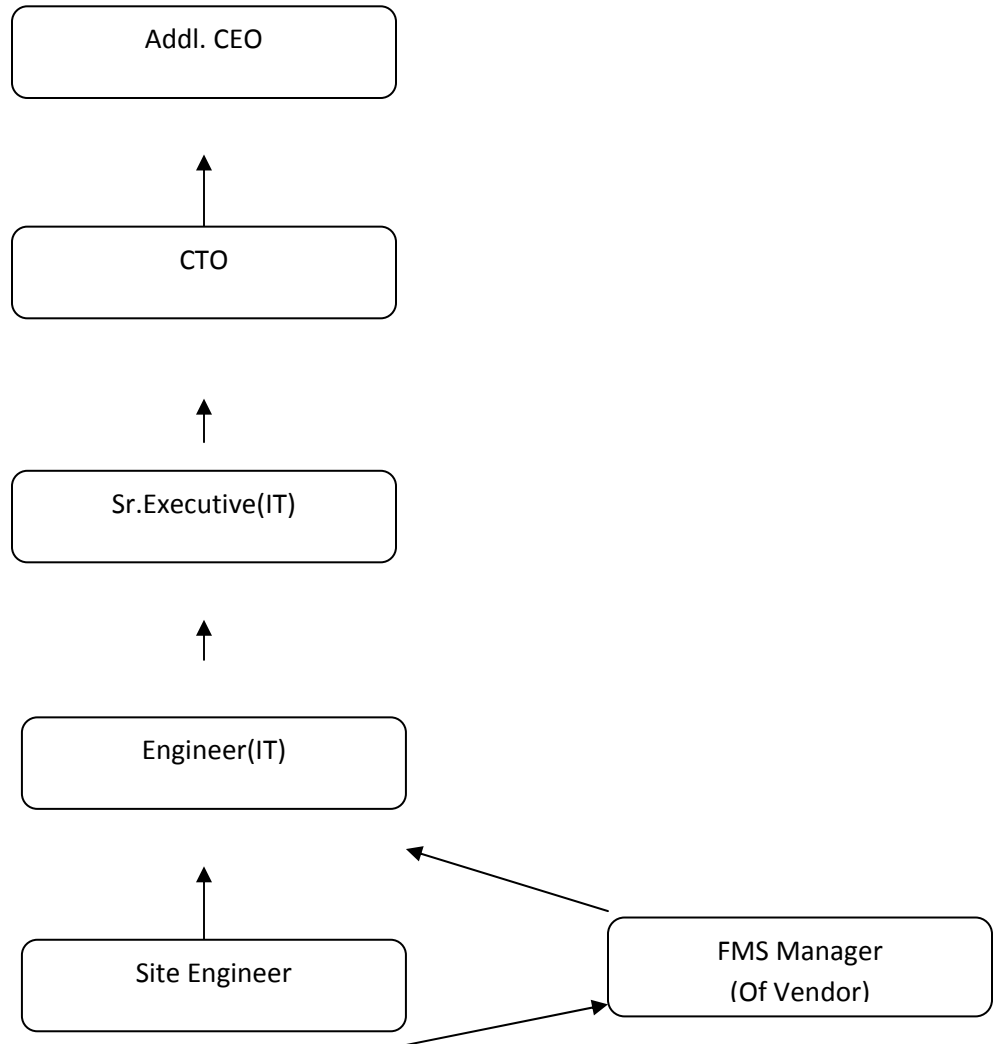
Following is the Responsibility chart of the personnel involved in the Service Delivery

Role	Skills	Major Activities
FMS Manager(offsite)	<ul style="list-style-type: none"> <li>• Management</li> <li>• Technical</li> </ul>	<ul style="list-style-type: none"> <li>• Strategic interfacing with client</li> <li>• Handling Vendor</li> <li>• Problem management</li> <li>• Statement of Work Compliance</li> <li>• Overall delivery quality</li> <li>• SLA adherence</li> <li>• Transposing best practices across sites</li> <li>• Availability management</li> <li>• Capacity Management</li> </ul>
Site Engineer	<ul style="list-style-type: none"> <li>• Desktop support and on-site fault diagnosis</li> <li>• Server, Network, Mail and desktop/laptop support skills</li> <li>• Technical Skills</li> </ul>	<ul style="list-style-type: none"> <li>• Incident handling</li> <li>• Process adherence</li> <li>• Call resolution (servers, network, desktops/laptop)</li> <li>• Handling escalated calls</li> <li>• Provide 3<sup>rd</sup> level technical support for all escalated incidents</li> </ul>



## (H) Escalation Matrix

The following escalation matrix is followed in the Service Delivery process.



### Note:

- The above Scope of Work and Specifications are indicative and not exhaustive in any manner. The bidder shall be assumed to have satisfied himself with the requirement of RECPDCL and has accounted for all services and./or products/equipments necessary for providing of state-of-the-art maintenance services for Infrastructure of RECPDCL in its financial bid. No dispute, whatsoever in this regard shall be entertained at any later stage.
  - Bidder / VENDOR shall assign suitably qualified personnel with professional skills and competence for delivery of the IT Services mentioned in this document.
-



The personnel deployed could be from VENDOR or from its subsidiaries/group companies. VENDOR may replace or change these personnel upon giving sufficient notice to RECPDCL.

