



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: 4th Floor, KRIBHCO Bhawan, A-10, Sector-1, Noida, Gautam Budh Nagar-201301 (UP)
Tel: 0120 - 4383783, Fax: 0120 - 4383788, Website: www.recpdcl.in, E-Mail: oo.delhi@recpdcl.in
Regd. Office: Core - 4, SCOPE Complex, 7, Lodi Road, New Delhi - 110003, Phone: 011 - 43091506, Fax: 011 - 24365815



No. RECPDCL/IT/2018/1090

Dated: 12.06.2018

**Notice Inviting Tender
For**

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

(Tender invited through e-tendering mode only)

CORPORATE OFFICE

Kribhco Bhawan,

Sector-1,

Noida – 201301.

Tele Fax: 0120-4383783

Website: www.recpdcl.in

(www.recpdcl.in), REC website (www.recindia.nic.in), e-tendering website (www.tenderwizard.com/REC), www.eprocure.gov.in

Important Dates	
Date of release of NIT	12.06.2018
Last date for queries / seeking clarifications	19.06.2018 up to 1030 Hrs.
Pre-Bid meeting for query resolution	19.06.2018 at 1100 Hrs.
Last date of submission of bids	03.07.2018 up to 1500 Hrs.
Date of opening of technical bids	03.07.2018 at 1600 Hrs.

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-
(Salil Kumar)
Addl. C.E. O.**

[This document is meant for the exclusive purpose of Agencies 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

IMPORTANT INFORMATION

Sl. No.	Event	Information to the agencies
1	Date of Release of NIT	12.06.2018
2	Last date for queries / seeking clarification	19.06.2018 up to 1030 Hrs.
3	Pre Bid Meeting	19.06.2018 at 1100 Hrs.
4	Last date of submission of Tender	03.07.2018 up to 1500 Hrs.
5	Date of Opening of Technical bid (s)	03.07.2018 at 1600 Hrs.
6	Date of Opening of Financial bid (s)	To be intimated later
7	Address for communication	REC Power Distribution Company Limited (RECPDCL), 4 th Floor, Kribhco Bhavan, A-10, Sector-1, Noida 201301 Uttar Pradesh (UP), Phone: (0120) 4383783, Fax: 0120-4383768, Email: co.delhi@recpdcl.in
8	Tender Document	The details can be downloaded free of cost from the websites viz. www.recpdcl.in (or) www.recindia.nic.in (or) www.eprocure.gov.in (or) www.tenderwizard.com/REC
9	EMD #	Rs. 5,000 (Rupees Five Thousand Only)
10	Address for Bid submission	Shri Salil Kumar, Addl. CEO REC Power Distribution Company Limited (RECPDCL), 4 th Floor, Kribhco Bhavan, A-10, Sector-1, Noida 201301 Uttar Pradesh (UP), Phone: (0120) 4383783, Fax: 0120-4383768, Email: co.delhi@recpdcl.in
11	Contact Person	Shri Ajay Kumar Gupta, AGM(Tech.) REC Power Distribution Company Limited (RECPDCL) Phone: (0120) 4383771, Fax: 0120-4383768, Email: co.delhi@recpdcl.in
12	Validity of Bid	180 days from the date of opening of bid

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 schedule Indian bank in favour of REC Power Distribution Company Limited, Payable at New Delhi. The EMD of unsuccessful Bidder will be returned within 180 days from the period of expiry of NIT and EMD of successful Bidder will also be returned after acceptance of work order.

Exemption for payment of EMD amount will be given to Micro, Small & Medium Enterprises (MSMEs) registered with National Small Industries Corporation Ltd. (NSIC). However, relevant valid document/ Certificate from NSIC or Ministry of MSMEs, Govt. of India is required to be submitted without which bidders are not entitled for exemption.

Note: -

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 II

INTRODUCTION

REC Power Distribution Company Limited (RECPDCL), registered office at Core-4, SCOPE Complex, 7, Lodhi Road, New Delhi- 110003, a wholly owned subsidiary of Rural Electrification Corporation Ltd (REC), a "Navratna CPSE" under the Ministry of Power, Govt. of India is engaged in providing value added consultancy services in power sector arena covering Power Generation, Transmission & Distribution (T&D), Renewable Energy Sector and Energy Efficiency programs including Govt. of India's power schemes for power utilities across the country and various regulatory assignments with SERCs. It includes the project works under Rural Electrification (RGGVY), PMC works of RGGVY/DDUGJY, DPR preparation for R-APDRP/ RGGVY/NEF/DDUGJY/IPDS and other power projects scheme, Third Party Inspection, Feeder Renovation Program, Feeder separation, HVDS program, Lender's Engineers assignment, IT related assignments in Distribution sector including Energy Audit, Evaluation study for HVDS/Distribution network, AT&C Loss assessment, system study, MRI based billing and Cost Book Data Preparation as per the need of the power utilities, Regulatory Commission across the country.

