



भारतीय कंटेनर निगम लिमिटेड
Container Corporation of India Ltd.
(भारत सरकार का उपक्रम)
(A Govt. of India Undertaking)

Tender Notice No.: CON/NR/TC/PC's/2010

Sealed Tenders are invited for Open Tender for Supply & Installation of Computer Hardware for Terminals of Northern Region.

EMD: Rs. 50,000/-, Completion period: 1month, Last Date & Time of Submission: upto 15:00 hrs on 16.03.2010, Opening: 15:30 hrs on 16.03.2010: Availability of Tender Document including place of Tender submission & its opening: Office of Executive Director, NR, Container Corporation of India Ltd., Inland Container Depot, Tughlakabad, New Delhi – 110 020.

The sale of tender document shall start from 23.02.2010 to 15.03.2010 from 10:00 hrs to 16:00 hrs on all working days. The tender document is available in person or by post against payment of Rs. 2,500/- + 4% Sales Tax in form of DD in favour of 'Container Corporation of India Ltd.' payable at New Delhi.

The tender document can also be downloaded from the website of CONCOR, www.concorindia.com or a bidder may contact the undersigned at above address for the same or any other details.

Executive Director/NR



**कॉनकॉर
CONCOR**

**CONTAINER CORPORATION OF INDIA LTD.
(A GOVT. OF INDIA UNDERTAKING)
NORTHERN REGIONAL OFFICE,
NEW DELHI**

Tender No. CON/NR/TC/PC's/2010

OPEN TENDER

FOR

SUPPLY & INSTALLATION OF

COMPUTER HARDWARE

FOR

TERMINALS OF NORTHERN REGION

2010



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SECTION -I

INVITATION FOR BIDS

REF : TENDER FORM PRICE: Rs. 2500/-+
4% D.VAT

TITLE : OPEN TENDER FOR SUPPLY & INSTALLATION OF COMPUTER HARDWARE FOR TERMINALS OF NORTHERN REGION.

1. Container Corporation of India Limited invites Open Tender for Supply and Installation of PC's and Printers for the terminals of Northern Region as per the Technical Specifications given in Section –IV.

2. DETAILS OF BID :

- a) Bid Reference : CON/NR/TC/PC's/2010
- b) Last Date and Time of receipt of bid : 16.3.2010 at 15:00 Hrs.
- c) Date and Time of opening of the bid : 16.3.2010 at 15:30 Hrs.
- d) Place of opening of bid & Address for Communication : Office of Executive Director,
Northern Region,
Container Corporation of India Ltd.,
Inland Container Depot, Tughlakabad,
New Delhi – 110020.

3. BIDDING PROCEDURE

- a) Bids are required to be submitted in two separate sealed envelopes. The first sealed envelope should contain all the documents listed below in para 6. This envelope should be clearly superscribed as: **“Pre-qualification Bid for Open Tender for Supply & Installation of Computer Hardware for Terminals of Northern Region”**.
- b) The second sealed envelope should contain only duly filled & signed **“Price Schedule”** in format given in Section-V. Each page of the **“Price Schedule”** should be signed by authorized person of the company/firm. This envelope should be clearly superscribed as **“Financial Bid for Open Tender for Supply & Installation of Computer Hardware for Terminals of Northern Region”**.
- c) Both the sealed envelopes should thereafter be sealed in one envelope and superscribed as **“Tender bids for Open Tender for Supply & Installation of Computer Hardware for Terminals of Northern Region”**. The said envelope, duly sealed, should be deposited in the sealed box kept for this purpose in the office of the Executive Director, Container Corporation of India Ltd., Northern Region, Tughlakabad, New Delhi – 110020 on or before 15:00 hrs. on 16.3.2010, or sent by mail/post to reach on or before the said date and time of the aforesaid office.



Note: (CONCOR reserves the right to accept or reject the tender submitted after the scheduled time for deposit of tender but before opening of the same).