- **VENDOR will ensure continuous service availability and will deploy backup personnel as and when required.**
- **Vendor should arrange to provide Alternatives / Standbys in case of hardware Breakdowns.**
- **Vendor should maintain at site its own tools, accessories, test equipment etc.**
- **Vendor's onsite FMS/ Helpdesk/ AMC engineers/ representatives shall observe discipline at RECPDCL premise and should stick to timings i.e. the working hours shall be 9 AM till 7 PM, 6 days a week i.e. Monday till Saturday. These personnel will have to observe RECPDCL calendar and holidays thereto. However RECPDCL may call any or all of the onsite FMS/ Helpdesk/ AMC engineers/ representatives of vendor even on holidays and/or weekly off as per its requirement. Any default/ non-compliance on this account shall invite liquidated damages as applicable in the case of absenteeism.**
- **Vendor shall be responsible for physical movement of the equipment and safety of the equipment during such movement.**
- **Vendor to provide on-site labour on call basis for full/ half day as per requirement. RECPDCL may give advance notice of up to one day for providing the same. Any default/ non-compliance on this account shall invite liquidated damages as applicable in the case of absenteeism.**
- **Vendor to maintain on-site inventory invariably. In case any equipment/ item is deployed it should be immediately replenished in the inventory.**
- **Vendor should carry out physical cleaning of all equipment/ items at least once in a quarter.**

## SECTION-V

### General terms & conditions

#### 4.0 Performance Security/Bank Guarantee

- (i) The Vendor should furnish performance security to the RECPDCL for an amount of 10% of the contract value, valid up to for 90 days after contract period (Fifteen months) for performance and support service/maintenance obligation. The same shall be extended suitably in case of further extension of contract period. The PBG is to be submitted within 15 days of placement of LOI.
- (ii) RECPDCL can deduct as compensation from the Performance Security/Bank Guarantee for failures on the Vendor's part to complete its obligation under the contract.
- (iii) The performance security shall be in the form of a Bank Guarantee from a Scheduled Bank or A Bankers Cheque or Demand Draft in favor of REC Power Distribution Company Limited, Payable at New Delhi as per format enclosed.

#### 4.1 Liquidated damages :

- (i) A sticker mentioning the service support call centre number of the vendor should be pasted on each system.
  - (ii) The vendor should fulfill the following conditions during the contract or extended period, as the case may be:-
    - a. Any First level support call
      - i. Which does not require any hardware replacement/ repair should be closed within one working day (08 working hours) failing which liquidated damages @ **Rs 50/- per working day or part thereof per such support call subject to a maximum of Rs 500/- per support call** shall be levied and deducted from quarterly payment.
      - ii. Which requires any third party intervention should be logged with the third party with in 04 (Four) working hours failing which liquidated damages @ **Rs 50/- per working day or part thereof per such support call subject to a maximum of Rs 500/- per support call** shall be levied and deducted from quarterly payment.
    - b. Any AMC call relating to software related problems should be rectified within maximum period of 04 (Four) working hours of lodging complaint failing which liquidated damages @ **Rs 100/- per working hour or part thereof per such support call subject to a maximum of Rs 1000/- per support call** shall be levied and deducted from quarterly payment.
    - c. Any AMC call relating to failure in the equipment and product / system or a subsystem thereof should be rectified within maximum period of 4 (Four) working hours of lodging complaint failing which liquidated damages @ **Rs 200/- per working hour or part thereof per such support call subject**
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**to a maximum of Rs 2000/- per support call** shall be levied and deducted from quarterly payment subject to following:

- i. In case a standby is provided within 04 (Four) working hours of lodging complaint then no liquidated damages will be levied upto a period of **seven working days** within which the faulty equipment and product / system or a subsystem thereof should be rectified. In case the fault is not rectified within stipulated period of seven working days liquidated damages shall be levied and deducted from quarterly payment
- ii. In case the equipment or part thereof is obsolete and not available then equipment will be deemed to be out of AMC from the date of the support call and no liquidated damages will be levied and AMC payment for the said equipment for that quarter will be made on pro-rata basis up to the previous date of the support call, after which no payment for AMC for the said equipment will be made. However in case RECPDCL is able to get the equipment or part thereof repaired/ rectified from alternate source then in addition to the liquidated damages as per (c) above the payments made for the repair/ rectification of problem will also be recovered from the vendor by deducting the same from the quarterly payment to be made to the vendor.
- d. In case the engineer is absent, then **Rs 600/- per day (Rs 300/- for half day absence) per engineer or helpdesk executive** shall be deducted if no alternate arrangement for the absentee is provided by the vendor. Vendor has to adhere the office timing (i.e. From 9 AM. To 7 PM, Monday till Saturday.), 2 days late permission is allowed per engineer/helpdesk per month failing which a half day absence will be treated for the late coming/early going.
- e. The total cumulative liquidated damage, if any, to be levied during a quarter shall be limited to a maximum of the net quarterly payment due inclusive of taxes before deductions.

#### **4.2 Payment Schedule**

- (i) Quarterly payment for the services rendered during the previous quarter(s) subject to deduction of liquidated damages if any, at the end of each quarter, shall be made in Indian Rupees Only.
- (ii) Payments shall be subject to deductions of any amount for which the Vendor is liable under the agreement against this contract. Further, all payments shall be made subjects to deduction of TDS (Tax deduction at Source ) as per the income-Tax Act,1961 and any other taxes.
- (iii) All Payments shall be made in Indian Rupees only.
- (iv) RECPDCL shall make payments on the basis of Running Bills submitted by the Vendor from time to time/ or Final Bill (as the case may be) with Quarterly SLA achievement reports.

