

Notice Inviting Tender

(Tender invited through e-Tendering mode only)

For

Rate Contract for Supply of Touch Screen Kiosk, Cash/Cheque Collection Kiosk at Goa Electricity Department, Goa

No. RECPDCL/TECH/KIOSK-GED/e-Tender/2015-16/1585 Dated: 10.09.2015

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

Important Dates for E- Tendering mode	
Date of Release of NIT	10.09.2015
Last date for queries / seeking clarification	15.09.2015 at 1800 Hours
Pre Bid Meeting	16.09.2015 at 1200 Hours
Last date of submission of Tender	28.09.2015 at 1500 Hours
Date of Opening of Technical bid	28.09.2015 at 1600 Hours
Date of Opening of Financial bid	To be intimated later

Note:

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

-Sd-

(S.C. Garg)

Addl. C.E. O.

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

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SECTION-I TENDER INFORMATION

Name of the assignment: Rate Contract for Supply of Touch Screen Kiosk, Cash/Cheque Collection Kiosk.

Important information

Si. No.	Event	Information to the agencies
1	Date of Release of NIT	10.09.2015
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3	Pre Bid Meeting	16.09.2015 at 1200 Hours
4	Last date of submission of Tender	28.09.2015 at 1500 Hours
5	Date of Opening of Technical bid	28.09.2015 at 1600 Hours
6	Date of Opening of Financial bid	To be intimated later
7	Pre- Bid Meeting Address	REC Power Distribution Company Limited, 1016-1023, 10 th Floor, Devika Tower, Nehru Place, New Delhi- 110019, India Fax : 011-4128768
8	Tender Document	The details can be downloaded free of cost from the websites www.recpdcl.in (or) www.recindia.nic.in (or) www.eprocure.gov.in (or) www.tenderwizard.com/REC
9	EMD #	Rs 50,000/-
10	Address for Bid submission	Shri Subhash Chandra Garg, Addl. Chief Executive Officer, REC Power Distribution Company Limited, 1016-1023, 10 th Floor, Devika Tower, Nehru Place New Delhi- 110019, India. Fax : 011-4128768 Email- recpdcl.goa@gmail.com / recpdcl@rediffmail.com
11	Contact Person	Shri Sunil Bisht , Assistant Manager (Technical) REC Power Distribution Company Limited (RECPDCL) Phone:011-44128760; Fax:011-44128768 Email- recpdcl.goa@gmail.com / recpdcl@rediffmail.com

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.50,000/- (Fifty 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 and submission of PBG (Performance Bank Guaranty) i.e. 10% of the Contract Value (within 30 days from receipt of PBG).

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



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SECTION-II

PREFACE

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

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

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

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

Panaji (also referred to as Panjim) is the state's capital. Vasco da Gama is the largest city. The historic city of Margao still exhibits the influence of Portuguese culture and renowned for its beaches, places of worship and world heritage architecture, Goa is visited by hundreds of thousands of international and domestic tourists each year. It also has rich flora and fauna, owing to its location on the Western Ghats range, which is classified as a biodiversity hotspot.

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

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



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This NIT is being floated to appoint agency for Rate Contract for supply of Touch Screen Kiosk, Cash/Cheque Collection Kiosk at various locations / offices in 4 Towns of GED. The equipment are required to be supplied against release orders which would be placed as and when required. The activities for agency are described in the detailed scope of work.

The basic statistics are as below:

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

Above data is only for reference and may vary in actual

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

TABLE-1



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SECTION-III

Instructions to Bidders

3.1 Submission of Bid

Bidders 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.

Bidder can download Bid document from the RECPDCL web site i.e. <http://www.recpdcl.in> or www.recindia.nic.in or www.eprocure.gov.in and RECPDCL's e-tendering portal i.e. www.tenderwizard.com/REC

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

Steps for Registration

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

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

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

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

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

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

Pre- Qualifying Criterion Documents/Technical Bid

- 1 Form-I -----Letter of submission of Tender
- 2 Form-II -----Pre-Qualifying Criteria Details
- 3 Form-IV ----- No Deviation Certificate
- 4 Form-V -----Manufacturer Authorization Form
- 5 Annexure-B -----Acceptance form for participation in reverse auction event



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EMD of Rs. 50,000/- in form of DD or Bank Guarantee may be drawn from a scheduled commercial bank in favour of The “REC Power Distribution Company Ltd”, New Delhi and scanned copy to be uploaded and original to be submitted before the last date & time of Submission of Tender.