4. The bids will be taken out from the box at 15:30 hrs., on the same day/date and venue, in the presence of such tenderers as are present. Bidders may either be present in person or send their duly authorized representative to participate in the tender opening process. If the date of opening of bids is declared a holiday, the bids would be opened on the next working day at the same place and time.
5. Only the envelope containing the **“Pre-Qualification Bids”**, will be opened at 15:30 hrs. on 16.3.2010. The Pre-Qualification Bids so received will be evaluated as per eligibility criteria laid down in the tender to determine the suitability of all tenderers. The envelopes containing the **“Financial Bids”** of only those tenderers, who qualify after consideration of the **“Pre-Qualification Bids”**, will be opened on a subsequent date and time, to be notified to the qualified tenderers only.
6. **Pre-bid Qualification”** bid will contain all the following documents except **“Price Schedules” (Section V)**:
 - a) Crossed Demand Draft of Rs. 50,000/- in favour of ‘Container Corporation of India Limited’, payable at New Delhi, towards Earnest Money Deposit.
 - b) Documents/certificates in support of previous experience in the business of sales/services of PCs, printer, UPS and scanners, as per Section II, para 1 (a).
 - c) Documents regarding financial standing of the firm/company signed by Chartered Accountant as per requirement of Section II, para 1 (b).
 - d) Documents regarding constitution of the firm/company.
 - e) Documents regarding registration of Sales Tax/VAT.
 - f) Power of Attorney, if required.
 - g) Photocopy of the latest Income Tax Return in the name of the bidder.
 - h) Letter of authorization from the manufacturer/parent company to be enclosed in case of authorized dealer.
 - i) Documentary proof of having valid ISO-9001-2000 or similar standard of work practices/environment to be attached with the tender.
 - j) Original Tender document copy signed and stamped by the bidder on each page accepting tender terms and conditions.
7. The tender document, comprising all the Sections along with Price Schedule as per format given in Section-V, should be duly signed and embossed with official seal by the tenderer or



any such person as is legally authorized to sign on behalf of the tenderer, must be submitted on or before 16.3.2010 at 15:00 hrs. in the Office of Executive Director, Northern Region, Container Corporation of India Ltd., Inland Container Depot, Tughlakabad, New Delhi - 110020.

8. This document will be an integral part of the contract. Therefore, prospective bidders are advised to go through the same before filling the tender.
9. The tender document may be downloaded from CONCOR's website www.concorindia.com and same may be submitted, along with the cost of tender document by way of Demand Draft in favour of 'CONTAINER CORPORATION OF INDIA LIMITED' payable at New Delhi, and an undertaking on the Company's letter head that "no amendments have been made in the tender document downloaded from the internet, at the time of submission of tender document." In case of non-submission of cost of tender document, the tender shall be liable for rejection.
10. The tenderer has to indemnify CONCOR for any losses accrued due to alteration/modification made in the terms and conditions including General Conditions of the tender.
11. If at any stage, change/modification are noticed in the tender document, tenderer will abide by the original terms and conditions including General Conditions of the tender, failing which, CONCOR reserves the right to reject the tender and/or terminate the contract.

Executive Director, Northern Region
Container Corporation of India Ltd.



SECTION II

INSTRUCTIONS TO BIDDERS

1. PRE-QUALIFICATION CRITERIA:

- a) Tenderer should have required previous experience in similar business of Supply, installation & maintenance of computers, scanners, printers etc. in any Central/State Govt & Public Sector Undertaking or reputed private agencies within the last preceding three years 2006-07, 2007- 2008, 2008-2009 amounting Rs 14.25 lacs in single order or Rs 21.35 lacs in multiple order. Documentary proof of the same to be attached with tender.
- b) Tenderer should have turnover of Rs. 1.80 crore per annum in the sales/services of computers, printers, scanner for last two years. Audited Balance sheet and profit and loss account statement for last three years i.e. FY 2006-07, 2007-08 & 2008-09 to be submitted along with the bid.
- c) Tenderer should have registration of Sales tax/V.A.T., documentary proof to be enclosed.
- d) The PCs can be supplied by the manufacturer directly or through their authorized dealer/authorised channel partners/distributors. Letter of authorization from the manufacturer/parent company to be enclosed in case of authorized dealer.
- e) The PCs quoted should be of reputed standard make with its manufacturer having valid ISO-9001-2000 or similar standard of work practices/environment. Documentary proof of the same to be attached with the tender.
- f) Tenderer has to submit EMD of Rs. 50,000/- (Rs. Fifty Thousand Only) along with the bid. Tenders received without EMD shall be summarily rejected. The E.M.D. shall be refunded (without interest) after the award of the contract. The earnest money shall be deposited by crossed Pay Order/Demand Draft in favour of "Container Corporation of India Ltd." payable at New Delhi. Cheque, Bearer Bonds, Promissory Note, Cash Certificate etc. will not be acceptable towards the Earnest money and without EMD tender offer will be rejected outright. CONCOR reserves the right to forfeit the EMD amount on non-acceptance/non-compliance of offer in full or part or if CONCOR feels that Tenderer has misguided in any way. EMD can be adjusted with Security Deposit, if required.
- g) The bidder should quote only for the reputed brands/models PCs, printer, scanners etc. giving details of make, brand, part number/make, model number/make etc. and brochure containing technical specification of the proposed product should also be submitted with their pre-qualification bid. The deviation (if any) from the tender specification should be clearly brought by attaching separate sheet wherever applicable. Tenderer can quote for more than one brand/model (if any) by attaching separate sheets duly stamped and signed on each page.