#### **4.3 Arbitration**

- (i) Except where otherwise provided in the agreement, all questions and disputes relating to the meaning of the specifications, and instructions herein before mentioned and as to the quality of the materials, as to any question, claim, right, matter or thing whatsoever, in any way arising out of or relating to the Contract, Specifications, estimates, instructions, orders or these conditions or otherwise concerning the works, or the execution of the same whether arising during the process of the work or after the completion or abandonment thereof shall be referred to the sole arbitrator to be appointed by Chairman and Managing Director, RECPDCL. The Arbitration shall be in accordance with the provisions of Arbitration and Conciliation act, 1996 and the language of Arbitration shall be English. The Arbitrator shall give the reasoned award. The cost of arbitration proceedings shall be shared equally between the parties.

**Jurisdiction:-**

The Contract shall be governed in accordance with the Indian laws and Courts located at Delhi shall alone have the jurisdiction to try and entertain the disputes.

**4.4 Corrupt or Fraudulent Practices**

- (i) Bidders & Vendors shall observe the highest standard of ethics during the procurement and execution of the contract.
- (ii) RECPDCL will reject a proposal for award of work if it is found that the Bidder recommended for award of work is engaged in corrupt or fraudulent practices in competing for the contract in question. Any dispute causing cause of such rejection of award of work shall not be entertained.
- (iii) RECPDCL will declare a firm ineligible, or for a stated, contract to be awarded, if it at any time determines that the firm was engaged in corrupt or fraudulent practices in competing for this bid, or in executing the contract.

**4.5 Indemnity Clause**

- (i) The firm should sign an Indemnity Bond to safeguard against any pirated software, equipment, design etc being supplied to the RECPDCL.
- (ii) The selected vendor shall indemnify RECPDCL against all third party claims of infringement of Intellectual Property Rights – including , Patent, trademark/copyright or industrial design rights arising from the use of the supplied software/ hardware/manpower etc. and related services or any part thereof.

**4.6 FORCE MAJEURE CLAUSE**

If at any time, during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract is prevented or delayed by reasons of

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any war, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics quarantine restrictions, strikes, lockouts or acts of God (hereinafter referred to as "events"), provided notice of happenings of any such event is duly endorsed by the appropriate authorities/chamber of commerce in the country of the party giving notice, is given by party seeking concession to the other as soon as practicable, but within 21 days from the date of occurrence and termination thereof and satisfies the party adequately of the measures taken by it, neither party shall, by reason of such event, be entitled to terminate this contract, nor shall either party have any claim for damages against the other in respect of such nonperformance or delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist and the decision of the purchaser as to whether the deliveries have so resumed or not, shall be final and conclusive, provided further, that if the performance in whole or in part or any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 60 days, the purchaser may at his option, terminate the contract.

#### **4.7 Miscellaneous**

- I. It will be imperative on each bidder to fully acquaint themselves of all the local conditions and factors which would have effect on the performance of the work and its cost.
- II. RECPDCL reserves the exclusive right to allocate the contracted work in a staged or phased manner. Potential vendors are requested to submit alternative proposals for the associated productivity/response enhancement tools, where they believe that there are significant differences in the development activities resulting from the productivity tools used.
- III. Alterations if any in the tender should be verified properly by the vendor by placing signatures of the authorized signatories failing which the tender would be liable to be rejected.
- IV. The Bids prepared by the Vendor and all correspondence and documents relating to the bids exchanged by the Vendor and RECPDCL, shall be in the English language, provided that any printed literature furnished by the Vendor may be written in another language so long as the same is accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall govern.
- V. The Vendor shall be entirely responsible for all taxes, duties, octroi, license fees, etc., incurred for performance of the services. If there is any reduction in taxes/duties etc. due to any reason whatever, after Notification of Award, the same shall be passed on to RECPDCL.
- VI. The selected Vendor shall perform the services and carry out its obligations under the Contract with due diligence and efficiency, in accordance with generally accepted techniques and practices used in the industry and with professional engineering and training/consulting standards recognized by national/international professional bodies and shall observe sound management, technical and engineering practices. It shall employ appropriate advanced technology and safe and effective equipment, machinery, material and methods. The Vendor shall always act, in respect of any matter relating to this Contract, as faithful advisors to RECPDCL and shall, at all times, support and safeguard RECPDCL's legitimate interests in any dealings with Third parties.