SECTION – III

Eligibility/ Pre-qualification Criteria

S.No.	Minimum Qualification Criteria	Documents required
1.	The bidder should be a private/public company incorporated under Companies Act as per Government of India. The Bidder should have been in operation in India for a period of at least for 4 years.	Copy of the following documents needs to submitted along with the bid: <ul style="list-style-type: none"> • Certificate of incorporation/Registration Certificate • PAN Card & • GST Certificate
2.	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: <p style="text-align: center;">a) Rs 4.0 Lakh value of services in single work order OR b) Two work orders each of Rs 2.5 Lakhs value of services</p>	Bidder should submit <ul style="list-style-type: none"> (i) Copy of Work order (mandatory) & Any document out of the following: <ul style="list-style-type: none"> (ii) Payment receipts (iii) Proof of release of performance security after completion of the contract (iv) Proof of settlement/release of final payment against the contract (v) Certificate for successful completion of work/Performance report by the client.
3.	The bidder should have average turnover of at least Rupees 3.5 Lakh (Rupees Three Lakh Fifty Thousand only) during last four years ending 31st March of the previous financial year (i.e. till 2017-18) 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.	Copy of CA certified Audited Balance Sheet for the respective financial years to be submitted by the bidder.
4.	The bidder should have fully operational office/ Head Office/ Branch Office in Delhi/NCR 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, passive LAN components & cabling infrastructure and should be able to identify and rectify the fault whether it is due to active or passive component.	<ul style="list-style-type: none"> • 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 contact address, telephone nos., e-mail address, fax number and details of the trained manpower located in those offices. • Relevant document proof for fully operational office/ Head Office/ Branch Office in Delhi/NCR, should be submitted by the bidder.
5.	Bidder should never ever have been blacklisted in any Govt. dept./PSU etc.	A self-undertaking in this respect
6.	Bid Offer should accompany an Earnest Money Deposit (EMD) of Rs 5,000/- (Rupees Five Thousand only) 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.	EMD/BG as mentioned

Note:

- Exemption for payment of EMD amount will be given to Micro, Small & Medium Enterprises (MSMEs) registered with National Small Industries Corporation Ltd. (NSIC). However, relevant valid document/ Certificate from NSIC or Ministry of MSMEs, Govt. of India is required to be submitted without which bidders are not entitled for exemption.
- 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.
- RECPDCL reserves the right to verify/confirm all original documentary evidence submitted by vendors in support of above mentioned clauses of eligibility criteria.

SECTION IV

SCOPE OF 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 that equipment/ items which are already being maintained by any 3rd party(ies) – In case of third party support, the Contractor shall give first level support and co-ordinate/ follow up with 3rd 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 – 3rd 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 RECPDCL 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, 3rd 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. Data recovery is part of the maintenance contract and is in the scope of work.
 - 4.8. Dispatch/arrange for onsite support for problem determination or escalation if required.
 - 4.9. Interface with, and coordinate problem determination and resolution with Third Party service providers if required.
 - 4.10. Monitor problem status to facilitate problem closure within the defined Service Level Objectives or escalate in accordance with escalation procedures.
 - 4.11. Establish call prioritisation guidelines and escalation procedures, with assistance of RECPDCL, if so required.
 - 4.12. Develop and maintain Help Desk Operational Procedures and Processes and provide a copy of the same to RECPDCL for dissemination to its personnel.
 - 4.13. 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.
 - 4.14. Communicate to RECPDCL the processes and procedures for accessing each service.
 - 4.15. Provide MIS reports as per the format and periodicity agreed upon.
 - 4.16. Provide information to RECPDCL on call Trends and make recommendations pertaining to improving utilisation where appropriate.
 - 4.17. **Vendor would be responsible for providing support which includes equipment's covered under carry in warranty which includes visit to the service centre of the OEM / service provider for rectification of fault.**
 - 4.18. The vendor is also required to properly mark & codify the equipment's 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.
 - 4.19. The weekly status report of hardware equipment's sent for repair to the service centre of the vendor has to be submitted.
 - 4.20. **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/REC 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, Replacement with new one and resolution for Peripherals such as keyboard/mouse/monitors/cables/trackpad/mousepad/ all types of cables/adapters.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.
 - 1.2.16. Data recovery in case of hard disk failure of the desktop/laptop.
 - 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
 - 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