- h) Original Tender document copy signed and stamped by the bidder on each page accepting tender terms and conditions.
- i) Bidder shall quote for the entire package on a single responsibility basis for the goods and services it proposes to supply under the Contract.
- j) The price schedule should include the price of goods & services at site including all duties and sales and other taxes already paid.
- k) Deviations from the specification should be clearly brought out in the Bid.

2. PERIOD OF VALIDITY OF BID :

The bid shall remain valid for a period of 120 days from the date of opening of the tender.

3. SUBMISSION OF BIDS:

- a) All offers shall be made available in hard copy as specified in the technical specification and should be signed by the authorized signatory of the firm on all the pages of the hard copy.
- b) All prices and other information in this regard having a bearing on the price shall be written both in figures and words in the prescribed offer form.
- c) The bid should be submitted in the prescribed bid form given in Section V of this document. All columns of the bid form should be filled. Any additional information should be enclosed separately and referred to in the relevant column of the bid form. All relevant product literature may be enclosed with the bid.
- d) The original tender document should also be submitted after signing on all pages of the document as an acknowledgement of agreeing to all the terms and conditions mentioned.
- e) Bidder shall prepare the bid and submit in a sealed envelope addressed to the Purchaser. The envelope should bear name of bidder, along with the tender number and the date of opening of the tender.
- f) CONCOR reserves the right to accept or reject the tender submitted after the scheduled time for deposit of tender but before opening of the same. Tender received after the opening time of bids shall be treated as late tenders and rejected outright.
- g) No bid may be modified subsequent to the deadline for submission.

4. CONSTITUTION OF THE FIRM

- 4.1 The tenderers, who are the constituents of a Firm, Company, Association/or Society, must enclose notarized/ attested copies of the constitution of their Firm/Company/Association



or Society, power of attorney and/or partnership-deed. Co-operative societies must submit an attested copy of the certificate of registration along with the documents mentioned earlier.

- 4.2 The cancellation/modification of any documents such as Power of Attorney, Partnership-deed etc. shall forthwith be communicated to CONCOR in writing, failing which CONCOR shall have no responsibility or liability for any action taken on the strength of the said documents submitted earlier or on the basis of the amended documents.
- 4.3 CONCOR may recognise changes in Power of Attorney and related documents after obtaining proper legal advice, cost of which will be chargeable to the tenderer/contractor.
- 4.4 If the tender is submitted by a proprietary firm, it shall be signed by the proprietor above his full name and the name of his firm with its current address. If the tender application is submitted by a firm of partnership, it shall be signed by all partners of the firm, above their full names and current addresses or by a partner holding the Power of Attorney for the firm for signing the application, in which case a certified copy of the Power of Attorney shall accompany the tender application / document. A certified copy of the partnership deed, current address of the firm and the full names and addresses of all partners of the firm shall also accompany the tender application / document.
- 4.5 If the tender application is submitted by a Limited Company or a Limited Corporation, it shall be signed by its Managing Director or by a duly authorised person holding the Power of Attorney for signing the application, in which case a certified copy of the Power of Attorney shall accompany the tender document. Such Limited Company or Corporation will be required to furnish satisfactory evidence such as Memorandum and Articles of Association of its existence with the tender document.

5. ACCEPTANCE OF TENDER

- 5.1 The authority for acceptance/rejection of the tender documents and tendered rates will rest with the Competent Authority (ED/NR), Container Corporation of India Ltd., New Delhi, who does not bind himself to accept the lowest or any other tender.
- 5.2 Acceptance of tendered rates will be communicated by FAX/E-mail/ Express Letter or Formal letter of acceptance of tender. In case where acceptance is indicated by FAX/E-mail, Express Letter or Formal letter of acceptance of tender will be forwarded to the successful bidder as soon as possible, but the acceptance of lowest bid by the Competent Authority will be deemed to conclude the contract and non-compliance of any terms of agreement, including signing of the agreement, will amount to breach of contract with all attendant legal consequences.
- 5.3 The tender documents submitted by a tenderer shall become the property of CONCOR and CONCOR shall have no obligation to return the same to the tenderers.