Financial Bid

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

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

The all document should be addressed to.

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

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

SECTION-IV

SCOPE OF WORK & SERVICE LEVEL AGREEMENT

1. Detailed Scope of Work

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

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required for preventive maintenance will be communicated to concerned office by the vendor in advance.

15. The bidder shall adhere to all the terms and conditions mentioned in the service level agreement (SLA).

16. The service during warranty on equipment will be on-site.

17. The bidder shall make his own necessary arrangements for the following and for those not listed anywhere else:

Office and store.

Transportation.

☐ Boarding & lodging arrangement for their personnel

18. In case of award of contract, the successful bidder also needs to submit a copy of agreement with OEMs for back to back arrangement for critical support and spares.

2. Detailed Technical Specification

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

2.1 Touch Screen Kiosk.

Item		Required Parameter
A) Architecture	i) Type	Desktop PC
	ii) Orientation	Vertical Tower Type With Mechanical Locking Arrangement complete with Keys for the CPU Cover/casing
	iii) Bus type/ architecture	PCI
B) Processor	i) CPU CHIP	Dual core Processor or higher
	ii) Processor internal clock speed	2 GHz or higher
	iii) Planar clock speed / FSB	1066 MHz or higher
	iv) Math coprocessor	Built-in
	v) L2 Cache	4MB or higher
C) Memory	i) Memory (RAM)	4 GB (2 nos. of 2 GB DIMMs)
	ii) Memory (RAM) max expandability	8 GB or more
	iii) RAM speed	800 MHz or higher
	iv) RAM slots total	4 or more (in Dual Channel; 2DIMMS /channel or more)
	v) RAM type	Non ECC DDR2
	vi) Packaging	DIMM
D) Mother Board	Mother Board	OEM Mother Board with OEM logo

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Item		Required Parameter
		embossed on the Mother board
	Revision Level	Management agent should show the revision level
E) FDD	Capacity	Deleted – Not required
F) HDD	i) Size & Make	160 GB @ 7200RPM or better, Sync transfer rate 3 GBPS
	ii) Hard disk controller	Integrated SERIAL ATA II
	iii) HDD Exp Option	Option to add 2nd Serial ATA HDD-Required
G) Graphics subsystem	i) Type	built-in on the chipset
	ii) Video RAM	Shared
	iii) Resolution	1024x768 or better
	iv) Graphics bus interface	Built in Graphics Media Accelerator
H) Monitor (Asset Controlled *)	Monitor	17" LCD Touch Screen Monitor with TFT with 3-5 ms touch contact time. Monitor should be dust and water proof.
I) Keyboard	Type	PS/2 or USB Std Keyboard
J) Pointing device	Mouse	2 button OPTICAL scroll Mouse. OEM
K) CD ROM	i) Speed	48X or higher
	ii) Make	SATA implemented OEM make or equivalent (any other make to be specified)
L) Ports and Interfaces	i) Parallel ports	1(EPP/ECP bidirectional)
	ii) Serial Port	1
	iii) Serial ATA Interface	4
	iv) Parallel ATA IDE Interface with UDMA 33	1
	v) USB Ver 2.0	Atleast 8 out of which 2 on front
	vi) Mouse	1
	vii) Keyboard	1
	viii) Graphic Media Accelerator Display	1
	ix) Audio stereo input	1
	x) Audio stereo output	1
	xi) Microphone	1
M) Expansion Options	i) Slots	
	a) PCI Slots Conventional	2 Free Slots Minimum
	b) PCI Express x1 Slot	1 Free Slot Minimum

