

Cost of Tender Document: Rs 1000

**DOEACC Society, Chandigarh Centre, Branch Office, New Delhi
Parsvnath Metro Mall, 2nd Floor, Near Inderlok Metro Station, Inderlok, Delhi
(An Autonomous Scientific Society of Department of Information Technology,
Ministry of Communications & Information Technology, Govt. of India)
GOVERNMENT OF INDIA**

Tender No. 001/2010

Tender Document for

Supply, Installation and Commissioning of Computer Hardware, UPS and Software

DOEACC Society, Chandigarh Centre on behalf of National Council for Promotion of Urdu Language (NCPUL), New Delhi, invites technically complete and commercially competitive proposals from reputed vendors for supply, install, configure and commissioning of Computer Hardware, UPS systems and Software for 44 NCPUL centers spread all over India in the States of Andhra Pradesh, Bihar, Gujrat, Haryana, Himachal Pradesh, Jammu & Kashmir, Jhakhand, Maharashtra, Assam, Uttar Pradesh and Uttra Khand.

Scope of Work

The successful vendor/tenderer will take total responsibility for supply, installation, commissioning, testing of Computer Hardware, UPS systems, Software and other Misc. equipments supplied by him. The vendor will be required to provide license in the name of NCPUL for all software which will be installed, configured and used with the Hardware to carry out various functions. The vendor may also be required to arrange for inspection/testing of various functions as per technical specification to the representatives of DOEACC Society, Chandigarh Centre and NCPUL.

The successful bidders shall provide comprehensive maintenance support services during warranty period for equipments supplied, commissioned and installed by him. This involves comprehensive maintenance and repair of supplied equipments including replacement of part(s) modules, sub-modules, assemblies, sub-assemblies, spares, etc. to make the system operational. This will include all kind of breakdown maintenance and preventive maintenance. The breakdown could be for any reason. The computer hardware, printers, computer peripherals, supplied by the vendor shall be under comprehensive on-site warranty for one year.

Cost of Tender Document

The Vendor/tenderer has to purchase tender document against payment of Rs.1000/- either in cash or in the form of demand draft issued by a scheduled commercial bank favoring the Director, DOEACC Society Chandigarh Centre, payable at Chandigarh. In case the tender document is to be sent by post, Rs100/- will be charged

extra, however DOEACC will not be responsible for non delivery / postal delays. In case the tender document is downloaded from the website, the tenderer shall have to deposit cost of tender of Rs. 1000/- separately in the form of Demand Draft in favour of Director, DOEACC Society, Chandigarh Centre, which is not refundable.

Eligibility Criteria

The tenderer should fulfill the following criteria (by furnishing the information showing proof for all the criteria listed below):

- i) The tenderer quoting for the tender should be in business at least for the past 3 years.
- ii) The minimum turnover required during each of the last three financial years for tenderer is Rs 2 Crores and that of Hardware OEM is Rs. 20 crores and UPS OEM is Rs. 2 Crores respectively. The respective turnovers should be from similar kind of items and shall be supported by documentary evidence.
- iii) The tenderer should be in sound financial conditions and should be in profits. A copy of last three financial years Profit & Loss statement and relevant audited Balance Sheets should be submitted with the offer.
- iv) The OEM should be ISO 9001:2000 certified.
- v) Tender should not have been disqualified by any of its clients on account of non-fulfillment of contract for supply/installation/maintenance related issues. The tenderer has to give an undertaking in this regard.
- vi) The tenderer should have the sufficient resources to supply hardware and software items all over India.
- vii) The bidder must have own service center/maintenance facility in various states. The bidders must enclose details of their infrastructure with reference to locations (address) and technical manpower. For the aforementioned, DOEACC Society, Chandigarh Centre, reserves the right to disqualify the vendor(s) based on their post-maintenance performance as experienced by DOEACC Society, Chandigarh Centre during the last three consecutive years.
- viii) The Registration number of the firm along with the CST/VAT No. allotted by the Sales Tax Authorities, PAN number and copy of Income Tax return for the last three financial years should be given in the technical bid, failing which vendor's bid would become invalid and same shall be rejected.
- ix) Upon verification, evaluation/assessment, if in case any information furnished by the vendor is found to be false/incorrect, their total bid shall be summarily rejected and no correspondence on the same, shall be entertained.