- 5.4 On acceptance of the tender, the name of accredited representative(s) of the tenderer who would be responsible for taking instructions from CONCOR shall be communicated to CONCOR within three working days.
- 5.5 CONCOR shall not give any intimation to the unsuccessful bidders about the fact of the rejection of their tender both in the case of pre-qualification bids and financial bids. CONCOR is also not bound to give the reasons for such disqualification.
- 5.6 CONCOR also reserves the right to:
- a) award the work partially, if deemed fit by the Competent Authority, in the financial / business interest of CONCOR.
 - b) Overlook any bidder who is in the same line of business and competing with CONCOR.
 - c) Bypass any bidder blacklisted by any Government / Semi Government body or PSU.
 - d) seek clarifications from the bidders regarding any information and documents submitted, along with Pre-Qualification bid. Failure to submit the same may render the bid liable for rejection. However the clarifications sought should not change the basic bid submitted by the bidder.
 - e) Accept or reject any or all of the pre-qualification / financial bids in part or full.

6. OPENING OF BIDS:

- a) The purchaser will open the bids in the presence of the bidder's representatives who choose to attend, at 15:30 hrs on 16.3.2010 at Office of Executive Director, Northern Region, Container Corporation of India Ltd., Inland Container Depot, Tughlakabad, New Delhi.
- b) The bidders' representative who will be present shall sign in the designated register evidencing their attendance. In the event of the specific bid opening being declared a holiday for the purchaser, the bid shall be opened at the same time and location on the next working day.
- c) The bidders' names, Bid withdrawals, presence of bid security, discount and such other details as the Purchaser at its discretion may consider appropriate will be announced at the bid opening.

7. CLARIFICATION OF BIDS:

To assist the examination, evaluation and comparison of bids the Purchaser may at its discretion, ask the bidder for clarification of its bid. The request for clarification and the response shall be in writing and no change in price or substance of the bid shall be sought, offered or permitted.

8. EVALUATION OF BIDS:

- a) The Purchaser will examine the bids to determine whether:
 - I) they are complete



- II) they are free from computational errors.
 - III) Required sureties have been furnished and
 - IV) The documents have been properly signed.
- b) Arithmetic errors will be rectified on the following basis:
- i) If there is a discrepancy between the unit price and the total price which is obtained by multiplying the unit price with quantity, the unit price shall prevail and the total price shall be corrected unless it is a lower figure. If the supplier does not accept the correction of error, the bid will be rejected.
 - ii) If there is a discrepancy between words and figures, the amount whichever is lower will prevail.
- c) Purchaser may waive off any minor infirmity or non-conformity or irregularity in a bid which does not constitute a material deviation provided such a waiving does not prejudice or effect the ranking of any bidder.

9. PURCHASER'S RIGHT TO VARY QUANTITY:

Purchaser reserves the right to vary the quantity within validity of the contract without any change in price or other terms and conditions with commensurate increase or decrease in delivery period.

10. PURCHASER'S RIGHT TO ACCEPT OR REJECT ANY OR ALL BIDS.

The purchaser reserves the right to accept or reject any bid and to annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected Bidder or bidders or and obligation to inform the affect bidder or bidders of the grounds for the purchaser's action.

11. LIQUIDATED DAMAGE:

A sum equivalent to one half of 1% i.e. (0.5%) of the value of unsupplied items for each week or part of the week so delayed subject to maximum 10% of the contract value of the modified contract value may be recovered from vendor/contractor as Liquidated Damages and not by way of penalty.

Where there is no loss or inconvenience, token L/D of 10 percent of 2 percent (0.2%) may still be charged unless there are facts showing that delay in supply was on account of circumstances beyond the control of contractor and was not in anyway wilful. The certification regarding loss or inconvenience will be given by the indentor.

The sanctioning authority for the purchase as per DOP is competent to waive off LD or to impose token LD.