Item		Required Parameter
	c) PCI Express x16 Slot	1 Free Slot Minimum
	ii) 3.5 inch bays – accessible	1 or more
	iii) 3.5 inch bays – not accessible	2 or more
	iv) 5.25 inch bays – accessible	2 or more
N) Manageability & Standards	i) WLP 2.0	Yes
	ii) Plug & Play	Yes
	iii) Power management features ACPI 1.0	Yes
	iv) EPA Energy Star compliant	Yes
O) Security features	i) Boot sequence control	Yes
	ii) Diskette boot inhibit	Yes
	iii) Power on password	Yes
	iv) Configuration password	optional
	v) Setup password	Yes
P) Audio	i) ADDA	Integrated High Definition 4 channel audio
	ii) Sampling Rate	5 KHz to 44 KHz or better
	iii) Synthesizer	4 channel or better
	iv) Internal Speakers	To be provided - 1.5 W Minimum
Q) Network Connectivity	a) Type	Integrated Gigabit NIC
	B) Support type	Wake on LAN support
	c) Connector	RJ45
R) OS	a) MS WINDOWS b) Linux with xwindow or c) Mac OS	Latest version of OS preloaded with a) Recovery CD containing all required drivers and patches; b) OS CD/DVD with License declaration and c) Documentation on media.
	b) S/W Patches	Ensure that all software (OS & applications) supplied is licensed and includes supply of all patches, updates, and bug-fixes during the warranty and extended support period, if any.
S) Warranty		Minimum 3 Years Comprehensive OEM onsite warranty for all components (H/W and OS) supplied including re-loading and reconfiguration of all s/w and device drivers, if required.
T) CERTIFICATION	a) Windows Certified	Compliance Required(In case, supplied with Window OS)
	b) LINUX ready Certified	Compliance Required
	c) Mac OS	Compliance Required (In case, supplied with Mac OS)

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Item		Required Parameter
U) Manageability Features *	a) Tools for asset Tracking including serial number tracking of system, manufacturer name & model, board, CPU, memory, monitor, HDD with details of NIC, OS Etc to be provided by OEM	Required. Compliance to be demonstrated
	b) OEM health monitoring/ diagnostic tools	Required. Compliance to be demonstrated
	c) Monitoring & Pre failure alerts for the Hard Disk	Required. Compliance to be demonstrated
V) Physical Security	Hood Sensor	Required. Compliance to be demonstrated
W) Additional Information to be provided by bidder	BIOS Type	To be indicated by bidder
	Power Supply Wattage	To be indicated by bidder (But not less than 300 W)
X) UPS	UPS system	Capacity to be indicated by bidder

2.2 Cash/Cash Collection Kiosk.

Bill Payment Kiosk with dual Core or higher processor, 2 GHz or above internal clock speed, 2 GB DDR2 RAM or more, minimum 160 GB HDD, CD ROM Drive, Latest version of OS type: Windows/linux with x-window/Mac OS and other specifications requirements as per Section-18above (i.e. Work Station PC Specification), 15" TFT capacitive Touch Screen Monitor, Thermal Printer, in-built Currency Validator as per RBI guidelines (To accept notes in the denomination of Rs 500, 100, 50, 10, 5 and coins Rs 5, 1) Magnetic Ink Character Reader, Laser Printer, Speakers, Surveillance Camera, Suitable Modem, UPS (15 Min Backup and to be provided at the bottom for stability) & With Application Software. The collection information shall be updated immediately to master billing database.

- a. The Machine should be able to accept both MICR and NON MICR Cheque through Motorized MICR Cheque reader with printing on back side, minimum 30 character.
- b. It should be supporting an automated operation with the voice guidance.
- c. The operation of cheque deposit and printing of duplicate bill has to be interactive and user friendly.
- d. The machine should have redundant power supply provision. There should not be any information loss in case of power failure.
- e. Customer waiting time should be minimum possible.

- f. The errors should be less than + 1% within the active area.
- g. Touch life should be greater than 200 million touches in any one location.
- h. Machine should support configurable receipt format. The Thermal receipt Printer shall be 40 Col. with auto cutter and with print speed 180mm/sec.
- i. The laser printer shall be 80 columns for duplicate bill printing.
- j. The bar code laser scanner shall be provided which should be able to read Barcodes for length up to 200mm.
- k. The kiosk should have cooling fan with exhaust vent at the top, lockable doors with three sets of keys, sliding drawers, power distribution, adequate earthing as per Electricity act and sufficient space for all the components to fit in.
- l. Dirt, grease, smoke, water droplets or other surface contaminants should not affect the touch screen.
- m. Touch screen should be resistant to corrosives.
- n. Touch screen should not be scratched using any stylus with Mohs' rating less than 6.5.
- o. The application software should have no exit buttons and provide no access to system files on touch screen. The application can be closed only thorough the keyboard.
- p. The monitor should be fitted at an angle of 30o from vertical to have viewing angle of less than 70o and at a height of minimum 1200 mm from ground.
- q. In case of receipt of fake currency, the system should not return the fake currency, immediately take a snapshot of the user through in-built surveillance camera and keep record such as account number, date, time etc and generate the exception reports at the end of the day or as and when required as per RBI guidelines.
- r. The housing should be High Grade steel.
- s. The in-built Cheque deposit box shall have capacity to store 2000 Cheque.
- t. The depository safe should be made from thick steel with appropriate lock.
- u. System to be provided with UPS system, capacity of which should be indicated by bidder