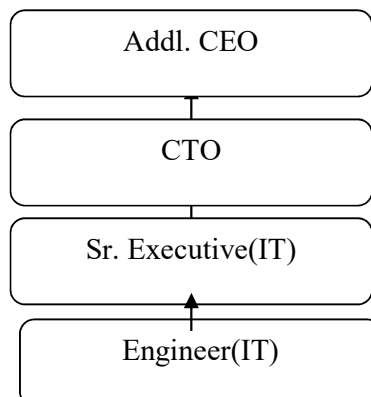
(G) Role Matrix

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

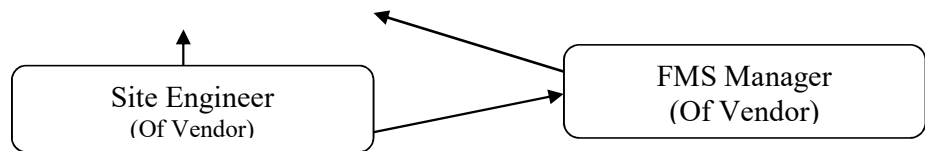
Role	Skills	Major Activities
FMS Manager(offsite)	<ul style="list-style-type: none"> Management Technical 	<ul style="list-style-type: none"> Strategic interfacing with client Handling Vendor Problem management Statement of Work Compliance Overall delivery quality SLA adherence Transposing best practices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

(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/equipment's 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.
- The financial bid quoted amount covers servicing/repairing/replacing of OEM make (if OEM make not available in market , on exigency basis vendor may provide brand new (unused) item) its hard disk, mother board, processor, memory, SMPS, power supply, LCD, Webcam, Bluetooth, Speaker, Display Cable, Fingerprint Sensor, CPU Fan, WiFi card, Kay pad, Keyboard, Mouse, Mouse Pad, Touchpad, all Add-on-Cards , HDD, CD ROM/CDWriter/DVD Combo/DVD writer, monitors, all types of cables and adapters for all laptops and desktop computers.
- 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 and deployed engineer should wear formal/uniform dress to maintain smart office attire.
- 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

INSTRUCTIONS TO BIDDERS

Agencies 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.

Agencies can download EOI tender document from the RECPDCL web site i.e., <http://www.recpdcl.in> (or) www.recindia.nic.in (or) www.eprocure.gov.in and e-tendering website i.e. www.tenderwizard.com/REC.

Note: In order to participate in e-Bid submission, it is mandatory for agencies to have log-in User ID and Password. For this purpose, the agency has to register with REC PDCL through tender Wizard website given below. Please note that the agencies have to obtain digital signature token of Class-3 with signing & encryption features, for applying the Bid. Applying agencies may also obtain the same from tender Wizard.

Steps for online 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. After completion of profile creation process by filling the form and uploading the company documents the bidder will get the confirmation about Login ID and Password.

Note: Online registration has to be done at e-tendering website i.e. 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. It is the responsibility of the bidder to register in advance.

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

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

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

3.1 Cost of Bidding

The bidder shall bear all costs associated with the preparation and submission of their bid, and RECPDCL will in no case be responsible or liable for these extra costs, regardless of the conduct or the outcome of the bidding process.

3.2 The Bidding Documents

- 3.2.1 The equipment's, product and services required, bidding procedures and contract terms are prescribed in the bidding documents.
- 3.2.2 The bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required and/or False/Incorrect information and/or submission of bid not substantially responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of its bid.
- 3.2.3 Bidders are advised to submit bids based strictly on the terms & conditions and specifications contained in the Tender Document and not to stipulate any deviations.
- 3.2.4 Each bidder shall submit only one bid. A bidder who submits more than one bid will be rejected. Alternative bids will not be accepted.

3.3 Preparation of Bids

EMD, Tender document Fee, Eligibility Criteria Documents and Technical Bid to be submitted should be put in separate envelopes duly sealed. The content on the envelope, TENDER number, bidder's name & 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 & 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.

FINANCIAL BID TO BE SUBMITTED THROUGH ONLINE MODE ONLY.

Note:

- All pages of the bid being submitted must be signed and sequentially numbered by the authorized signatory of the bidder, irrespective of the nature of the content of the page in the format: "current page no, /total no. of pages". Unsigned and Unstamped bid shall be summarily rejected.
- 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.