12. PERFORMANCE SECURITY :

- a) On receipt of notification of award from the Purchaser, the successful Bidder shall furnish the Performance Security for an amount of 10% of contract value valid for 12 months.
- b) Failure of the successful Bidder to comply with the requirement as above shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security.
- c) The proceeds of the performance security shall be payable to the Purchaser as compensation for any loss resulting from the Supplier's failure to complete its obligations under the Contract.
- d) The performance Security shall be in one of the following forms:
 1. A Bank guarantee issued by a nationalized/scheduled bank located in India, and in a form acceptable to the Purchaser or
 2. A Nationalized/Scheduled bank's pay order or demand draft in favor of "Container Corporation of India Ltd." payable at New Delhi.
- e) The performance security will be discharged by the Purchaser and returned to the Supplier not later than 60 days following the date of completion of the Supplier's performance obligations, including any warranty obligations, under the Contract.

13. TAXES AND DUTIES

Supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted Goods to the purchaser at locations specified. No tax or duty will be payable by the purchaser.

14. PAYMENT TERMS

Payment terms for all items under this tender will be as follows:

- a) 100% after successful installation of entire hardware at terminals of Northern Region.
- b) Payment will be released from the office of the Executive Director (NR), Inland Container Depot, Tughlakabad, New Delhi.

15. INSTALLATION SCHEDULE :

The entire project of supply and installation of PC's and Printers at following terminals of Northern Region should be completed with in one months from the date of purchase order :-



Name & Address of the Terminals	Quantity		
	PCs	UPS	Printers
Container Corporation of India Ltd., Inland Container Depot/ Tughlakabad, New Delhi - 110 020.	21	20	19
Container Corporation Of India Ltd. New Administrative Building, Inland Container Depot, Kanakpura, Jaipur (Rajasthan).	9	0	7
Container Corporation Of India Ltd., Inland Container Depot, Bhagat Ki Kothi, New Power House Road, Near Railway Malgodam, Jodhpur (Rajasthan).	0	0	5
Container Corporation Of India Ltd., c/o Haryana Warehousing Corporation, Near District Court, Inland Container Depot, Rewari, Haryana – 123001.	2	2	1
Total	32	22	32

Note : Factory sealed boxes with system OEM seal should be ensured while delivery of the items.



SECTION -III

GENERAL CONDITIONS OF CONTRACT

1. DEFINITIONS

1.1 In this Contract the following terms shall be interpreted as indicated:

- i) "The Contract" means the agreement entered into, between the Purchaser and the Supplier, as recorded in the Contract Form signed by the parties, including all the attachments and appendices thereto and all documents incorporated by reference therein;
- ii) "The Contract Price" means the price payable to the Supplier under the Contract for the full and proper performance of its Contractual obligations:
- iii) "The Purchaser" means the Organization or its authorized representative, getting done in this case Container Corporation of India Ltd.
- iv) "The Supplier" means the individual or firm undertaking supply and installation of Computer hardware, software and network components under this Contract, as well as carrying out cabling and network installation services.

2. APPLICATION

These General Conditions shall apply to the extent that they are not superseded by provisions in other parts of the Contract.

3. STANDARDS

The Goods supplied under this Contract shall conform to the standards mentioned in the Technical Specifications, and, when no applicable standard is mentioned, to the authoritative standard appropriate to such standards shall be the latest issued by the concerned institution.

4. WARRANTY

4.1 The Supplier warrants that the items supplied under this Contract are new, unused, of the most recent or current models and incorporate all recent improvements in design and materials unless provided otherwise in the Contract. The Supplier further warrants that the Goods supplied under this Contract shall have no defect arising from design, materials or workmanship (except in so far as the design or material is required by the Purchaser's Specifications) or from any act or omission of the Supplier, that may develop under normal use of the supplied Goods in conditions obtaining where the Goods are meant to operate/perform.

4.2 (a) The onsite comprehensive warranty period for the Personal Computer System will be Three (3) years. It will be onsite comprehensive i.e. all the parts of the PCs along with the



operating system support at site during warranty period. The onsite comprehensive warranty for computer hardware other than PCs will be one year from the date of installation.

b) Warranty period shall start immediately after successful installation of complete hardware at respective NR locations.

4.3 The Purchaser shall promptly notify the Supplier in writing of any claims arising under this warranty.

4.4 Upon receipt of such notice, the Supplier shall, with all reasonable speed, repair or replace the defective Goods or parts thereof, without cost to the Purchaser.

4.5 If the Supplier, having been notified, fails to remedy the defect(s) within the specified period, the Purchaser may proceed to take such remedial action as may be necessary, at the Supplier's risk and expense and without prejudice to any other rights which the Purchaser may have against the Supplier under the Contract.