2.3 General specifications for Touch Screen and Cash/ Cheque Collection Kiosk Cabinet:

Since the kiosk cabinet should have an aesthetic and attractive look with following features:

- a) The Kiosk cabinet should have a fan for proper cooling.
- b) The Kiosk cabinet should have a backside door for easy accessibility into kiosk.
- c) The Kiosk cabinet should have the back door locking system.
- d) The Kiosk cabinet should be rugged to stand against all weather conditions.
- e) The Kiosk cabinet should look slim and sleek.
- f) The kiosk cabinet should occupy less space/ small foot print area.
- g) The Kiosk cabinet should have speakers with multimedia capability.
- h) The bidder is required to give the detailed dimensions of the kiosk along with the bid
- i) The kiosk cabinet should be of steel having compartments for CPU, Monitor, Keyboard etc.

One Dot Matrix printer to be connected with kiosk for printing of duplicate bills



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

3. Location-wise Indicative Quantity

3.1 Location Details of Touch Screen KIOSK, Cash/ Cheque Collection KIOSK.

Sno.	Districts	Address	Touch KIOSK	Screen	Cash/ Collection KIOSK	Cheque Collection KIOSK
1	North	Vidyut Bhavan Panaji.	1		1	
2	South	Vidyut Bhavan Margao.	1		1	
3	South	Vidyut Bhavan Vasco.	1		1	
4	North	Vidyut Bhavan Ponda.	1		1	
5	North	Vidyut Bhavan Mapusa.	1		1	

4. Timelines for Delivery And Installation

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

Liquidated Damages

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

5. Payment Criteria

Payment terms

- ✦ Payment shall be made on release order basis. Once the delivery/ installation against a particular release order is complete, bidder shall submit the invoices to RECPDCL.
- ✦ 100% payment shall be released against successful completion of deliveries at the delivery locations, installation and testing of equipment at GED's site and acceptance by RECPDCL Nodal Officer. The bidder is required to submit a copy of user acceptance to the designated Authority along with the invoice. Exact Site details and RECPDCL Nodal Officer will be informed in the Release Order.
- ✦ For AMC:
 - Payment shall be released on half yearly basis in arrears, i.e. at the end of every six months.

6. Service Level Agreement (SLA)

SLA for Touch Screen KIOSK, Cash/ Cheque Collection KIOSK.

1. Terms of Agreement

This agreement shall remain in force from the date of commencement of warranty till the expiry of warranty and AMC for the Touch Screen KIOSK, Cash/ Cheque Collection KIOSK.

2. Scope of Work for SLA

The complete Touch Screen KIOSK, Cash/ Cheque Collection KIOSK which comprises of CPU, Monitor, Power cable, VGA cable, Keyboard, Mouse and any other accessories. Bidder has to replace these parts in case it's not working within defined timelines. Bidder needs to repair/ replace Battery in case power backup reduces to 5 minutes. **a) Uptime guarantee**

The agreement stipulates that bidder shall maintain the Touch Screen KIOSK, Cash/ Cheque Collection KIOSK with uptime of 98%. The uptime will be calculated on yearly basis. **b) Maintenance Services**

Bidder shall provide following maintenance services under this agreement:

➤ Corrective Maintenance

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

➤ Spares Availability/Support for OS Patch

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

c) Response and Resolution Time

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

3. Method of contact to Engineer

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



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4. Reporting

The Bidder shall prepare a monthly Uptime Summary Report. In the format agreed mutually between User and Bidder.