3.3 Technical Bid:

The Technical bid prepared by the bidder shall comprise of the following:

- (i) List of clients for which the bidder is having similar type of contracts and certificate regarding satisfactory performance of the contract (Please attach documentary proof).
- (ii) Bidder to give address of their website, if available.
- (iii) Total IT manpower and manpower on contract available with the bidder along with details of skill and experience areas of the personnel to be deployed in the case of bidder being successful.
- (iv) Submit the original tender document duly signed and sealed on every page as an acceptance to the tender specifications and terms and conditions.

3.5 Financial Bid:

- (i) The financial bid has to be submitted online only.
- (ii) The financial bid shall indicate the Unit prices (wherever applicable) for the services, it proposes to provide under the contract.
- (iii) Quoted prices should be firm and inclusive of GST and any other direct and indirect tax/charges applicable and all other expenses related with the visits of the Vendor's personnel in connection with the performance of the contractual obligations by the Vendor.
- (iv) In case of expiry of third party warranty maintenance for assets as mentioned in the price schedule, the assets shall be covered under comprehensive AMC from the date of expiry at rate quoted by LQ1 bidder and same terms & conditions of tender document till the contract period as well as for extended period as the case may be. Accordingly, the payment will be made as per actual on pro-rata basis.
- (v) The quantity given above in Table I, may vary up to 50% of the initial/original purchase order value based on the requirement & at sole discretion of RECPDCL, at rate quoted by LQ1 bidder and same terms & conditions of tender document till the contract period as well as for extended period as the case may be. Accordingly, payment will be made as per actual on pro-rata basis.

- (vi) Prices quoted by the bidder shall be fixed during the bidder's performance of the contract and not subject to variation on any account. A bid submitted with a conditional price, quotation will be treated as non-responsive and will be rejected.
- (vii) All prices and other information like discount etc. having a bearing on the price shall be written both in figures and words in the prescribed offer form. If there is discrepancy between the price/information quoted in words and figures, whichever is the higher of the two shall be taken as bid price.
- (viii) During the validity of this bid or during the extended period, if any, if the bidder provides similar services to any other Department/Organization in India at a price lower than the fixed price for the Purchases, the bidder shall automatically pass on the benefits to the Purchaser.
- (ix) Rates quoted in the bid should be valid for 180 days from the date of opening of technical Bids/ till the contract period. On completion of the validity period, unless the Bidder withdraws his bid in writing, it will be deemed to be valid until such time that the Bidder formally withdraws (in writing) his bid. However, in such cases the bid shall be deemed to be valid for 7 (seven) working days from receipt of such written communication by RECPDCL.
- (x) The cost of any other item/services, which are considered necessary for completion of the job, is deemed to have been included in the quoted prices.
- (xi) Prices quoted by the bidder shall be firm and fixed during the bidder's performance of the contract. A bid submitted with an adjustable price quotation will be treated as non-responsive and rejected.
- (xii) Quoted prices shall also be inclusive of all costs towards carrying out any surveys, site visits by vendor's personnel, boarding, lodging, incidental expenses etc. required for the work.
- (xiii) Notwithstanding clause (vii) above, RECPDCL may solicit the bidder's consent to an extension of the period of bid validity. The request and the response thereto shall be made in writing by fax, e-mail, cable or telex etc. A bidder granting the request will neither be required nor permitted to modify its bid, while confirming extension of bid validity. Only the case of a written refusal by the bidder shall be considered to have not granted and/or refuse the extension request, otherwise the bidder shall be deemed to have granted the extension. Also after the validity period unless a bidder sends a request for withdrawal in writing its bid shall be deemed to be valid. However, in such cases the bid shall be deemed to be valid for 7 (seven) working days from receipt of such written communication by RECPDCL.

3.6 Pre-Bid Conference:

- a) A Pre-Bid Conference will be held on date and time mentioned on front page at RECPDCL, 4th Floor, Kribhco Bhawan, Sector-1, Noida – 201301.
- b) 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.
- c) 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.
- d) 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.
- e) The clarifications/ Corrigendum/ Addendums etc. thus communicated will form an integral part of the NIT and succeed the relevant clauses for future reference.
- f) 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.

3.7 Late and Delayed Bids

Any bid received by RECPDCL after the deadline for submission of bids prescribed by the RECPDCL will be rejected and/or returned unopened to the bidder without assigning any reason. The decision of Bid-Opening committee shall be final and binding on the bidder in respect of any dispute relating to receipt of bid by RECPDCL.

3.7 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.