5. PAYMENTS

5.1 The method and condition of payment to be made to the Supplier under the Contract is already specified.

5.2 Supplier's request for payment shall be made to the Purchaser in writing accompanied by relevant documentation.

5.3 Payment shall be made promptly by the Purchaser after submission of the invoice/claim by the Supplier provided that all requisite documents as required under the Contract are submitted.

6. PRICES:

Price charged by the Supplier for any goods and services under the Contract shall not vary from the prices quoted by the Supplier in its bid.

7. CHANGE ORDERS:

The Purchaser may at any time make changes within the general scope of Contract in any one or more of the following :

a) The services to be provided by the Supplier.

b) If any such change causes an increase or decrease in the cost of, or the time required for, the Supplier's performance of any part of the work under the Contract, whether changed or not changed by the order, an equitable adjustment shall be made in the Contract Price or delivery schedule or both, and the Contract shall accordingly be amended. Any claim



by the Supplier for adjustment under this Clause must be asserted within thirty (30) days from the date of the Supplier's receipt of the Purchaser's change order.

8. TERMINATION BY DEFAULT:

8.1 The Purchaser may, without prejudice to any other remedy for breach of Contract, by written notice of default sent to Supplier, terminate the Contract in whole or part:

a) If the Supplier fails to deliver, install within the time period specified in the Contract or any extension there of granted by the Purchaser.

b) If the Supplier fails to perform any other obligation(s) under the Contract.

8.2 In the event the Purchaser terminates the Contract in whole in part, the Purchaser may procure, upon such terms and in such manner as it deems appropriate, goods similar to those undelivered for any excess costs for such similar goods. However, the Supplier shall continue the performance of the Contract to the extent not terminated.

9. TERMINATION FOR CONVENIENCE

9.1 The Purchaser may, by written notice sent to the Supplier, terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of work under the Contract is terminated, and the date upon which such termination becomes effective.

9.2 The Goods that are complete and ready for shipment within 30 days after the Supplier's receipt of notice of termination shall be purchased by the Purchaser at the Contract terms and prices. For the remaining Goods, the Purchaser may elect:

(a) To have any portion completed and delivered at the Contract terms and prices; and/or

(b) To cancel the remainder and pay to the Supplier an agreed amount for partially completed Goods and for materials and parts previously procured by the Supplier.

10. RESOLUTION OF DISPUTES

10.1 The Purchaser and the Supplier shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.

10.2 If, after thirty (30) days from the commencement of such informal negotiations, the Purchaser and the Supplier have been unable to resolve amicably a Contract dispute, either party may require that the dispute be referred for resolution to the formal mechanisms. These mechanisms may include, but are not limited to, conciliation mediated by a third party, adjudication in an agreed national forum.



11. APPLICABLE LAW

The Contract shall be interpreted in accordance with the laws of the Union of India New Delhi.

12. TAXES AND DUTIES

Supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the Contracted Goods to the Purchaser. No tax or duty will be payable by the purchaser.

13. RESPONSE TIME:

All the calls will be communicated to your local office through telephone. A response time of a maximum of 3 hrs. is required (including 2 hrs to rectify the problem and it should not exceed 2 hrs. under all circumstances). It would be the responsibility of vendor to ensure the desired uptime to avoid any penalties.

14. UPTIME :

Uptime of 99.2% is required for the entire hardware round the clock on all 365 days including National holidays.

15. SUPPLY AND INSTALLATION AT OTHER LOCATIONS :

Successful Bidder should be able to supply and install further requirements of hardware for our other ICD's at the same quoted prices as and when necessary.



SECTION -IV

TECHNICAL SPECIFICATIONS

PURPOSE OF THE SYSTEM :

The PC's, Dot matrix Printers, Deskjet Printer, Laserjet Printer and UPS's are to be installed at the Terminals of Northern Region, and will serve the commercial and operational functions of these places.

COMPLETENESS OF THE BID :

It is the responsibility of the bidder to supply, install and support the entire hardware at ICD/TKD, ICD/KKU, ICD/BGKT & ICD/RE.