5. Penalty for SLA Non-Compliance

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

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

Rs. 10000 x {(98.0 - 97.5) / 100 x 365} = Rs. 18,250

SECTION-V

GENERAL CONDITIONS OF TENDER

Part – 1

1. The bidder must fulfil the above eligibility criteria/pre-qualifying conditions for evaluation of their bids. Bids of bidders fulfilling the above eligibility/pre-qualifying conditions will only be evaluated by the duly constituted evaluation committee. Bids of the bidders not fulfilling the eligibility/pre-qualifying conditions given above may be summarily rejected. Undertaking for subsequent submission of any of the above documents will not be entertained under any circumstances.
2. RECPDCL reserves the right to conduct the reverse auction (if required) for the products/ services being asked in the tender. The terms and conditions for such reverse auction event shall be as per the Acceptance Form attached as Annexure B of this document. The bidders shall mandatorily submit a duly signed copy of the Acceptance Form along with the tender document as a token of acceptance. In case of denial for participation, bidder shall not be entitled for any kind of claim.
3. RECPDCL reserves the right to conduct the reverse auction (if required) for the products/ services being asked in the tender. The terms and conditions for such reverse auction event shall be as per the Acceptance Form attached as Annexure B of this document. The bidders shall mandatorily submit a duly signed copy of the Acceptance Form along with the tender document as a token of acceptance.
4. RECPDCL reserve the right to verify/confirm all original documentary evidence submitted by the bidder in support of above mentioned clauses of eligibility criteria, failure to produce the same within the period as and when required and notified in writing by RECPDCL shall result in summarily rejection of the bid.
5. Engagement with RECPDCL does not confer any right to the agencies to be invited for participating in any bids, tender etc. floated by RECPDCL. RECPDCL reserves the right to call bids/assign work/associate the agency/agencies in any area as may be deemed fit by RECPDCL depending upon the profile provided by the agencies and requirement of assignment.
6. RECPDCL reserves the right to accept or reject any or all requests for engagement without assigning any reason or to accept in parts and engage more than one agencies at its sole discretion.
7. Acceptance of the application(s) constitutes no form of commitment on the part of RECPDCL. Furthermore, this acceptance of the application confers neither the right nor an expectation on any application to participate in the proposed project.
8. RECPDCL reserve the right to waive off any shortfalls; accept the whole, accept part of or reject any or all responses to the Tender.
9. RECPDCL reserve the right to call for fresh tenders at any stage and /or time as per the present and /or envisaged RECPDCL requirements even if the tender is in evaluation stage.
10. RECPDCL reserve the right to modify, expand, restrict, scrap, re-float the tender without assigning any reason for the same.



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11. The responder shall bear all costs associated with the preparation and submission of its response, and RECPDCL will in no case be responsible or liable for these costs, regardless of the conduct or the outcome of the tender process.

12. Consortium and joint venture responses are not allowed, in any case. Also, bidders have to note that no sub-contracting / sub-letting is allowed.

13. Performance Bank Guarantee:

- a The agency need to deposit within fifteen (15) working days from the date of acceptance of work order, a Performance Security in the form of Bank Guarantee or Demand Draft (DD), for an amount of 10% (Ten per cent) of the Tender value against the supply portion for 3 years plus 6 month claim period and after completion of 3 years or before expiry of PBG of supply portion bidder has to submit the PBG for AMC portion for 2 years plus 6 month claim period of 10% of total value of AMC portion for the due performance and fulfilment of the contract by your firm in the format placed at Annexure – A.
- b The Performance Bank Guarantee may be drawn from a scheduled commercial bank in favour of The “REC Power Distribution Company Ltd”, New Delhi.
- c The Performance Bank Guarantee may be discharged/ returned by the RECPDCL after the completion of the contract upon being satisfied for the performance of the obligations of your firm under the contract.
- d Failing to comply with the above requirement, or failure to enter into contract within 30 days or within such other extended period, as may be decided by the CEO, RECPDCL shall constitute sufficient grounds, among others, if any, for the annulment of the award of the tender.
- e In the event the firm being unable to provide the services, during the engagement period as per the contract for whatever reason, the Performance Bank Guarantee would be invoked by RECPDCL.
- f No Bank Charges/ interest shall be payable for the Performance Bank Guarantee.

14. Rates and Prices

- a. Bidders should quote item-wise rates/ prices including all taxes and duties as mentioned in Form-III by explicitly mentioning the breakup of basic prices and applicable taxes.
- b. Price quoted by bidder shall be firm for entire contract period.
- c. Price quoted shall be firm and any variation in rates, prices or terms during validity of the offer shall lead to forfeiture of the EMD of said bidder.
- d. The quoted prices shall be for delivery and installation at Goa. The prices shall be FOR destination and shall include all charges, levies and duties for delivery and installation at the specified locations in GOA State. The exact details of location address etc. shall be provided along with the release order.