3.8 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.
- (iv) 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..
- (ii) Bidders shall state their bid price **as per the given format** Bids will be evaluated on the basis of **Total Price inclusive of GST in INR per year of Price Schedule to arrive at lowest quote (LQ1) bidder.**

3.10 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.

3.10.6 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.

3.10.7 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 an 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 REC. Before starting work CONTRACTOR shall consult with REC'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 one year each time up to a maximum of additional two years. 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 4th Floor, Kribhco Bhawan, A-10, Sector- 1, Noida (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.

3.12 Return of EMD

The EMD of unsuccessful bidders will be returned after award of contract to the successful bidder and receipt of its acceptance.

- 3.13 RECPDCL may provide compensation at quoted rates for attending work on official holidays or may grant holiday/ leave from work to the personnel attending work on RECPDCL official holidays.
- 3.14 The successful bidder will have to formally take handover from existing FMS and AMC service provider and shall prepare a detailed inventory of items received including working/ non-working condition etc.
- 3.15 The qualification for Resident Engineer: T2 level, at least 3-year experience in providing on-site IT FMS and AMC services, Technical Qualification: 3 years' full time diploma (or) Graduation/BE/B.Sc. in Electronics/Electronics & Communication/Computer Engineering/IT. The engineers must be on Vendor's payroll.

SECTION - VI

GENERAL TERMS AND 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 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/Work Order.
- (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 as per format enclosed.

4.1 Liquidated damages:

- (i) A sticker mentioning the service support call center 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 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 with in 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 Terms/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 Commercial Terms & Conditions:

A. Taxes & Duties:

Notwithstanding anything contained herewith, with respect to taxes and duties following clauses shall be applicable:

A.1. If any supply of goods or services under or in respect of this contract is subject to GST, and if the Contractor is liable to GST in relation to any supply under this contract, the parties agree that the amount of GST applicable on any supply from the Contractor to the Employer under or in respect of this contract shall be reimbursed by the Employer on actual basis as applicable on the supply by the Contractor in pursuance of the contract. The same would be subject to the following:

- a) The Contractor shall also indicate the possible locations and respective GSTIN's from where the supply is proposed to be made by him. Any exemptions/ tax benefits, if applicable to the Contractor on the date of submitting the price bid shall be indicated by him and for the purpose of calculation of the amount of GST to be reimbursed, the Employer shall factor such exemptions/ tax exemptions irrespective of withdrawal of such exemptions/ tax benefits to the Contractor during the execution of the Contract.

- b) Invoice/Debit Note containing particulars specified under the GST Act and related Rules, Notifications, etc as prescribed by the Government in this regard, shall be considered as appropriate and necessary for taking reimbursement of the GST so charged.
- c) In the event that the Contractor fails to provide the invoice in the form and manner prescribed under the GST Act and Rules, the Employer shall not be liable to make any payment against such invoice.

A.2. Notwithstanding anything contained anywhere in the Contract, in the event that the input tax credit of the GST charged by the Contractor is denied by the tax authorities to the Employer for reasons associated with non-compliance/ incorrect compliance by the Contractor, the Employer shall be entitled to recover such amount from the Contractor by way of adjustment from any of the subsequent invoices issued by the Contractor on the Employer. In addition to the amount of GST, the Employer shall also be entitled to recover interest at the rate of applicable SBI base interest rate +2% and penalty, in case any penalty is imposed by the tax authorities. The Employer shall determine whether the denial of credit is linked to the non-compliance/ incorrect compliance of the Contractor and the said determination shall be binding on the Contractor.

Change in Law

A.3. Subject to clause A.2 above, if any rates of Tax are decreased or any change in interpretation or application of any Tax which entails a decrease in the Taxes declared by the Contractor in the Price Schedule, which was or will be assessed on the Contractor in connection with performance of the Contract (i.e. during scheduled completion period as per contract), an equitable adjustment of the Contract price shall be made to fully take into account any such change by deduction therefrom. However, if any rates of Tax are increased, which was or will be assessed on the Contractor in connection with performance of the Contract, no change shall be made in the Contract Price and the Employer shall not reimburse any additional amount payable thereto.

A.4. Subject to clause A.2 above, if a new Tax is introduced or an existing Tax is abolished, which was or will be assessed on the Contractor in connection with performance of the Contract, an equitable adjustment of the Contract price shall be made to fully take into account any such change by addition to the Contract price or deduction therefrom.