TECHNICAL FEATURES TO BE NOTED :

1. **MAKE OF THE EQUIPMENT :** Only standard equipment of an established make and high quality should be quoted. The make of each separate hardware or software item should invariably be mentioned.
2. **OPEN STANDARDS AND PRODUCT AUTHENTICITY:** The hardware and system software should conform to open and accepted industry standards. The tenderer should submit a signed undertaking as per Section – VI from some authority not lower than the company secretary of the system OEM that would certify that all the components/parts/assembly/software used in the desktops and servers like hard disk, monitors, memory etc. were original/new components/parts/assembly/software, and that no refurbished/duplicate/second hand components/parts/assembly/software being used or would be used towards the supply under this tender. Factory sealed boxes with system OEM seal should be ensured while delivery of the items.
3. **FORMAT OF THE BID:** The bid should be submitted in hard copy as specified in the section V along with all necessary documents. Please quote clearly for all the terms and conditions specified in the tender document.
4. **WARRANTY:** An on-site comprehensive warranty covering all hardware, operating system, and software should be specified in the bid. The warranty should be for a minimum of three (3) years for PCs and one (1) year for computer hardware other than PCs, from the date of installation and commissioning the system.
5. **UPTIME:** An uptime of 99.2% is required for the entire hardware.
6. **POST WARRANTY SUPPORT :** Bidders should be able to provide post warranty support for the entire hardware at terminals of Northern Region over the next five years through annual maintenance contracts.



HARDWARE

1. Personal Computer:

Requirement : **Twenty Eight (28) with Buyback**

Specifications : Minimum required specifications are given below :-

- a) **CPU** : Intel Pentium Core 2 Duo 2.8 GHz or better
- b) **Memory** : 2GB RAM
- c) **Hard Disk** : 250 GB Hard disk drive
- d) **Floppy Drive** : 1.44 MB Floppy Disc Drive
- e) **DVD ROM Drive** : DVD Writer
- f) **Networking** : 10/100 Mbps Ethernet Card
- g) **Monitor** : 18.5" TFT Monitor
- h) **Keyboard/Mouse** : PS2 Keyboard and Optical Mouse with Mouse Pad
- i) **Operating System** : Windows certified and pre-loaded compliance and support Window's XP Professional
- j) **Ports** : Two USB Ports on front panel

Existing PC's :- Existing PC's to be replaced are about six years old of Intel Pentium III or Pentium IV technology. All the PC's are in working condition.

2. Personal Computer:

Requirement : **Four (without buyback)**

Specifications : Minimum required specifications are given below :-

- a) **CPU** : Intel Pentium Core 2 Duo 2.8 GHz or better
- b) **Memory** : 2GB RAM
- c) **Hard Disk** : 250 GB Hard disk drive
- d) **Floppy Drive** : 1.44 MB Floppy Disc Drive
- e) **DVD ROM Drive** : DVD Writer
- f) **Networking** : 10/100 Mbps Ethernet Card
- g) **Monitor** : 18.5" TFT Monitor
- h) **Keyboard/Mouse** : PS2 Keyboard and Optical Mouse with Mouse Pad
- i) **Operating System** : Windows certified and pre-loaded compliance and support Window's XP Professional
- j) **Ports** : Two USB Ports on front panel

3. High Speed Laserjet Printers

Requirement : **Two**

Specifications :

Fonts : Printer should be capable of printing all standard fonts



Print Quality : Upto 1200 x 1200 dpi effective resolution

Interface : USB and Network interface option should be available.

Printing Speed: Printing speed upto 40-45 ppm

Monthly Page Volume : 12000 pages per month.

Standard Memory : 96 MB

4. **All in One Laserjet Printers:**

Requirement : **One**

Specifications :

Fonts : Printer should be capable of printing all standard fonts.

Print Quality : Upto 600 x 600 dpi effective resolution.

Interface : USB interface option should be available.

Printing Speed : Printing speed upto 13-14 ppm.

Monthly Page Volume : 2000 pages per month

Scan Type : Flat Bed

Standard Memory : atleast 32 MB

5. **Laserjet Printers:**

Requirement : **One**

Fonts : Printer should be capable of printing all standard fonts.

Print Quality : Upto 600 x 600 dpi effective resolution.

Interface : USB interface option should be available.

Printing Speed : Printing speed upto 15-16 ppm.

Standard Memory : atleast 8 MB

6. **Dot-Matrix Printers:**

Dot-matrix Printers

Requirement : **Ten**

Specifications :

Print Head : 24 pin



Print Speeds : Around 350 cps under draft mode.

Print Options : In addition to draft mode, LQ and Compressed mode options should be available under 80 col. and 132 col. printing.

Fonts : Printer should be capable of printing all standard fonts.

Emulation : All standard printer emulations should be possible.

Interface : Parallel as well as serial interface option should be available.

Ruggedness : Printer should be rugged enough to print around 500 pages per day.

Printing direction : Bi-directional with logic seeking in both text & graphics.