- VII. RECPDCL reserves the right to inspect the performance of the vendor prior to commencement or in between the work progress. The inspection may cover all areas related to the assigned purchase order, especially methodology, manpower, infrastructure etc. RECPDCL reserves the right to cancel the purchase order assigned to the vendor at any time which includes the time after the completion of assigned work without assigning any reason for the same. In case the purchase order is canceled then the costs incurred will be born by the vendor and under no circumstances the vendor shall be eligible for any payment or damages from RECPDCL.
  - VIII. The selected vendor shall not, without RECPDCL's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, software code, sample of information furnished by or on behalf of RECPDCL in connection therewith, to any person other than a person employed by the Vendor in the Performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.
  - IX. If the selected vendor is not able to fulfill its obligations under the contract, which includes non completion of the work, RECPDCL reserves the right to accomplish the work through another vendor and EMD / Security Deposit of vendor will be forfeited. Also any costs, damages etc. resulting out of the same shall have to be born by the selected vendor.
  - X. Printed terms and conditions of the Bidders will not be considered as forming part of their Bid. In case terms and conditions of the contract applicable to the Invitation of Bid are not acceptable to any Bidder, he should clearly specify deviation in its bid.
  - XI. RECPDCL may at any time terminate the Contract by giving written notice to the selected Vendor, without compensation to the selected Vendor, if the selected Vendor becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to RECPDCL.
  - XII. RECPDCL may after due notice, terminate the purchase order and/or the Contract, in whole or in part at any time of its convenience. No compensation or consequential damages would be payable to the Contractor in case of predetermination / foreclosure of Award / Contract. However if the contract is predetermined for deficient services or workmanship, the remaining work shall be carried out at the risk and cost of the bidder .
  - XIII. The selected vendor automatically agree with RECPDCL for honoring all aspects of fair trade practices in executing the purchase orders placed by RECPDCL
  - XIV. Telex, cable, e-mail or facsimile bids will be rejected.
  - XV. The Award of work shall not be assigned, transferred or sub-delegated to other Contractors except with the written approval of RECPDCL. However this clause shall not apply to procurement / purchase of equipments and material for the performance of the work.
  - XVI. The contractor/ Vendor shall indemnify RECPDCL against all damages, losses, destruction to any property or injury caused or death of any person caused by negligent act or omission of the contractor / their employee, agents and/or sub-contractors.
  - XVII. RECPDCL would reserve the exclusive right to modify/ amend/ cancel the tender document without assigning any reason for the same.
  - XVIII. The service engineer to be deputed for FMS are required to provide support in residence office of senior officers of the corporation/ Ministry of Power (MoP)/RECPDCL offices etc. and also visit to MoP for presentation arrangements and FMS support.
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## **SECTION-VI**

### **Eligibility Criteria**

#### **1.0 INVITATION FOR THE BIDS**

Online bids are invited from service providers for “Providing On-site Facilities Management Services and On-Site Comprehensive Annual Maintenance (AMC) for ICT Infrastructure at RECPDCL Corporate Office, New Delhi for a period of one year”.

<b>1.1 Eligibility Criteria/ Pre-qualification</b>		
<b>S.No.</b>	<b>Criteria</b>	<b>Documents required</b>
1.1.1	The bidder should have experience in handling similar contracts of providing on-site facilities management services and annual maintenance services for IT infrastructure like desktops, laptops, printers, UPS, LAN components etc. as a main contractor during the last four financial years of either of the following:  a) Rs 2.4 Lakh value of services in single work order (or) two work orders each of Rs 1.5 Lakhs value of services	Completion certificate(s) and/or copies of work order(s) for proof of experience.
1.1.2	The bidder should have average turnover of at least Rupees 2.5 Lakh (Rupees Two Lakh Fifty Thousand only) during last four years in IT related operations as evidenced by their audited balance sheets which should be annexed with the Bid. The turnover refers to the individual Bidder and not the composite turnover of its affiliates, subsidiaries / sister concerns or parent company(ies) etc.	Balance Sheet and/or Certificate from Chartered Accountant
1.1.3	The bidder should have an operational branch office and/or head office along with required maintenance facilities with at least Two skilled technically qualified personnel in the National Capital Region (NCR) to carry out support/ maintenance of Desktops, Printers, UPS,	Brief professional profile showing experience of each personnel. The bidder should indicate the location details of their offices for taking up maintenance work, with their



	passive LAN components & cabling infrastructure and should be able to identify and rectify the fault whether it is due to active or passive component	contact address, telephone nos., e-mail address, fax number and details of the trained manpower located in those offices
1.1.4	Bidder should submit their valid documentary proof of Sales Tax/VAT, Service Tax registration number and the details of Income Tax registration (PAN)	Copies of the certificate
1.1.5	Bidder should never ever have been blacklisted in any Govt. dept./PSU etc.	<i>A self-undertaking in this respect</i>
1.1.6	Bid Offer should accompany an Earnest Money Deposit (EMD) of Rs <b>5,000/- (Rupees Five Thousand only)</b> in the form of a Demand Draft drawn in favor of 'REC Power Distribution Company Limited, New Delhi' on a scheduled/ nationalized bank payable at New Delhi.	<i>EMD/BG as mentioned</i>
<p>RECPDCL reserves the right to verify/confirm all original documentary evidence submitted by vendors in support of above mentioned clauses of eligibility criteria.</p> <p><b>Note:-</b>  <b><i>The bidder must fulfill the above eligibility criteria. Financial bids will be submitted only on-line and will be opened only for the technically qualified bidders.</i></b></p>		
<b>1.2</b>	<b>Preparation of bids</b>	
<p>Eligibility Criteria Documents, Technical Bid and EMD should be put in separate envelopes duly sealed. The content on the envelope, TENDER number, bidder's name &amp; address should be clearly marked on the top of the sealed envelopes. All the envelopes thus prepared shall be put in a single sealed envelope clearly mentioning the TENDER number, bidder's name &amp; address on the top of the sealed envelope. The respective envelopes should also have "DO NOT OPEN BEFORE...." Super scribed in the front with the date of opening. The bid should be submitted at the stipulated location on or before the last date of submission on or before the stipulated time.</p> <p><b>NOTE: FINANCIAL BID TO BE SUBMITTED THROUGH ONLINE MODE ONLY</b></p> <p><b><i>The bidder should note that the hard copy and technical bid (both online and hardcopy) should not have any pricing details, In case of a default the bid shall be summarily rejected.</i></b></p>		
<b>1.3</b>	<b>Submission and opening of bids</b>	



