

**National Power Training Institute  
(A Govt. Of India Organisation)  
Badarpur – , New Delhi - 110044**

# **Bid Document**

**For**

**ANNUAL MAINTENANCE OF VARIOUS  
COMPUTER HARDWARES AT NPTI(NR), NEW  
DELHI.**

**Open tender no: NPTI/NR/COMPUTER/2013-14/05**

**Dated: 16.12.2013**

**Tender cost: Rs.500/- (Non – refundable)**

**NATIONAL POWER TRAINING INSTITUTE**  
**(Ministry of Power, Govt. Of India)**  
**BADARPUR, DELHI – 44**

**SECTION – I**

**INFORMATION OF COMPETITIVE BIDDING**

**Tender no: NPTI/NR/COMPUTER/2013-14/05**

**Dated: 16-12-2013**

Name of Work	Annual Maintenance of various Computer hardwares
Value of the work	Rs.1,50,000/-
EMD	Rs.3000/-
Cost of Tender document	Rs.500/- (Non – refundable)
Date of Sale of Bidding Document	16-12-2013 to 15-01-2014 (till 11.00 Hrs)
Last Date for receipt of Bid	15-01-2014 (till 13.00 Hrs)
Date of opening the Bid	15-01-2014 at 14.00 Hrs
Place of opening of Bid	Conference Hall in Institute Building
Officers from whom the tender documents can be obtained	Tender Box Kept at Office of The Principal Director, NPTI(NR), Badarpur, New Delhi – 44
With whom the tender documents can be submitted	Tender Box Kept at Office of The Principal Director, NPTI(NR), Badarpur, New Delhi - 44
Tenders addressed to	The Principal Director NPTI (NR), Badarpur, Delhi-44

**NATIONAL POWER TRAINING INSTITUTE  
(Under ministry of Power, Govt. of India)  
NORTHERN REGION, BADARPUR , DELHI-44**

**SECTION -II  
INVITATION FOR BID**

**Tender no: NPTI/NR/COMPUTER/2013-14/05**

**Dated: 16-12-2013**

**Subject: Providing Comprehensive Annual Maintenance Contract for the maintenance of various Computer hardwares & accessories at NPTI – NR , Badarpur, new Delhi, Reg.**

The sealed tenders are invited for Providing Comprehensive Annual Maintenance Contract for the maintenance of various Computer hardwares & accessories at NPTI – NR , Badarpur, as per enclosed Tender document 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 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 **15/01/2014 at 1.00 PM**. The tenders shall be opened on the **same day at 14.00 Hrs.** in the presence of the bidders or their authorized representatives who may like to be present at their own expenses.

Principal Director  
National Power Training Institute (NR)  
Badarpur

**NATIONAL POWER TRAINING INSTITUTE  
(Under ministry of Power, Govt. of India)  
NORTHERN REGION, BADARPUR , DELHI-44**

**SECTION – III**

**IMPORTANT INSTRUCTIONS**

1. Tender Document is non-transferable.
2. The firm shall submit an EMD of Rs. 5,000/- along with quotation. The earnest money deposit i.e. Rs.5000/- should be paid in the form of Demand Draft payable at New Delhi in favour of National Power Training Institute, New Delhi or by cash at the cash Section of NPTI, Badarpur, New Delhi. Tenders without EMD will be rejected. If the tender is withdrawn during the validity period, the EMD will be forfeited.
3. Eligibility Criteria:-
  - Firm must have minimum 3 years experience in this field and having successfully completed at least 2 AMC assignments preferably in Govt. or Semi. Govt. organizations costing not less Rs.1.00 lakhs each during last 3 years.
  - The firm should be registered for service tax and Income Tax payee.
  - The firm should have turnover of at least Rs. 10 Lakh per annum during the previous three financial years.
4. Your tender should be submitted in two parts viz.
  - i) Technical Portion without any prices (ANNEXURE I) and
  - ii) Price Portion (AANEXURE II)

Both these portions must be sent in separate sealed covers, on the date of opening of the technical bids duly superscribed as

  - i) Technical Bid and
  - ii) Price Bid
5. Your technical bid shall not have the price portion but must include all the required Technical particulars supported by relevant technical literature, brochure/pamphlets etc.. The technical bid must also contain the following commercial terms and conditions:
  - Validity of bid from the date of opening of bid.
  - Company profile in the format given below.

Year	Turnover of the Firm	Number of service engineer employed	Location of office(s)
2006-2007			
2007-2008			
2008-2009			

- Credential for providing the similar services in the reputed organizations/ Govt. or Semi. Govt. organizations with supporting documents in the following format.