15. In case of default in services or denial of services, RECPDCL, at its sole discretion, will be free to avail services of other service providers at your "Risk & Cost".

16. All other terms and conditions of the GENERAL CONDITIONS OF CONTRACT shall be applicable.

17. Bidders are advised to refrain from taking any deviations on this TENDER. Still in case of any deviations, all such deviations from this tender document shall be set out by the Bidders, Clause by Clause in the format as mentioned in Form IV and submit the same as a part of the Technical Bid. Please note that in case of deviations to the tender terms, bids may be liable for rejection.



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- 18.** In case any damage or defect is found during verification after receipt of material at Purchaser's stores or material develops defects within warranty period, the supplier shall attend/replace such defects free of all charges within 15 days of being notified by the Purchaser, of the occurrence of such defects. In case the defect is not attended or replacement of material is not received within specified period, then apart from encashing the performance security deposit, the Purchaser may also take suitable penal action including debarring from all future business.
- 19.** The insurance coverage: Goods supplied under the contract shall be also fully insured on all risk basis during inland transit up to destination store in the purchaser's country. The supplier must insure the Goods in an amount equal to 110% of CIF/EXW price of Goods.
- 20.** In case of continued non-satisfactory performance, RECPDCL have the right to withdraw the work & get completed the work at the risk and cost of the agency. Further the agency may be blacklisted for a period of one year or more for participating in any of the bids invited by RECPDCL. Also, RECPDCL would be free to intimate such black listing to various state/central utilities/ Ministry of Power/State Governments/other agencies not to consider the said agency for any assignment including of the same on websites
- 21.** In a tender either the Indian agent on behalf of the Principle /OEM or Principle / OEM itself can bid but both cannot bid simultaneously for the same item/product.
- 22.** If an agent submits bid on behalf of the principal /OEM, the same agent shall not submit a bid on behalf of another principal /OEM in the same tender for the same item/product.

SECTION-VI

ELIGIBILITY CRITERIA

Pre-Qualifying Criteria (Mandatory Requirements) for OEM of Touch Screen KIOSK, Cash/ Cheque Collection KIOSK.

S. No.	Qualification Criteria	Documents Required
1	The OEM shall have ISO 9001:2008 and ISO 14000 certifications	Copy of ISO Certificates to be enclosed in this regard
2	The minimum average annual turnover of the OEM shall be Rs. 50 Crores in last 3 financial years (FY 2011-12, 2012-13 and 2013-14).	Copy of Audited Balance Sheet and P&L Account for the respective financial years to be submitted in this regard
3	The OEM vendor shall have at least one service center within the Goa State with sufficient infrastructure.	Copy of Self certification along with location and contact details of the said service center to be enclosed in this regard.
4	Each equipment model should be supported by OEM for minimum next 05 years.	5 years support letter from OEM to be submitted in this regard.

Pre-Qualifying Criteria for Bidder

1. The bidder shall be a private/public Company registered under Company Act 1956 prior to Apr'2010. Certificate of Incorporation and Registration needs to be submitted along with the bid.
2. The Minimum Average Annual Turnover of the bidder shall be a minimum of Rs.1 Crores in last 3 financial years (FY 2012-13, 2013-14 and 2014-15). Copy of Audited Balance Sheet and P&L Account for the respective financial years to be submitted in this regard
3. The Bidder must have successfully executed similar type of projects for Supply, installation, commissioning of Touch Screen KIOSK, Cash/ Cheque Collection KIOSK, related equipment and Software (meeting any of the below criteria) in the last 3 financial years (FY 2012-13, 2013-14, 2014-15 and including the period of FY 2015-16 till bid submission date). (Proof: Necessary Purchase order/LOI/Contract/Certification on client



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letterhead/Performance certificate as proof of services provided for the last 3 years needs to be submitted).

a. One project each covering Supply, installation, commissioning of minimum 8 nos. Touch Screen KIOSK, Cash/ Cheque Collection KIOSK., related equipment and Software or value equal or greater than 24 Lacs.

OR

b. Two project each covering Supply, installation, commissioning of minimum 5 nos. Touch Screen KIOSK, Cash/ Cheque Collection KIOSK., related equipment and Software or value equal or greater than 15 Lacs.