**TERMS AND CONDITIONS OF TENDER FOR SUPPLY OF
HARDWARE, UPS SYSTEMS AND SOFTWARE ITEMS**

**1. TENDERERS MUST QUOTE RATES ONLY IN THE ENCLOSED
PROFORMA**

2. The Tender document is not transferable and its cost is not refundable under any circumstances

3. The tenders should be valid for 90 days from the last date of submission of the tender.

4. **The tenderer must quote for all the items.**

5. Only original manufacturers/Principal/authorized dealers having valid manufacturing/dealership license and having adequate facilities for maintenance all over India should submit tenders. Tenderer should enclose authorization letter from manufacturer (not applicable for manufacturer). The tenderer should provide the client list along with addresses of Maintenance offices in India.

6. The tenderer will be required to send **TWO SEPARATE ENVELOPES, FIRST ENVELOPE CONTAINING DEPOSIT OF EARNEST MONEY, QUALIFICATION BID (ANNEXURE B), TECHNICAL BID (ANNEXURE C) AND TECHNICAL LITERATURE WHEREAS THE SECOND CONTAINING THE FINANCIAL BID (ANNEXURE D) SHOWING RATES, AND TERMS AND CONDITIONS.** While opening the tenders, the envelopes containing Qualification Bid and Technical Bid shall be opened first and acceptance of the tender according to the specified clauses will be ascertained. Financial Bid of only those tenderers will be opened who qualify the eligibility criteria on the basis of Qualification and Technical Bid. For opening of Financial Bids, separate date will be fixed. Both the envelopes should be sealed and super scribed in bold letters:

**"QUALIFICATION BID AND TECHNICAL BID FOR SUPPLY OF
COMPUTER HARDWARE, UPS AND SOFTWARE"**

**"FINANCIAL BID FOR SUPPLY OF COMPUTER HARDWARE, UPS
AND SOFTWARE "**

The Purchase Committee will open FINANCIAL BIDS of the tenderers short-listed after evaluation of the Technical Bids.

7. Tenderers have to deposit earnest money of Rs.1,00,000/- (Rupees One Lakh only) in the form of demand draft in favour of Director, DOEACC Society, Chandigarh Centre, payable at Chandigarh which will be returned to all except the tenderer(s) selected for supply immediately after the order is placed. This amount will be returned to the selected tenderer(s) on acceptance of the material supplied by the

tenderer(s). In case the tenderer(s) fails to complete the supply according to the terms of the order, the amount of EMD will be forfeited.

NO TENDER WITHOUT EARNEST MONEY DEPOSIT WILL BE ENTERTAINED

8. Prices quoted should be F.O.R. sites (all over India) (quantity to be defined at the time of placing the supply order) inclusive of all charges like sales tax/VAT, excise duty, insurance, technical service/installation charges, charges for one year comprehensive warranty for Computer systems, Printers etc. Octroi as per actual shall be payable extra. No other charges/taxes/levies shall be payable. No form 'C'/'D'/undertaking will be provided by DOEACC/ NCPUL.

9. Short-listed vendors may be required to demonstrate their systems at DOEACC Society Chandigarh Centre, Branch Office, New Delhi (Parsvnath Metro Mall, 2nd Floor, Near Inderlok Metro Station, Inderlok) for bench marking the products as may be decided by the Purchase Committee.

10. Hardware/other equipments must be delivered within 6 weeks from the date of issue of the purchase order. Penalty for late delivery would be leviable at the rate of 0.5% per week subject to a maximum of 10 percent of the value of such portion of material as has not been supplied within the stipulated period. In case delivery is not completed within 2 weeks after the specified delivery period, DOEACC/NCPUL may cancel the order and arrange to procure the said items from any other source at the risk and cost of the tenderer(s) and EMD will be forfeited.