S.N.	Location along with Name of the Employer	Name of work & brief description	Value of AMC work completed	Start Date.	Completion Date	Remark if any

Note: Only completed AMC works supported by satisfactory performance report issued from the concerned client department shall be considered for evaluation.

- Income Tax clearance certificate.
- The detailed Bio-data of the Engineer to be deputed for operation & maintenance of all the hardwares & softwares installed in the NPTI NR. Service engineer should have 3 year diploma from recognised polytechnics & min. 3 years of experience of maintaining the LAN network, computer hardwares, softwares and wi-fi equipments etc. and must be professionally qualified & competent for the satisfactory operation and maintenance of all the hardwares and softwares installed.
- The firm should include copies of PAN and TIN with the offer.
- The shortlisted agencies may be physically inspected by the team of NPTI officers.

The original tender papers duly signed and stamped by the authorised signatory on each page should also be enclosed along with the technical bid.

And must be sent in a sealed single envelope addressed to the Head of Institute, National Power Training Institute, NPTI NR, Badarpur- , New Delhi – 110044 and superscribed as **AMC of Computer Hardwares due on Dt: 15-01-2014 at 14.00 Hrs.**

Information must be provided on the above format, otherwise the same will not be considered for evaluation.

6. Your price bid should contain pricing details only.
7. The offers received after the due date and time shall not be considered.
8. NPTI reserves the right to reject any or all the offers without assigning any reason thereof and NPTI's decision in this regard shall be final and binding.
9. The tender should be complete in all respects. Full particulars and descriptive literature if any should be forwarded with your technical tender.
10. It is in the interest of the tenderers to inspect all the enlisted hardwares before quoting the price. All the hardwares will be covered under AMC irrespective of working or not working.
11. Your tender should be sent in a properly sealed covers addressed to the Head of Institute, National Power Training Institute, NPTI NR, Badarpur, New Delhi – 110044 and

12. Tender should reach this office not later than 13.00 hrs. on the date of opening of the technical bid as stated in the Schedule of Tender.
13. In the first instance the technical bid will be opened in the presence of the representatives of the firms, who may like to be present on the date of opening of the tenders. The price bid of the technically qualified tenders as considered fit and/or as per NPTI requirement will be opened on the date and time fixed by NPTI which will be informed at a later date. Head of Institute, NPTI reserves the right to reject any or all the tenders at his sole discretion without assigning any reason and further reference to firm.
14. After scrutiny of technical details of the various responsible tenders, comments with regard to various deficiencies/deviations from the NIT will be communicated to the respective tenderers with a view to give them an opportunity to make up the deficiencies/ deviations in their offer if so desired by the National Power Training Institute. It may, however, be pointed out to the tenderers whose technical bids submitted at the time of opening of technical bids are generally complete. The replies of the various tenders together with an additional price bid, if any, will be opened along with the original price bid on a date and time fixed for the purpose by NPTI.
15. In case of award of contract, the firm is required to deposit the 5% amount of total value of contract as security deposit till the end of the contract. The EMD deposited by the firm is to be adjusted against the above amount.
13. The offer should be valid for 90 days from the date of opening of tenders.
14. The original tender papers duly signed and stamped by the authorised signatory on each page shall be submitted along with the technical offer. The quotation without signature and stamp will be simply rejected.
15. **Mode of Payment:** The payment will be made on quarterly basis after satisfactory completion of the work.
16. NPTI reserves the right to reject any or all quotations without giving any reason/ notice to the firm(s).
17. In event of major maintenance job that requires more than one day, then the firm will provide their identical machine (s) till the faulty machine (s) gets repaired.
18. If the complaints are not redressed properly as per the satisfaction of the Engineer Incharge , appropriate deductions as decided by Engineer Incharge may be made to that fault.
19. During the AMC period, all the spare parts except the following will be provided by the firm at their own cost. The spare parts support does not cover replacement of Batteries of UPS, Consumables like Toners, Cartridges, Printer Head, Teflon coating and Ribbons in printers. However support for replacing the above shall be provided by the firm. The service engineer deputed by the firm must be provided the following items at the time of starting the AMC services.
  - Pen drive of at least 8 GB capacity
  - External Hard Disk of 500 GB capacity
  - Blank CDs and DVDs – As per the requirement of service engineer
  - Cramping tool for LAN cabling
  - LAN tester kit
  - Screw driver tool kit

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.