OR

c. Three project each covering Supply, installation, commissioning of minimum 4 nos. Touch Screen KIOSK, Cash/ Cheque Collection KIOSK., related equipment and Software or value equal or greater than 12 Lacs.

Details of Successful Completion of Projects by Bidder

Year of Completion	Touch Screen KIOSK, Cash/ Cheque Collection KIOSK. (make & Model)	Number of Units Supplied	Order no.	Client Name and Location of Project	Completion certificate attached (Yes/No)

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

SECTION-VII

TENDER EVALUATION METHODOLOGY

OPENING OF BID:

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

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

EVALUATION OF BID

PRE-QUALIFYING CRITERIA

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

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

PRICE EVALUATION CRITERIA

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

AWARD CRITERIA

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

Penalty

LD/Penalty as mentioned in GCC as mentioned in Annexure-VII



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SECTION-VII

FORM-I

Letter for Submission of Tender

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

Sub.: Engagement of Service Agency

Sir,

1. With reference to your Tender No. ----- dated ----- for **Rate Contract for Supply of Touch Screen KIOSK, Cash/ Cheque Collection KIOSK at Goa Electricity Department**, I wish to apply for engagement with RECPDCL as “**Rate Contract for Supply of Touch Screen KIOSK, Cash/ Cheque Collection KIOSK at Goa Electricity Department**”

Further, I hereby certify that

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

2. I further confirm that any deviation to any clause of Tender found anywhere in my Bid, shall stand unconditionally withdrawn, without any cost implication whatsoever to the REC PDCL.
3. Our bid shall remain valid for period of 180 days from the last date of bid submission.

Date:
Place:

Signature

Full Name

Designation.....

Address

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



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Form-II

PRE QUALIFICATION CRITERIA DETAILS

Rate Contract for Supply of IP PBX, IP Phones and associated accessories for IT Implementation at Goa Electricity Department

1. THE FIRM

2. Name _____

Regd. Address _____

Address of Office _____

a) Contact Person's

i) Name & Design. _____

ii) Address _____

iii) Tel No. Landline _____ Mobile _____

iv) Email ID _____

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

4. PAN _____

5. Service Tax Reg. No.: _____

6. E.M.D. Details Rs. _____

DD/BG No. _____

Name & Address of Bank

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

Signature.....

Full Name.....

Designation.....

Address.....

Financial Bid

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

Bidder Name:

Rate Contract for Supply of Touch Screen Kiosk, Cash/Cheque Collection Kiosk at Goa Electricity Department, Goa

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

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

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



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FORM IV

FORMAT FOR NO-DEVIATION CERTIFICATE

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

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

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

Seal of the Company:

Signature

Name

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



MANUFACTURER AUTHORIZATION FORM

(To be submitted on OEM's Letter Head)

Date:
ICB No.:
Invitation for Bid No.:
Alternative No.:

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

Sir,

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

..... and
to subsequently negotiate and sign the Contract.

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

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

Yours Sincerely,

For

Authorized Signatory

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



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ANNEXURE-A
PERFORMANCE BANK GUARANTEE

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

OUR LETTER OF GUARANTEE No. :

Date:

Amount: **Valid Date:**

Bank Name & Address:

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

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

We, _____ (The Bank) which shall include OUR successors, administrators and executors herewith establish an irrevocable Letter of Guarantee No.

_____ in your favour for account of _____
(The Agency) in cover of performance guarantee in accordance with the terms and conditions of the Agreement/work Order.

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

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

Authorized Signature
Chief Manager/Manger

Seal of Bank



Annexure B
ACCEPTANCE FORM FOR PARTICIPATION IN REVERSE AUCTION EVENT
(To be signed and stamped by the bidder)

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

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

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

Signature & Seal of the Bidder



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SECTION-IX
Bill of Material

Location Details of Touch Screen KIOSK, Cash/ Cheque Collection KIOSK.

Sno.	Districts	Address	Touch Screen KIOSK	Cash/ Cheque Collection KIOSK
1	North	Vidyut Bhavan Panaji.	1	1
2	South	Vidyut Bhavan Margao.	1	1
3	South	Vidyut Bhavan Vasco.	1	1
4	North	Vidyut Bhavan Ponda.	1	1
5	North	Vidyut Bhavan Mapusa.	1	1
		TOTAL	5	5