1.3.1	<p>The bids completed in all respect should be submitted online and hard copy of EMD, eligibility criteria, technical bid and financial bid (<b>ONLINE MODE</b>) addressed to the Additional CEO, RECPDCL, and should be dropped into the tender box kept at the RECPCL reception at the following address within due date and time.</p> <p>REC Power Distribution Company Ltd. 1016-1023, Devika Tower, Nehru Place, New Delhi – 110 019</p>
1.3.2	<p>The Bid will be opened online through e-tendering mode at the RECPDCL Corporate Office, 1016-1023, Devika Tower, Nehru Place, New Delhi – 110 019 on the date &amp; time prescribed on front page in the presence of bidders who desire to be present.</p>
<p><b>Note:-</b></p> <p><b><i>RECPDCL reserves the right to waive off any irregularities; accept the whole, or part of or reject any or all bids.</i></b></p>	

#### 1.4 Pre-Bid Conference:

- a) A Pre-Bid Conference will be held on date and time mentioned on front page at RECPDCL, 1016-1023, Devika Tower, Nehru Place, New Delhi – 110019. All clarifications received up to one day prior to the pre-bid conference will be deliberated upon. The prospective bidders can seek clarifications, if any, during Pre-Bid Conference by submitting the same in writing.
- b) Relevant Clarifications up to Pre-Bid Conference will be deliberated by RECPDCL, at its discretion. No clarification can be sought and/or entertained by RECPDCL after the pre-bid conference in any sort/ manner/ kind.
- c) Any clarifications/ Corrigendum/ Addendums etc. subsequent to pre-bid conference will be posted on RECPDCL website viz. <http://www.recpdcl.in> and no individual communication will be sent. Posting on the website deemed to have communicated to all prospective bidders.
- d) The clarifications/ Corrigendum/ Addendums etc. thus communicated will form an integral part of the NIT and succeed the relevant clauses for future reference.
- e) Any irrelevant/ ambiguous/ mischievous clarification as determined by RECPDCL at its sole discretion will not be entertained and may not be clarified and/or deliberated.

## **SECTION-VII**

### **Tender Evaluation Methodology**

#### **Clarification of Bids**

- (i) During evaluation of the bids, the RECPDCL may at its discretion, ask the Bidder for clarification of its bid. The request for clarification and the response shall be in writing and no change in price or substance of the bid shall be sought, offered or permitted.
- (ii) No Bidder may contact the RECPDCL on any matter relating to its bid, from the time of the bid opening to the time the contract is awarded. If the Bidder intends to bring additional information to the notice of the RECPDCL, it should be done in writing.
- (iii) Any effort by a Bidder to influence the RECPDCL in its decisions or decision making process on bid evaluation, bid comparison or contract award decisions may result in rejection of the Bidder's bid and RECPDCL will declare the firm ineligible, either indefinitely or for a stated period of time from participation in future RFPs/tenders of RECPDCL.
- (iv) Unsolicited clarification to the Bid and/or change in price during its validity period would render the Bid liable for outright rejection.

#### **Opening of Financial Bids**

- (i) RECPDCL will open the financial bids of only those eligible bidders, which have been found to be technically qualified to undertake the job
- (ii) The Financial Bids of the technically qualified bidders shall be opened in the presence of their representatives, who choose to be present, on a specified date and time and Venue.
- (iii) The date and time of opening of financial bids shall be informed to the technically qualified bidder.
- (i) The bidder's name, price of Bids, all discounts offered, modifications and Bid withdrawals and such other details as the RECPDCL, at its discretion, may consider appropriate will be read out at the time of opening of financial bids of technically and commercially acceptable bidders.

#### **3.9 Evaluation and Comparison of Bids**

- (i) Arithmetical errors will be rectified on the following basis: If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If the supplier does not accept the correction of errors, its bid will be rejected. If there is a discrepancy between words and figures, whichever is the higher of the two shall be taken as bid price for evaluation however the order will be placed on the lower of the two.

- (ii) Bidders shall state their bid price **as per the given format** Bids will be evaluated on the basis of **Grand Total of Table – I of Price Schedule to arrive at lowest quote (LQ1) bidder.**

### **Special Conditions of contract**

3.10.1 Total Price shall be for the complete scope as per technical specifications as specified in section II, inclusive of comprehensive on-site maintenance including repair/replacement of parts of items under AMC, all taxes & duties, insurance, any other incidental charges, etc.

#### **3.10.2 KEY CONTRACTOR EMPLOYEES**

- Bidder shall furnish the following information for the key employees assigned for this project
- Minimum qualification/Certification as stipulated in qualification chart to perform the job
- Brief professional Profile with proper referees.
- Contractor needs to take prior approval of RECPDCL deploying him for the assigned job
- Defined overlap and transition process for any replacement.

#### **3.10.3 Right of Replacement:**

Contractor should replace the employee with the approval of RECPDCL for whatsoever reasons.

#### **3.10.4 Management Reports:**

Contractor shall submit the reports as per agreed formats and periodicity. Management reports will be required to reflect matrix reporting against all service levels contained in the contract, plus reports of a general management nature to allow RECPDCL to oversee the Contractor's delivery of service. These include at least -

- Weekly status reports
- Root cause analysis reports for all SLAs and critical service failures and any other major problems.

#### **3.10.5 Root Cause Analysis:**

Contractor will be required to provide root cause analyses for all performance and availability problems that occur. Formal root cause analysis will be delivered within 5 days of problem occurrence, including-

- Explanation of the root cause
- Actions taken to resolve the problem

- Action plan to prevent reoccurrence, with project plan/tasks required and timing

for each major milestone of the correction effort, and identification of RECPDCL's responsibilities in the correction process.

