



NATIONAL POWER TRAINING INSTITUTE

(Ministry of Power, Govt. of India)

NORTHERN REGION, BADARPUR, N.DELHI-110044

Phone: 011-26940722/ 25944198/26971551

Tender Enquiry & BID Document

Tender Enquiry & BID Documents for Annual Maintenance & support for the computer systems and peripherals at NPTI(NR)

Open tender No. NPTI/NR/COMPUTER/2012 Dated: 20/2/2012

Important dates

- i. Tender Document sale From 20/2/2012 upto 20/3/2012 13.00 Hrs
- ii. Date of opening 20/3/2012 at 15.00 Hrs.

Tender Document Cost: Rs. 500/-

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SECTION-I

NATIONAL POWER TRAINING INSTITUTE

(Ministry of Power, Govt. of India)
NORTHERN REGION, BADARPUR, N.DELHI-110044

I. BID REFERENCE

Tender NO. NPTI/ NR/Computer/2012/

Dated: 20/2/2012

Name of work	Providing Annual Maintenance & support for the computer systems and peripherals at Badarpur New Delhi
Value of Work	Rs. 1,50,000/-
EMD	Rs. 3000/-
Period of sale of Bidding Document	From 20/2/2012 to 20/3/2012 13.00 Hrs
Last Date & Time for receipt of Bid	20/3/2012 at 13.00 Hrs
Last Date & Time for opening of Bid	20/3/2012 at 15.00 hrs
Officers from whom the tender document can be obtained after making the payment for the Bid documents	Jr. Accounts Officer, NPTI (NR), Badarpur, N.Delhi-110044
With whom the tender documents can be submitted	To drop in the Tender Box placed with PS to Principal Director, NPTI (NR)
Tenders to be addressed to	The principal Director, NPTI (NR), Badarpur, N. Delhi-110044



NATIONAL POWER TRAINING INSTITUTE (NR)

An ISO 9001 : 2000 & 14001 Organization

(Ministry of Power, Govt. of India)

Badarpur, New Delhi-110044

No- NPTI/NR/COMPUTER/2012

Date:- 20-02-2012

SECTION-II

NOTICE INVITING TENDER

Sub:-- Providing Annual Maintenance & support for the computer systems and peripherals at Badarpur New Delhi, Reg.

The sealed tenders are invited for providing AMC & support for the computer systems and peripherals as per enclosed annexure by the Principal Director, National Power Training Institute (Northern Region) Badarpur, New Delhi -110044, for a initial period of one year subject to the extendable up to the period of 12 months or more on the basis of performance of the contractor, on the same terms and conditions. The tender document form duly completed in all respect in accordance with the instructions mentioned here-under should reach this office on or before 20/03/2012 **at 2.00 PM**. The tenders shall be opened on the **same day at 3.00 P.M.** in the presence of the bidders or their authorized representatives who may like to be present at their own expenses.

Important Instructions;-

1. The Tenderers are advised to go through the tender documents, terms & conditions thoroughly and must sign all the pages as a token of their acceptance. The Tenders duly completed in all respect must be submitted along with all relevant terms and conditions, failing which the tenders are liable to be rejected. **Parties or companies with a minimum experience in similar work in government / reputed bodies for a period of 2 years or more will be preferred.**

2. The Tender Documents should be submitted in two parts viz.

- a) Technical Bid
- b) Price Bid

Both these parts should be sent in separate sealed cover duly marked as (a) Technical Bid for Providing Annual Maintenance & support for the computer systems and peripherals at Badarpur New Delhi & (b) Price Bid for Providing Annual Maintenance & support for the computer

systems and peripherals on the top of envelopes and these both envelopes should be kept in third big size sealed envelope super scribing with the tender enquiry number and due date of opening on the top of envelope.

a. Technical Bids:-

The Technical bids must contain all the relevant details/specifications/certificates of the AMC charges for a group/brand of computers as given in the list, spare/ support items to be used / ordered during the Annual Maintenance & support for the computer systems and peripherals at Badarpur including the following commercial terms:

1. Detail of EMD submitted by way of DD in favour of National Power Training Institute payable at Badarpur
2. Trade License / certificate of registration with past records for providing such services.
3. Vat/ Sale Tax and Income tax clearance certificate
4. Credentials certificate of the contractor/ firm.
5. Terms of payment.
6. Validity of offer should be minimum 90 days from the date of opening the tenders.
7. Certificate related to similar experience in government/ reputed bodies for a minimum period of 2 years

b. Price Bids:-

The price bids should be submitted containing their rates, amount in detail on the body of the original annexure enclosed with the tender schedule, neatly & clearly without any over writing. The prices must be firm and final till the duration of the contract.