A.5. These adjustments shall not be applicable on procurement of raw materials, intermediary components etc. and in respect of raw materials, intermediary components etc., neither Employer nor the contractor shall be entitled to claim arising due to increase or decrease in the rate of tax, introduction of new tax or abolition of an existing tax in the course of the performance of the contract.

B. Anti-profiteering measure

As per Section 171 of the Central Goods and Services Tax Act, 2017, any reduction in rate of tax on any supply of goods or services or the benefit of input tax credit shall be passed on to the recipient by way of commensurate reduction in prices. In pursuance of the above provision, contractor is required to factor in the credit efficiencies available under GST and benefit due to reduction in tax rate to the employer and accordingly, declare the prices in the Price Schedule.

C. Rate quoted by the bidder shall remain firm & fixed and shall be binding on the Successful Bidder till completion of work irrespective of actual cost of execution of the project. No escalation in rate quoted by the bidder will be granted on any reason whatsoever. The bidder shall not be entitled to claim any additional charges, even though it may be necessary to extend the completion period for any reasons whatsoever.

4.4 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 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 borne 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 borne 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 of 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 agrees 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 equipment's 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)/REC offices etc. and also visit to MoP for presentation arrangements and FMS support without any additional cost/expenses to RECPDCL. In case, FMS engineer/Vendor denied any kind of support/services as assigned by RECPDCL official, it may attract LD charges per such Support/Service call subject to a maximum of Rs 1000/- per call and in addition the work shall be carried out at the risk and cost of the bidder.

SECTION-VII

FORM – I

Letter for Submission of Tender

To,

Addl. Chief Executive Officer RECPDCL,
4th Floor, Kribhco Bhawan
Sector-1, Noida
UP- 201301

Sub: 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.

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.

(AUTHORISED SIGNATORY)
SEAL

SECTION-VII

FORM- II

REQUALIFICATION CRITERIA DETAILS

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.

1. THE FIRM

2. Name

Regd. Address

a) Address of Office

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
(Please Tick whichever is applicable)

4. PAN:

5. Service Tax Reg. No.:

6. E.M.D. Details

Rs._

BG/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/Eligibility criteria/)

Signature.....

Full Name.....

Designation.....

Address.....

SECTION-VII

FORM-III

(To be submitted through Online Mode Only)

Price Schedule

Table I
Support for FMS Operation and Annual Maintenance

S.No.	Item Description	Unit	Quantity**	Unit Rate (INR)	Total Price (INR)	GST Percentage		GST Amount (INR)			Total Price inclusive of GST in INR
						CGST & SGST/UGST	IGST	CGST & SGST/UGST	IGST	Total Tax Amount	
A	B	C	D	E	F=DXE	G	H	I=FXG	J=FXH	K=I+J	L=F+K
1	Cost of Resident Engineers for One year	Per Person Per Year	1		0.00			0.00	0.00	0.00	0.00
2	*Rate for holidays (Sunday & Gazetted holidays) (From 09 AM. To 7 PM.) per day	Per Person per day	1		0.00			0.00	0.00	0.00	0.00
3	Onsite Comprehensive AMC of Servers Model – IBM x3650 along with operating system i.e. MS Windows Server/ Linux	Per Server Per year	2		0.00			0.00	0.00	0.00	0.00
4	Onsite Comprehensive AMC of Desktop including corresponding network I/O (Desktops are of OEM make e.g. Dell Optiplex 990, Dell AIO 9030, 3240 etc.)	Per Desktop Per Year	27		0.00			0.00	0.00	0.00	0.00
5	Onsite Comprehensive first Level Support of Desktop including corresponding network I/O under third party warranty maintenance (Desktops are of OEM make i.e., Dell AIO 9030, 3240 etc.)		30		0.00			0.00	0.00	0.00	0.00
6	Onsite Comprehensive first level support for Online UPS under Third party warranty maintenance (Make-BPE, 7.5 KVA)	Per UPS Per Year	1		0.00			0.00	0.00	0.00	0.00