#### 3.10.6 Management of FM Jobs:

- With a view to Review, Regulate & resolve the various concerns & Issues during FM period a committee of RECPDCL Project Manager & contractor Project Manager will be constituted.
- The committee will oversee contract execution, resolve priority conflicts, set future direction and participate in the dispute resolution process. This committee will meet on periodic basis and submit the status report to the Addl. CEO, RECPDCL.
- The first meeting will be held during the second month after award of LOI/LOA and the Committee will meet quarterly thereafter. A formal operational charter for the committee will be developed at the first meeting. In case of any dispute the matter shall be referred to CTO and subsequently to Addl. CEO, RECPDCL for settlement.

#### 3.10.7 SECURITY

At all times the contractor shall comply with all security regulations in effect that RECPDCL requires at its premises or in the protection of its data assets.

#### 3.10.8 REPRESENTATIONS & WARRANTIES

- All services, work, and deliverables will be performed by qualified personnel in a professional and workman like manner, in accordance with the level of industry standards in addition the Contractor warrants that –
- Performance of work will not violate any law, rule or regulation and Contractor will acquire all required permits and licenses.
- Key Contractor personnel assigned to perform the work will be continuous throughout the term, except as agreed to by RECPDCL or for reasons of termination of employment with contractor.

#### 3.10.9 WORK PRODUCT WARRANTY

RECPDCL requires that all work products created by Contractor on behalf of RECPDCL is warranted by Contractor that such work product shall conform to and operate in accordance with all specifications and appropriate standards, and be free of defects in material or workmanship.

- 3.10.10 Supplier shall offer only single Technical Solution to meet the specifications and scope of work as per the tender document. The supplier should provide necessary documentary evidence supporting the technical specifications of the offered solution.

### 3.10.11 Contractor's Office at site

The contractor shall maintain an office at RECPDCL for their personnel to receive / attend to instructions, notice or other communications. The contractor at all time shall maintain a instruction book and compliance of these shall be communicated to the CTO/project coordinator from time to time and the whole document to be preserved and handed over after completion of works.

### 3.10.12 COMPLIANCE OF VARIOUS LABOUR & INDUSTRIAL LAWS

(a) The contractor should have their individual Provident Fund Account Numbers. The contractor shall submit the copy of Challan-receipt in proof of depositing the employees as well as employer's PF contribution periodically with the Regional Provident Fund Commissioner (RPFC). If the Contractor fails to provide the proof of depositing the PF as stated above, RECPDCL shall be entitled to deduct the said amount from the Running Bills of the Contractor for remittance of the same with PF Office.

(b) It shall be the sole liability of the contractor (including the Contracting firm/company) to obtain and to abide by all necessary licenses/permissions from the authorities concerned as provided under the various labour license(s) obtained as per the provisions of the Contract Labour (Regulation & Abolition) Act, 1970.

(c) The contractor shall discharge obligations as provided under various applicable statutory enactment's including the Employees Provident Fund & Miscellaneous Provision Act, 1952, the Employees State Insurance (ESI) Act, 1948, the Contract Labour (Regulation and Abolition) Act,1970, the Inter-State Migrant workmen (Regulation of employment & conditions of Services) Act,1979, the Minimum wages Act, 1948, the payment of Wages Act, 1936, the Workmen's Compensation Act, 1923, and other relevant Acts, Rules and Regulations enforced from time to time.

(d) The contractor shall be responsible for required contributions towards P.F, Pension, ESI or any other statutory payments to be made in respect of the contract and the personnel employed for rendering service to RECPDCL and shall deposit these amounts on or before the prescribed dates. The contractor shall also be responsible to pay and administrative/inspection charges thereof, wherever applicable, in respect of the personnel employed by him for the works of RECPDCL.

(e) The contractor shall be solely responsible for the payment of wages and other dues to the personnel deployed by him latest by 7th of the subsequent month. The contractor shall be directly responsible and indemnify RECPDCL against all charges, dues, claims etc. arising out of the disputes relating to the dues and employment of personnel deployed by them.

(f) In case ESI is not applicable. Contractor before commencement of work shall submit Insurance Policy under Workmen's Compensation Act, 1923 covering all his employees to be deployed for execution of the contract.

(g) The successful bidder will have to submit an undertaking in this regard to RECPDCL.

### 3.10.13 INSURANCE

CONTRACTOR shall at his own expense arrange secure and maintain insurance with reputable insurance companies to the satisfaction of RECPDCL as follows:

### 3.10.14 EMPLOYEES STATE INSURANCE ACT:

The CONTRACTOR agrees to and does hereby accept full and exclusive liability for the compliance with all obligations imposed by the Employee State Insurance Act 1948 and the CONTRACTOR further agrees to defend, indemnify and hold RECPDCL harmless for any liability or penalty which may be imposed by the Central, State or Local authority by reason of any asserted violation by CONTRACTOR or SUB-CONTRACTOR of the Employees' State Insurance Act, 1948, and also from all claims, suits or proceeding that may be brought against the REC PDCL arising under, growing out of or by reasons of the work provided for by this CONTRACTOR, by third parties or by Central or State Government authority or any political sub-division thereof.