The price bids of only those firms shall be opened whose technical bids are complete in all respect in accordance with the specifications of the tender document and has been accepted by this office.

In the first instance the technical bids will be opened on the prescribed date and time in the presence of bidders who may like to be present on the date of opening of the tenders. After scrutiny of the technical bids / details of all the tenders, the observations noticed with regard to the various deficiencies will be communicated to the respective tenderers, if so desired by this office with a view to provide them an opportunity to make up the deficiencies / deviations at par, which noticed in their offer. However, such tenderers will be allowed to revise their technical bids whose technical bids are received at the prescribed date and time and are complete in general. The replies of such tenderers together with the additional price bids if any will be opened along with the original price bids on the specified date and time fixed for the purpose by this office.

Instructions to the Bidders for Tender enquiry and bidding document for Annual Maintenance & support for the computer systems and peripherals at NPTI(NR)

Technical

1. Introduction

Tender enquiry cum bid is requested from well experienced, reputed concerns with high confidence for Annual Maintenance & support for the computer systems and peripherals at NPTI(NR). The intending vendors must have experience of executing such jobs for which they have to submit the required testimonials.

2. Scope of Work

Maintenance and service

- i) Maintenance and service of all Desktops/PCS /lap tops at various locations at the office of NPTI (NR), Badarpur, New Delhi as per (Section-VI -A). A comprehensive list of computers under the different officials workplace enclosed herewith.
- ii) Maintenance & service of UPS including replacement of batteries as per distribution of clients.
- iii) Maintenance & repair of all printers **including replacement of Teflon, Logic card, head, ribbon** etc and all other consumable items except toner and cartridge etc.
- iv) Approximate cost of other spares for the systems not covered under AMC is also to be provided. (Section-VI- B). The list shall be updated every 6 months.

- v) Maintenance & service of system software and other Software packages/material and Customization of system as and when required. They shall be also responsible for loading/ up-keeping Antivirus softwares
- vi) Integration of the complete system and testing of the complete system as and when required.
- vii) Maintenance of LAN cable Network connectivity in the existing set up at NPTI, Badarpur Institute, New Delhi including the replacement of faulty network cables, I.O Box, removable jacks (RJ-45) as and when required. The bidder should be fully responsible for functioning Internet connectivity for all users.
- viii) One well trained/qualified resident hardware engineer will be deployed onsite to resolve the hardware problems, **between 9.00 AM to 5.30 PM on all working days as mentioned in the important dates**. The services of the service engineer may be extended on Saturday/Sundays or any other govt. holidays under utmost need of the Institutional activities. The hardware engineer must also have expertise in maintaining the LAN cabling work.
- ix) Maintenance of a logbook on the day to day activities
- x) The resident engineer nominated by the AMC agency will coordinate with facility management through Online Call Logging & Management System.
- xi) Installation of Antivirus in all desktops of users and further updation (as and when required) and Antivirus license will be provided by this office.
- xii) Successful bidder is liable to handover all the hardware under its AMC to the successor in working condition, failure leads to deduction of actual expenditure to repair these hardware.
- xiii) During the AMC period, if the scope of work is diversified then the AMC holder shall have to provide the requisite caliber engineer to this office and no additional amount will be paid. More over the number of engineers will remain same.

- xiv) Resident engineer will be responsible to handle any other work related to NPTI from time to time and have to register the attendance of the engineer and complaints in a log book at this office.
- xv) The scope of maintenance of computer shall not be limited to the mother board failure / RAM failure / Disc crash/ UPS failures

3. Downtime will not be considered under the following conditions:

- i) Repair time due to machine failure caused by confirmed environmental conditions.
- ii) Standby machine shall be provided, if downtime is more than 2 days.

4. The following services are not included in Maintenance Services:

- i) Neglect or misuse, including use of the machines for purposes other than, for which they are designed.
- ii) Alterations, including any deviation from original machine designed unless authorized by Successful Bidder and Damage caused by rodents or natural disaster.

5. Service Warranty

- i) The bidder should cover services provided including the quality of workmanship under warranty.

6. Payment :

The payment for the work execution on quarterly basis subject to the verification by NPTI

7. Important dates

Important dates

- i. Tender Document sale From 20/2/12 upto 20/3/2012 13.00 Hrs
- ii. Date of opening 20/3/2012 15.00 Hrs.

8. Instructions

- 1. The bidding document should be complete
- 2. All support documents, bid is to be dully signed by the competent authority

9. Technical Specification (Hardware)

No. of PC's ----- 73 (Approx.)