20. The faulty parts arising out of replacement shall be the property of the firm after taking approval from Engineer in charge. The firm shall replace the faulty part of the same make if available in the market, however in case of non-availability of part due to obsolescence or discontinuation, the same is to be replaced by one which is of reputed make available in the market duly approved by NPTI to make the equipment workable.

21. The work shall be executed as per the direction and satisfaction of the Engineer- In charge. Decision of the Engineer In charge will be final in all types of maintenance works related to the contract.

If it shall appear to the Engineer In charge or his authorized subordinate in charge 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.

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.

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.

22. Postal delay or loss of tender in transit will not be responsibility of this office.

23. Telegraphic or Telex / Fax offers will not be considered.

24. The AMC shall start from the date of acceptance of contract by the firm.

25. The firm shall provide the AMC of equipment (s) even if it is shifted to any location within New Delhi / Delhi.

26. The firm has to depute one experienced and qualified engineer having 3 year diploma from recognised polytechnics for full day at NPTI – NR, New Delhi from 9.30 A.M. to 6.00 P.M on all working days to attend the day- today's problems in addition to the emergency calls made to attend the problems on non working days. Service engineer should have min. 3 years of experience of maintaining the LAN network and computer hardwares, softwares and wi-fi equipments etc. The firm shall provide the additional Service Engineer as and when required without any extra charges.

27. The AMC also includes protection from viruses and its removal from Servers, Nodes connected through LAN network. Antivirus license will be provided by the NPTI.

28. The AMC also includes installation/ re-installation/ rectification of softwares related problems in LAN/ E-mail/ Internet and connected hardwares for the smooth functioning of system.

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.

The resident engineer nominated by the AMC agency will coordinate with facility management through Online Call Logging & Management System.

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.

29. The engineer deputed by the firm at NPTI-NR must have good experience of dealing with maintenance problems occurred in LAN/ E Mail/ Internet and nodes etc. He should be able to attend the all problems immediately. If engineer deputed by the firm found not providing the services satisfactorily, then the firm has to replace him/her immediately otherwise contract will be terminated.
30. If NPTI found that the services provided by the firm is not satisfactory, then the contract will be terminated & EMD will also be forfeited.
31. The lowest bidder shall not have any right for award of the contract. NPTI reserves the right of awarding the contract to any of the firm keeping their merits/ demerits in mind.
32. The initially period of contract will be one year, which can be extended further on same terms & conditions after the satisfactory completion of one year period.
33. Settlement of Disputes by Arbitration: Except where otherwise provided in the contract, all questions and disputes relating to the meaning of the specifications, claim or things whatsoever, in any way arising out of the works relating to the contract, or the execution, or failure to execute the same whether arising during the progress of the contract or after the completion or abandonment thereof shall be referred to the sole arbitration of the person to be appointed by the Head of Institute, National Power Training institute, New Delhi. The proceeding of the arbitration will be carried out in New Delhi. The decision of the arbitrator so appointed will be final and binding on both the parties.
34. The decision of Head of Institute, NPTI will be final in all the matters relating to technical and commercial terms.

(Signature of the Bidder)



## **SECTION – IV**

### **TENDER FORM (Technical Bid)**

(On the letter head of the concern submitting the bid)

**Particulars to be submitted along with the Technical Bid with all the supporting documents.**

1. Name of the agency :
2. Individual or partnership :
3. If Partnership, enclose the MOU etc. :
4. Establishment/ registration certificate, if any :
5. Latest income tax clearance certificate :
6. Earnest money Particulars :
7. Credentials for providing similar services as mentioned in general terms & conditions stated above.
8. Validity of bid from the date of opening of bid :
9. Company profile as mentioned in general terms & conditions stated above :
10. The detailed Bio-data of the Engineer to be deputed :
11. The original tender papers duly signed and stamped by the authorised signatory on each page should also be enclosed along with the technical bid.