7	Onsite Comprehensive first level support for Online UPS under Third party warranty maintenance (Make-Uniline, 15 KVA)		1		0.00			0.00	0.00	0.00	0.00
8	*Onsite Comprehensive AMC of Online UPS (Make-Uniline, 15 KVA)		1		0.00			0.00	0.00	0.00	0.00
9	Onsite Comprehensive AMC of Printer & MFP (Printers are of OEM make e.g. HP, Samsung, Lexmark, Xerox, etc.) Few Printers are Color & Network printers	Per Printer Per Year	12		0.00			0.00	0.00	0.00	0.00
10	Onsite Comprehensive first Level Support of Printer/MFP under third party warranty maintenance		11		0.00			0.00	0.00	0.00	0.00
11	Onsite Comprehensive first Level Support of Scanners under third party warranty maintenance	Per Scanner Per Year	2		0.00			0.00	0.00	0.00	0.00
12	Onsite Comprehensive first Level Support of Laptop under third party warranty maintenance	Per Laptop Per Year	20		0.00			0.00	0.00	0.00	0.00
13	Onsite Comprehensive AMC of Laptop (Make- Dell, Lenovo, Apple, Microsoft, HP etc.)	Per Laptop Per Year	18		0.00			0.00	0.00	0.00	0.00
14	Onsite Comprehensive AMC of Projectors including ultra/short throw projector (Projectors are of OEM make Sony, BenQ etc.)	Per Projector Per Year	3		0.00			0.00	0.00	0.00	0.00
15	*Cost of labor for physical movement of equipment etc. if required.	Per person per half day	1		0.00			0.00	0.00	0.00	0.00
16	*Cost for data recovery from hard disk of volume up to 500 GB for desktop/laptop etc.	Per Hard Disk	1		0.00			0.00	0.00	0.00	0.00
17	*Cost for data recovery from hard disk of volume up to 1 TB	Per Hard Disk	1		0.00			0.00	0.00	0.00	0.00

	or more for desktop/laptop etc.										
18	Network Nodes including I/O, cabling, hubs, etc.	Each	125		0.00			0.00	0.00	0.00	0.00
19	Onsite Comprehensive first Level Support of Network link under third party services	Each	2		0.00			0.00	0.00	0.00	0.00
Total Price inclusive of GST in INR per year											0.00

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

****Payment for line items, will be made in case of availing the services as per the requirement basis, till the contract period as well as for extended period.***

**(AUTHORISED SIGNATORY)
SEAL**

Note:

- (i) The quantity given above in Table I, may vary up to 50% of the initial/original purchase order value based on the requirement & at sole discretion of RECPDCL, at rate quoted by LQ1 bidder and same terms & conditions of tender document till the contract period as well as for extended period as the case may be. Accordingly, payment will be made as per actual on pro-rata basis.
- (ii) 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.
- (iii) The no. of equipment's indicated in the list is tentative. The vendor is required to visit the RECPDCL site for physical inspection of the equipment's 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.
- (iv) In case of expiry of third party warranty maintenance for assets as mentioned above, the assets shall be covered under comprehensive AMC from the date of expiry at rate quoted by LQ1 bidder and same terms & conditions of tender document till the contract period as well as for extended period as the case may be. Accordingly, the payment will be made as per actual on pro-rata basis.
- (v) During the contract period new equipment's may be added and/or deleted and automatically covered/ deleted under AMC at the rates quoted above.
- (vi) 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.

SECTION-VII**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	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**

PROFORMA FOR PERFORMANCE BANK GUARANTEE**M/s REC Power Distribution Company Ltd.,**

Kribhco Bhawan, A-10, Sector- 1, Noida (With due stamp duty if applicable)

OUR LETTER OF GUARANTEE No. :

In consideration of Rural Electrification Corporation Power Distribution Company Ltd., having its office at _____ (hereinafter referred to as "RECPDCL" which expression shall unless repugnant to the content or meaning thereof include all its successors, administrators and executors) and having entered into an agreement dated _____/issued Purchase Order No. _____ dated _____ with/on M/s _____ (hereinafter referred to as "The Supplier" which expression unless repugnant to the content or meaning thereof, shall include all the successors, administrators, and executors).

WHEREAS the Supplier having unequivocally accepted to supply the materials as per terms and conditions given in the Agreement dated _____ /Purchase Order No. _____ dated _____ and REC PDCL having agreed that the Supplier 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 Purchase 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 Supplier) in cover of performance guarantee in accordance with the terms and conditions of the Agreement/Purchase 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 Supplier having failed to perform the Agreement and despite any contestation on the part of above named supplier.

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/ Manager
Seal of Bank

E-BIDDING HELP MANUAL**Helpdesk Nos.**

Phone : 011-49424365

Other Contact Numbers:



- | | |
|----|--------------------------------|
| 1. | Sh. Harsh Jain: 9999297644 |
| 2. | Sh. Sandeep Gautam: 8800496478 |
| 3. | Shri Krishna 8800900127 |

Step 1**Registration Process**Website address: www.tenderwizard.com/REC

- Click on "[TenderFreeView](#)" to see (view and download) all the tender notifications and corrigendum's.
- Click on "[Register Me](#)" Hyperlink and get your User Id and Password.
- (Certain special chars like ~ ` ' # \$ % & * ! () ; \ / ? " : < > + - { } [] are not allowed in the company id or any key attributes).
- Once you fill all the details asked by "[Register Me](#)" form and obtain your password, contact the Office of RECPDCL to enable your User ID.
- After this, vendor can key in their User Id and Password and get successful entry in to the application.