No. of printers--28 (Approx)

User wise Details of Computers along with Printer & UPS

S no.	Item Description	Qty	Remarks
1.	<u>Lenovo Think Center</u>		
	<u>Intel C2D @2.8GHz / 2GB / 160GB / DVDRW</u>	13	
	<u>KBD / Mouse / IBM 17" TFT Monitor</u>		
	HP LaserJet 1505 Printer	04	
	True Power 600VA UPS	04	
2.	<u>IBM Think Center</u>		
	Intel PIV @ 2.6GHz / 256MB / 40GB / DVD-RW	08	
	KBD / Mouse / Compaq 15" CRT Monitor		
	HP LaserJet P1007 Printer	05	
3.	<u>HP Compaq Dx2280MT</u>		
	Intel Dual Core @1.6GHz / 1GB / 160GB / DVD	22	
	RW / KBD / Mouse / HP 17" CRT Monitor		
	HP LaserJet P1005 Printer	07	
4.	<u>Compaq EvoD320</u>		
	Intel PIV @ 2.4GHz / 640MB / 40GB / DVD-RW	05	
	KBD / Mouse / IBM 15" CRT Monitor		
	HP LaserJet P1007 Printer	05	
5.	<u>Lenovo Think Center</u>		
	Intel C2D @2.8GHz / 2GB / 160GB / DVDRW	25	
	KBD / Mouse / IBM 17" TFT Monitor		
	HP LaserJet 1505 Printer	04	
6.	<u>HP Compaq Dx7480CMT</u>		
	Intel C2D @2.8GHz / 2GB / 160GB / DVDRW	02	
	KBD / Mouse / HP 18 1/2" TFT Monitor		
	HP LaserJet 1015 printer	03	
7.	<u>Dell Optiplex 980</u>	15	
	Intel core i5@3.2 GHZ/4GB RAM/ 320GBHDD / DVD writer/KBD/Mouse/Dell LCD Monitor		
8.	<u>8 port switches-</u>	<u>12</u>	
	<u>16 port switches</u>	<u>4</u>	
	<u>24 port switches</u>	<u>1</u>	
9.	<u>With cat-5 connector connecting all the above</u>		
	<u>PCs with 3 connection from TATA VSNL</u>		
	<u>Wireless access from 3 APs.</u>		

Note: The vendor is advised to survey the location details.

SECTION-IV

IV.GUIDELINES TO THE CONTRACTOR

1. The contractors are advised to visit the place of work inspect & acquaint with local condition before quoting their rates.
2. The tenderers are advised to go through the complete tender documents, terms and conditions, schedule of quantity thoroughly and must sign in all the pages of documents for the token of going through them, failing which the tenders are liable to be rejected.
3. The tenders are required to quote both in figures and in words without any cutting/over writing etc. in case of any discrepancy the lowest rate quoted shall be considered.
4. In case, if the agency wish to offer some rebate. It must be unconditional rebate so offered by the agency along will be considered.
5. The quantities of computer indicated in the scheme are subjected to variation depending on the site condition.
6. The tenders are valid for 90 days from the date of opening of tender
7. The sealed Envelope containing the filled tender must be subscribed with name of work on top and address of the agency etc.
8. Just by quoting the lowest rate does not entitle the agency for the award, the decision on rate reasonability fixed by NPTI will be final and binding.
9. Competent Authority of NPTI reserves the right to accept or reject any or all the tenders without assigning any reason thereof.
10. It is the responsibility of the agency to submit the tender within specified date and time and NPTI is not bound to entertain the tender received late due to any reason.

V. CLAUSES

The following are the clauses imposed on the Annual Maintenance & support for the computer systems and peripherals at NPTI(NR) as and when requirement arises.

Clause (1)

No materials shall be supplied by the NPTI and therefore the contractor has to arrange all materials, equipments required for successful completion. The rates of the main items/equipment required in this regard are to be quoted at the time of tender submission. However, whenever materials are issued by NPTI, the item of work so executed shall be payable excluding the cost such materials issued to the agency.

Clause (2)

No escalation on materials and labour on work under this contract is payable to the contractor.

Clause (3)

Tendered rates are inclusive of all taxes and levies payable under the respective states and nothing extra shall be payable on any account.

Clause (4)

If it shall appear to the Engineer Incharge or his authorized subordinate incharge of the work that any work has been executed in unsound imperfect or with materials of any inferior quality then the same is to be done again with the specified standard material/spare within a period of 6 months from the date of completion of work.