**Signature of the contractor with seal**

## SECTION – IV

### **TENDER FORM (Financial Bid)**

(On the letter head of the concern submitting the bid)

**Financial Bid Form (Make Financial Bid form in another sealed Envelope)**

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

**No. of printers--28 (Approx)**

#### **User wise Details of Computers along with Printer & UPS**

<b>S no.</b>	<b>Item Description</b>	<b>Qty</b>	<b>AMC Charges</b>
1.	<b><u>Lenovo Think Center</u></b> Intel C2D @2.8GHz / 2GB / 160GB / DVDRW KBD / Mouse / IBM 17" TFT Monitor	13	
	<b>HP LaserJet 1505 Printer</b>	04	
	<b>True Power 600VA UPS</b>	04	
2.	<b><u>IBM Think Center</u></b> Intel PIV @ 2.6GHz / 256MB / 40GB / DVD-RW KBD / Mouse / Compaq 15" CRT Monitor	08	
	<b>HP LaserJet P1007 Printer</b>	05	
3.	<b><u>HP Compaq Dx2280MT</u></b> Intel Dual Core @1.6GHz / 1GB / 160GB / DVD RW / KBD / Mouse / HP 17" CRT Monitor	22	
	<b>HP LaserJet P1005 Printer</b>	07	
4.	<b><u>Compaq EvoD320</u></b> Intel PIV @ 2.4GHz / 640MB / 40GB / DVD-RW KBD / Mouse / IBM 15" CRT Monitor	05	
	<b>HP LaserJet P1007 Printer</b>	05	
5.	<b><u>Lenovo Think Center</u></b> Intel C2D @2.8GHz / 2GB / 160GB / DVDRW KBD / Mouse / IBM 17" TFT Monitor	25	
	<b>HP LaserJet 1505 Printer</b>	04	

6.	<b>HP Compaq Dx7480CMT</b> Intel C2D @2.8GHz / 2GB / 160GB / DVDRW KBD / Mouse / HP 18 ½ ” TFT Monitor	02	
	<b>HP LaserJet 1015 printer</b>	03	
7.	<b>Dell Optiplex 980</b> Intel core i5@3.2 GHZ/4GB RAM/ 320GBHDD / DVD writer/KBD/Mouse/Dell LCD Monitor	15	
8.	<b>8 port switches</b>	12	
	<b>16 port switches</b>	4	
	<b>24 port switches</b>	1	
9.	<b><u>Maintenance of LAN Net work</u></b>  <b>With cat-5 connector connecting all the above PCs with 3 connections from TATA, VSNL &amp; Wireless.</b>		
10	<b>Hp Laser Jet 1606dn</b>	06	
11	<b>HP Multi purpose printer</b>	02	
	<b>Total AMC Charges with one full time Engineer</b>		

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

## ANNEXURE – 1

### PROFILE OF ORGANIZATION

1. Name of concern :
2. Status of the concern (Specify) : Proprietor/ Partnership/ Private/ Govt. / Others
- 
- 
3. Postal Address :
4. Telephone :
5. Fax :
6. E-mail :
7. Website :
8. Year of Establishment :
9. Activities/ Services Offered:
10. PAN allotted by IT Deptt. :
11. Returned Income for preceding Three Financial Years :
- FY 2011-12 \_\_\_\_\_
- FY 2012-13 \_\_\_\_\_
12. Name of the Head of the Organization/ Managing Director

Date:

Place:

Signature of Authorised Signatory

**ANNEXURE – 2**

**CERTIFICATE  
(None of relative is working in NPTI)**

I ..... S/O Shri  
..... R/o  
.....

..... hereby, certify that none of my relative (s) as defined in tender documents is / are employed in NPTI. In case at any stage, it is found that the information given by me (us) is false/ incorrect, The Principal Director, NPTI, Badarpur shall have the absolute right to take any action as deemed fit without any prior intimation to me (us).

Signature

.....

Date:  
Place:

Name.....

Address

.....

.....

Phone no.

.....

## ANNEXURE - 3

### LETTER OF AUTHORISATION FOR ATTENDING BID OPENING

(To reach The Principal Director, NPTI (NR), Badarpur, New Delh-44, before the date of bid opening)

To

The Principal Director  
National Power Training Institute,  
Badarpur, New Delhi-110044.

Subject : Authorisation for attending bid opening on **15-01-2013** (date) in the tender of  
"Providing Catering services on Contract basis for NPTI Hostels"

Ref: Tender No- NPTI/NR/Canteen/2013-14/01, Dated: 13-12-2013

Following persons are hereby authorised to attend the bid opening for the tender mentioned above on behalf of \_\_\_\_\_ (Bidder) in order of preference given below.

Order of Preference	Name	Specimen Signature
I		
II		
Alternate Representative		

**Or**

Officer authorised to sign the bid documents on behalf of the bidder

**Note:**

1. Maximum 2 (Two) representatives will be permitted to attend bid opening. In cases where it is restricted to one, first preference will be allowed. Alternate representative will be permitted when regular representatives are not able to attend.

2. Permission for entry to the hall where bids are opened may be refused in case authorisation as prescribed is not received.