Multi-part Forms : Should be able to print 1+5 multi-part forms.

7. **OFFLINE UPS (600 VA) :**

Requirement : **Twenty Two**

Specifications :

1. UPS should have proper mains and battery indicators with three output sockets.
2. UPS should have inbuilt battery and battery backup of minimum of 20 minutes.
3. Supports new generation PC's with latest processors.
4. Conserves power when PC not in use.
5. Support 17" Monitors

8. **Deskjet Printer :**

Requirement : **Nine**

Specifications :

Fonts : Printer should be capable of printing all standard fonts.

Emulation : All standard printer emulations should be possible.

Cartridge : It may give reminder of cartridge storage level.

Print Quality : Upto 600 dpi effective resolution.

Interface : USB interface option should be available.

Printing Speed : Printing speed upto 28 ppm black and 22 ppm colour.

9. **All in one Printer :**

Requirement : Two

Specifications :

Functions : Black & Colour printing, Black & colour copying, Black & colour scanning, Black & colour faxing and white printing.

Fonts : Printer should be capable of printing all standard fonts.

Emulation : All standard printer emulations should be possible.

Cartridge : It may give reminder of cartridge storage level.

Print Quality : Upto 600 dpi effective resolution.

Interface : USB interface option should be available.

Printing Speed : Printing speed upto 30 ppm black and 24 ppm colour.

Standard Memory : 64 MB

Scan Type : Flatbed

10. **Heavy duty Dot-matrix Printer**

Requirement : Seven

Specifications :

Print Head : 24 pin

Print Speeds : Around 840 cps under draft mode. About 600 pages per hour.

Printing Type : Bidirectional graphic and image printing

Print Options : In addition to draft mode, LQ and Compressed mode options should be available under 80 col. and 132 col. printing.

Resolution : Upto 360dpi

Fonts : Printer should be capable of printing all standard fonts.

Emulation : All standard printer emulations should be possible.

Interface : Parallel as well as serial interface option should be available.

Ruggedness : Printer should be rugged enough to print around 1500 pages per day.

Multi-part Forms : Should be able to print 1+4 multi-part forms.



SECTION V

PRICE SCHEDULE

S.NO.	ITEM	QTY.	ITEM MAKE	UNIT COST (Rs.)	UNIT COST (In Words)
1.	PCs (with buyback)*	28			
2.	PCs	4			
3.	High Speed Laserjet printers	2			
4.	All – in – one Laserjet printer	1			
5.	Laserjet Printer	1			
6.	Dot-Matrix printers (DMP)	10			
7.	Offline UPS	22			
8.	Deskjet Printers	9			
9.	All in one printers	2			
10.	Heavy Duty dot-matrix printers	7			

*Note : PCs with buyback (28 nos.) : The supplier will replace the existing PCs with new PCs. The rates should be quoted by considering the same.



SECTION – VI

Undertaking of Authenticity for Desktops, Server and Printers Supplies

Sub: Supply of IT Hardware/Software, Desktops, Servers and Printers.

Ref: 1. Your Purchase Order No. ----- dated-----.
2. Our invoice no/Quotation no. -----dated-----.

With reference to the Desktops, Servers and printers being supplied/quoted to you vide our invoice no./quotation no./order no. cited above,

We hereby undertake that all the components/parts/assembly/software used in the Desktops, Servers and Printers under the above like Hard disk, Monitors, Memory etc. shall be original new components/parts/assembly/software only, from respective OEMs of the products and that no refurbished/duplicate/second hand components/parts/assembly/software are being used or shall be used.

We also undertake that in respect of licensed operating system if asked for by you in the purchase order, the same shall be supplied along with the authorized license certificate (e.g. Product Keys on Certification of Authenticity in case of Microsoft Windows Operating System) and also that it shall be sourced from the authorized source (e.g. Authorized Microsoft Channel in case of Microsoft Operating System).

Should you require, we hereby undertake to produce the certificate from our OEM supplier in support of above undertaking at the time of delivery/installation. It will be our responsibility to produce such letters from our OEM supplier's at the time of delivery or within a reasonable time.

In case of default and we are unable to comply with above at the time of delivery or during installation, for the IT Hardware/Software already billed, we agree to take back the Desktops and Servers without demur, if already supplied and return the money if any paid to us by you in this regard.

We (*system OEM name*) also take full responsibility of both Parts & Service SLA as per the content even if there is any defect by our authorized Service Centre/Reseller/SI etc.

Authorised Signatory

Name:

Designation

Place

Date