Clause (5)

All work under or in course of execution or executed in pursuance of the contract shall at all time be open to the inspection and supervision of the engineer and his authorized subordinate.

Clause (6)

The contractor shall give notice in writing within 7 days to the engineer in-charge /works before covering up an assigned work that is not beyond the scope /reach of this document.

Clause (7)

If the contractor or his working people or servants shall break, deface injure or destroy any part of machinery in which they may be working or premises, the same shall be rectified by the contractor within seven days from the date of receipt of letter from the department. In case or it is not attended within seven days the engineer incharge at his discretion can fix the cost of damage etc. and recover the same from contractor bill or security deposit.

Clause (8)

The contractor shall provide at his own cost all materials, plant, tools appliances, implements and temporary work requisite required for the proper execution of work and nothing shall be supplied by the department.

Clause (9)

The contractor have to follow all the labour law including workman compensation Act 1923, contract Act, contract labour (Regulation and Abolition) Act, 1970 and Minimum Wages Act, 1948 and Minimum Wages Control Rule, 1950 and shall also comply with payment of wages act, 1948, employees Liability Act, 1938, Industrial Dispute Act, 1947 and Maternity benefits act 1961 and all these acts as amended time to time.

The regulations aforesaid shall be deemed to be part of this contract and any breach thereof shall be deemed to be a breach of this contract.

Clause (10)

The engineer incharge may require the contractor to dismiss or remove from the site of the work any person or persons in the contractors employ upon the work who may be incompetent or mis-conduct lion set and the contractor shall comply forthwith such requirement.

Clause (11)

The contractor shall not take up nay work beyond the scope of this tender document without the written approval of the Engineer Incharge.

All works to be executed under the contract shall be executed under the direction and subject to the approval in all respect by the Engineer incharge who shall be entitled to direct at what point or points and in what manner they are to be commenced and from time to time carried on.

Clause (12)

In case of any class of work for which there is no such specification such work shall be carried out in accordance with the distinct specification and in the event of there being no distinct specification therein such case the work shall be carried out in all respect in accordance with instructions and requirements of the Engineer Incharge.

Clause (13)

Whenever any clam or claims for payment of a sum of money arises out or under the contract against the contractor the Engineer Incharge of NPTI shall be entitled to withhold and also have a lien to retain such sum or sums in whole or in part from the security if any deposited by the contractor and for the purpose aforesaid the Engineer Incharge or NPTI shall be entitled to with hold the security.

Clause (14)

Contractor shall maintain site order book and follow instructions of NPTI officers in to.

Clause (15)

Contractor shall get tested all the material/spares from recognized laboratories as directed by the Engineer Incharge.

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SECTION-VI-A.

VI. Technical Bid Form (Make Financial Bid form in another sealed Envelope)

No	Item	AMC charges for the 1 st year*	AMC charges for the 2 nd year*	AMC charges for the 3 rd year*
1	Intel core i5 m/c based system(Dell- purchased in 2011) with TFT screen			
2	Intel core 2 duo m/c based system(Lenova-2010 purchased) with TFT screen			
3	Intel dual core DX2280 (HP Compaq)/HP Compaq DX7480CMT systems -2009 With CRT monitors			
4	Intel core 2 duo (IBM Lenova think center) systems -2008			
5	P-IV systems Compaq EVO 2008 purchase			
6	P-IV systems (IBM)			
6	HP laser 1200 printer			
7	HP laser 1300 printer			
8	HP 1005/1007 printer			
9	HP 1505 printer/1015 printer			
10	8 Port Switch/16port switch/24 port switch			
11	Maintenance of network			
12	HP scanner 1300 (optional)			
13	HP Color Laserjet 1525 (optional)			
14	Any other essential items (Pl. mention)			

*-- The quoted prices should include hardware and software maintenance like loading OS, Loading antivirus (provided by NPTI) and assistances.

SECTION-VI-B.

List of Spare items with price. (These all meant for the systems that are new / not to be covered under AMC)

No	Name of spare item	Make (Please specify if multi options are available)	Cost (inclusive of all taxes)
1	Mother Board PIV	Intel	
2	Mother board Dual 2 core	Intel	
3	Mother board Core 2 Duo	Intel	
4	Memory card 1 GB/2 GB	Samsung	
5	SMPS repair charge for any make		
6	Mouse PS2 / USB		
7	Keyboard		
8	CRT monitor repair charges		
9	DVD Writer	Samsung / other make	
10	UPS 500 KVA Battery		
11	Ethernet cable cost and cabling charge / metre		
12	8 port/16 port switch		
13	Any other items		

-----Tender Document Ends Here-----