The CONTRACTOR agrees to fill in with the Employee's State Insurance Corporation, the Declaration Forms, and all forms which may be required in respect of the CONTRACTOR's or SUB- CONTRACTOR's employees, who are employed in the WORK provided for or those covered by ESI from time to time under the Agreement. The CONTRACTOR shall deduct and secure the agreement of the SUB- CONTRACTOR to deduct the employee's contribution as per the first schedule of the Employee's State Insurance Act from wages and affix the Employees Contribution Card at wages payment intervals. The CONTRACTOR shall remit and secure the agreement of SUB-CONTRACTOR to remit to the State Bank of India, Employee's State Insurance Corporation Account, the Employee's contribution as required by the Act. The CONTRACTOR agrees to maintain all cards and Records as required under the Act in respect of employees and payments and the CONTRACTOR shall secure the agreement of the SUB-CONTRACTOR to maintain such records. Any expenses incurred for the contributions, making contributions or maintaining records shall be to the CONTRACTOR's or SUB-CONTRACTOR's account.

The RECPDCL may retain such sum as may be necessary from the total VALUE OF CONTRACT until the CONTRACTOR shall furnish satisfactory proof that all contributions as required by the Employees State Insurance Act, 1948, have been paid. This will be pending on the CONTRACTOR when the ESI Act is extended to the place of work.

The successful bidder will have to submit an undertaking in this regard to RECPDCL.

### 3.10.15 WORKMEN COMPENSATION AND EMPLOYER'S LIABILITY INSURANCE:

Insurance shall be effected for all the CONTRACTOR's employees engaged in the performance of this CONTRACT. If any of the work is sublet, the CONTRACTOR shall require the SUB-CONTRACTOR to provide workman's Compensation and employer's liability insurance for the latter's employees if such employees are not covered under the CONTRACTOR's Insurance.

### 3.10.16 ACCIDENT OR INJURY TO WORKMEN:

The RECPDCL shall not be liable for or in respect of any damages or compensation payable at law in respect or in consequence of any accident or injury to any workman or other person in the Employment of the CONTRACTOR or any SUB-CONTRACTOR save and except an accident or injury resulting from any act or default of the RECPDCL, his agents or servants and the CONTRACTOR shall indemnify and keep indemnified the RECPDCL against all such damages and compensation (save and except and aforesaid) and against all claims, demands, proceeding, costs, charges and expenses, whatsoever in respect or in relation thereto.

### 3.10.17 Comprehensive Equipment Transit / Transport / Transfer Insurance

This insurance shall be in such a form as to protect the Contractor against all claims for injuries, disability, disease and death to members of public including RECPDCL's men and damage to the property of others arising from the use of motor vehicles/ Equipment Transit / Transport / Transfer during on or off the `site' operations, irrespective of the Employer ship of such vehicles.

### 3.10.18 Comprehensive General Liability Insurance

This insurance shall protect the Contractor against all claims arising from injuries, disabilities, disease or death of member of public or damage to property of others due to any act or omission on the part of the Contractor, his agents, his employees, his representatives and Sub-Contractor's or from riots, strikes and civil commotion.

### 3.10.19 ANY OTHER INSURANCE REQUIRED UNDER LAW OR REGULATIONS OR BY EMPLOYER:

CONTRACTOR shall also carry and maintain any and all other insurance(s) which he may be required under any law or regulation from time to time without any extra cost to RECPDCL. He shall also carry and maintain any other insurance which may be required by the RECPDCL.

### 3.10.20 Safety regulations:

In respect of all labour, directly employed in the WORK for the performance of CONTRACTOR's part of this agreement, the CONTRACTOR shall at his own expense arrange for all the safety provisions as per safety codes of C.P.W.D., Indian Standards Institution. The Electricity Act, The Mines Act and such other acts as applicable.

3.10.21. The CONTRACTOR shall observe and abide by all fire and safety regulations of the RECPDCL. Before starting work CONTRACTOR shall consult with RECPDCL's safety Engineers or site-in-charge/project coordinator and must make good to the satisfaction of the EMPLOYER any loss or damage due to fire to any portion of the work done or to be done under this agreement or to any of the RECPDCL's existing property.

3.10.22 The successful bidder will have to submit an undertaking in this regard to RECPDCL.

### **3.11 Period of Contract**

3.11.1 The initial contract period shall be one year from the date of signing and/or placement of purchase order whichever is earlier. On need basis as per requirements and satisfaction of RECPDCL the contract can be extended for a further period of six months each time up to a maximum of additional one year. Thereafter the contract can be extended for further such periods, rates and terms and conditions as decided/agreed on mutual consent of both the parties.

3.11.2 The selected vendor shall enter into a rate contract with RECPDCL for the quoted items during the contract period extended or otherwise.

3.11.3 Primarily the on-site services during the contract period are required to be provided at RECPDCL, CO at Devika Tower, Nehru Place, New Delhi (OR at new location in the event of shifting of RECPDCL office premises.). All expenses including travel, other logistics etc. for providing such services shall be borne by the vendor in this regard and the vendor shall be deemed to have quoted accordingly.

3.11.4 In case of a shifting of RECPDCL office the contractor is deemed to provide the contracted services at the new premises.

3.11.5 Service may be required at any location in Delhi/ New Delhi/ National Capital Region (NCR). All expenses like on-site engineer, delivery, installation, physical movement of equipment/ items, support etc. including travel, other logistics etc. for providing such services shall be borne by the bidder in this regard and the bidder shall be deemed to have quoted accordingly.



**SECTION-VIII**  
**Tender Formats**

**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 **Providing On-site Facilities Management Services and On-Site Comprehensive Maintenance (AMC) for ICT Infrastructure at RECPDCL Corporate Office, New Delhi as for a period of one year**, I wish to apply for engagement with RECPDCL as **“Providing On-site Facilities Management Services and On-Site Comprehensive Maintenance (AMC) for ICT Infrastructure at RECPDCL Corporate Office, New Delhi as for a period of one year”**

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 180 days from the last date of bid submission.