STEP 2**Participation**

Vendor should login with his USER ID and PASSWORD

- After Successful entry into the application click on hyperlink "[UnApplied](#)".
- By clicking on hyperlink "[UnApplied](#)" you can see the latest tenders which are floated and other details relevant to tender.
- On this screen ([UnApplied](#)) you will find various gif's on the left hand side. Click on  "[Edit form](#)" gif and see all the documents attached. Please download these documents and go through them.
- Once you have gone through the entire tender document and you wish to participate in the tender click on  "[Request Tender Form](#)" gif. And Then click on "Submit".
- Now once you have requested for tender documents click on "[In Progress](#)" stage. You can see the status as "[REQUESTED](#)".

Note: - will send you forms (Electronic Financial bid & Technical bid sheets) .

- You will get two excel files "[Technical Sheet.xls](#)" and "[Cost Sheet.xls](#)" along with other documents. Firstly, you need to download this document by clicking on hyperlink "[Click here to Download Empty Document.](#)" Then Save the file with the same file name

Note:-

- 1) You should not change the file name of any Excel file.

2) You should only key in the values in blue cells only.

STEP 3

Submission

Vendor should prepare the scanned copy of DD (EMD)

- **EMD Submission:** Click on “[Click here to enter EMD Details and Attach Scanned Copy of EMD](#)”. Fill all the fields provided in that sheet and press on “Scan” button to attach the scanned copy of the EMD.
- Vendor should fill values in blue cells only, provided in these sheets. These can be uploaded by clicking on “[Click here to Upload filled File](#)”.

Reminder:

Technical Sheet and **Cost Sheet** should be uploaded by using “[Click here to Upload filled File](#)”. All other supporting documents could be uploaded using “[Click here to Attach General Documents](#)” link provided below.

- Please don't change the name of the file as system will not accept any other file name.

Steps for uploading the additional documents (supporting documents) to your account.

1. In the left hand menu click on General Document, general document page will appear
2. Click on upload new file Button for uploading new document, upload sheet will appear
3. Select the file to be uploaded, enter the description and attachment name.
4. Click on Upload file
5. Repeat step 2 and 3 for uploading new files

To change the description and attachment name for the uploaded file use Update existing file button

Note: This is for altering the description and attachment name only

Attachment of general document to a particular tender

Go to tender Documents screen of that particular tender

1. Go to [Click here to Attach General Documents](#) –Additional documents can be optionally Uploaded General Document Summary sheet will appear.
2. In General Document Summary screen select the file you want to attach and make necessary changes for Tender Stage and click Attach file button.
3. If you need to attach any new files for the tender follow Steps for uploading the Additional documents.

Other details could be scanned and uploaded but ensure that it is smaller in size (i.e. < 1MB for Fast Uploading of Document). (only.doc, .jpg,.gif,.xls, .bmp, .pdf.)

- The server time will be displayed at the right hand side of the page please follow this time, and all the actions i.e;(Requesting, Submitting, Opening etc.,) takes place according to this time only.

NOTE :

✓

You will see all the red colored links changing to black color, when you have uploaded.

A) **Technical Sheet**

B) **Cost Sheet or price bid**

C) **EMD details**

- Once you fill the above documents only then you will able to submit the tender by clicking on the “**Submit the Tender Form**” button before the tender closing date and time.


STEP 4

Acknowledgement

Once you submit the tender you will get the submitted token number, submitted date and submitted time. Take the print of that sheet then click on “OK”. Then the status will change to submitted.

STEP 5

OPENING

- After the tender is opened at the stipulated date and time, the award details can be accessed in the OPENED/AWARDED stage.
- To view the opened tenders click on the “**Opened/Awarded**” link then click on edit form  to view your competitors bid sheets who participated with you and who are not disqualified.

Note:

- If you do not get the submitted status and token number, contact tendering authority well in advance. L is not responsible for tender's not eived or submitted properly. Vendors are requested to undergo training and get their doubts clarified well in advance.
- If any queries please contact L Office and if required, personal training would be given. Please feel free to contact if you have any clarifications regarding E-Tendering.