Date:

Signature .....

Place:

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.***

**FORMAT FOR NO-DEVIATION CERTIFICATE**

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

<b>S. No.</b>	<b>Clause No.</b>	<b>Details of deviation with justifications</b>

***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.***

**PERFORMA FOR SUBMISSION OF TECHNICAL BID**

<b>S.No.</b>	<b>Item Description</b>	<b>Details</b>
1	Name of agency	
2	Address	
3	Mobile and Fax	
4	E-Mail address	
5	CST No./Work contract No./Vat No.	
6	Service Tax Registration No.	
7	PAN No.	

**(AUTHORISED SIGNATORY)**

**SEAL**

**(ONLINE ONLY)**

**Price Schedule**

**Table I**

**Support for FMS Operation and Annual Maintenance**

<b>Sr. No.</b>	<b>Item Description</b>	<b>Unit</b>	<b>Quantity**</b>	<b>Unit Rate (In INR) (all inclusive)</b>	<b>Total Price in INR (all inclusive)</b>
<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F = D x E</b>
1	Cost of Resident Engineers for One year	Per Person Per Year	1		
2	Rate for holidays (Sunday & Gazetted holidays) (From 09 AM. To 7 PM.) per day	Per Person per day	1		
3	Onsite Comprehensive AMC of Servers Model – IBM x3650 along with operating system i.e. MS Windows Server/ Linux	Per Server Per year	02		
4	Onsite Comprehensive AMC of Desktop including corresponding network I/O (Desktops are of OEM make e.g. Dell 990 – 30 nos., Dell Optiplex – 5 nos etc.)	Per Desktop Per Year	35		
5	Onsite Comprehensive first Level Support of Dell Optiplex 9030 AIO Series Desktop under third party warranty maintenance		10		
6	Onsite Comprehensive AMC of UPS (UPS are of 600 to 800 VA of OEM make e.g. BPE etc.)	Per UPS Per Year	35		
7	Onsite Comprehensive AMC of Online UPS of OEM make e.g.		01		

	Numeric Flight etc.)				
8	Onsite Comprehensive first Level Support of UPS under third party warranty maintenance		10		
9	Onsite Comprehensive AMC of Printer/MFP Model - HP 1505	Per Printer/ MFP Per Year	01		
10	Onsite Comprehensive AMC of Printer/MFP Model - HP LaserJet 1536 DNF MFP		05		
11	Onsite Comprehensive AMC of Printer/MFP Model - LEXMARK E260D		04		
12	Onsite Comprehensive AMC of Printer/MFP Model - HP 3055		01		
13	Onsite Comprehensive first Level Support of Printer/MFP under third party warranty maintenance		15		
14	Onsite Comprehensive first Level Support of scanners under third party warranty maintenance	Per Scanner Per Year	3		
15	Onsite Comprehensive first Level Support of Laptop under third party warranty maintenance	Per Laptop Per Year	150		
16	Onsite Comprehensive AMC of Laptop (Make- Dell, Lenovo, Apple, HP etc.)	Per Laptop Per Year	16		
17	Cost of labor for physical movement of equipment etc if required.	Per person per half day	1		
18	Cost of labor for physical movement of equipment etc if required	Per person per day	1		
<b>Onsite Comprehensive AMC of following Networking Equipments</b>					

19	Router – CISCO 1800 series including modules	Each	01		
20	Network Switch - Cisco 2960 24 Port switch	Each	3		
21	Network Switch - Cisco 2960 Plus Series PoE-8	Each	1		
22	Network Switch – Dlink DGS-3000 10TC	Each	1		
23	Wall Mount Rack	Each	02		
24	8 port Hub/Switch	Each	10		
25	Network Nodes including I/O, cabling, hubs, etc.	Each	100		
26	Onsite Comprehensive first Level Support of Network link under third party services	Each	04		
<b>Grand Total:</b> <b>(in INR all inclusive) (Sum for Column 'F')</b>					

**\*\*Quantities are tentative, payment will be made as per actual on pro-rata basis.**

**(AUTHORISED SIGNATORY)**

**SEAL**

**Note:**

- (i) First Level Support will include attending the problem and resolving the issue and follow-up with the third party in case of part replacement and/or repair. First Level Support will not include any part replacement or repair of the equipment.**
- (ii) The no. of equipments indicated in the list is tentative. The vendor is required to visit the RECPDCL site for physical inspection of the equipments and ascertain the actual quantity equipment wise as per the above list of items. Payment will be made as per actual on pro rata basis.**

- (iii) During the contract period new equipments may be added and/or deleted and automatically covered/ deleted under AMC at the rates quoted above.
  
- (iv) All inclusive prices in INR should only be quoted. In case particular item is not quoted then the cost of the same shall be taken as the highest cost quoted by any bidder for the respective item for evaluation purposes only. However while award of work the cost of the same shall be treated as Zero, in case the same is not acceptable to the bidder then the bid shall be summarily rejected and EMD forfeited. In case of discrepancy between figures and words the higher of the two shall be taken.

(AUTHORISED SIGNATORY)

SEAL

**PERFORMANCE BANK GUARANTEE**

M/s. REC Power Distribution Company Ltd.  
1016-23, 10<sup>th</sup> 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, 10<sup>th</sup> 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