11. PAYMENT TERMS

DOEACC Society, Chandigarh Centre jointly with NCPUL, New Delhi will place the purchase order. However, NCPUL will make all payments to the vendor(s) directly. DOEACC Society will not be liable to make any payment to the vendor(s) upon whom the purchase order has been raised. The terms of payment will be as follows:

- i. No advance payment against purchase order will be made.
 - ii. 90% of the value of the equipment will be paid within 30 days of submission of the bill along with reports showing successful delivery, Installation & satisfactory functioning of Computer Hardware and Software.
 - iii. 10% of the value of the equipment will be paid, against Bank Guaranty towards performance security of equivalent amount, with in 30 days after submission of the satisfactory functioning report signed by the NCPUL Centre In-charge. The BG should remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the supplier including warranty obligation.
12. Director, DOEACC Society, Chandigarh Centre, reserves the right to reject any or all tender(s) without assigning any reason.

13. Sealed tenders, complete in all respects, should reach DOEACC Society, Chandigarh Centre, Branch Office, New Delhi – Parsvnath Metro Mall, 2nd floor, Near Inderlok Metro Station, Inderlok, Delhi 110035, latest by 2.00 p.m. on 23.2.2010. Incomplete tenders or those without earnest money may be rejected. Technical bids will be opened on the same date at 2.30 p.m. in Branch Office New Delhi, in the presence of the representatives of the tenderers, if any, available at the time of opening of the Technical Bids and Financial Bids will be opened after evaluating the technical bids for which date will be fixed separately. Any further details required by the tenderer(s) can be obtained after prior appointment with Shri V. N. Sharma, Additional Director (Phone: 0172-2702262 and Mobile No. 09815603702).

14. Director, DOEACC Society, Chandigarh Centre, reserves the right to revise or alter the requirements and/or specifications of the material before acceptance of any tender and call for revised tenders.

15. Supply complete in all respect will be accepted in one lot at each location.

16. Users at site will conduct the acceptance test(s) on the system(s) ordered. If the system(s) supplied fail in the test(s), the same may be rejected. Replacement of cards or devices may not be allowed.

17. The acceptance test will consist of running the Systems for 12 hours daily for full seven working days.

18. Director, DOEACC Society, Chandigarh Centre, reserves the right to reject all or any item, if supplied material found defective within 30 days after successful running of the diagnostic programme.

19. Tenderer(s) should enclose printed brochure of the products quoted along with the technical bid.

20. Tenderer(s) will be responsible for comprehensive maintenance of Computer systems and peripherals for one year, free of charge, during warranty period after the acceptance of supplied material. In case of default, this Centre will have the right to arrange maintenance at tenderer's risk and cost from any other source.

21. Comprehensive maintenance will cover replacement of all defective parts/equipments, excluding nothing except stationery, ribbons and floppy disks.

22. Tenderer(s) should have satisfactory arrangement to receive complaints at all locations at which material will be supplied and provide maintenance at these places. The response time for attending to faults will be four hours after these are reported to the tenderer. The tenderer will rectify the faults within 24 hours failing which tenderer will arrange temporary replacement of the equipment. In case, the tenderer fails to meet

this requirement, this Centre will have the right to arrange repairs/replacements at the costs and risk of the tenderer.

23. Tenderer(s) should also give preventive maintenance schedule for the systems along with their offer. This schedule will have to be adhered to by the tenderer strictly.

24. The tenderer(s) must specifically mention the place, from where support for maintenance would be offered.

25. All disputes, differences, claims and demands arising under or pursuant to or touching the contract shall be referred to the sole arbitrator to be appointed by the Director, DOEACC Society, Chandigarh. Centre, The award of this sole arbitrator shall be final and binding on both the parties under provisions of the Arbitration and Conciliation Act, 1996 and Rules framed there under. Such arbitration shall be held at Chandigarh only.

26. In all matters and disputes arising hereunder, the appropriate Courts at Chandigarh alone shall have jurisdiction to entertain and try them.

27. Non-compliance of the above terms and conditions will be treated as non-responsive and are liable to be rejected.

28. Copy of these terms and conditions duly signed and stamped on each page must be attached with the technical bid in lieu of acceptance of the above terms and conditions.

Annexure – ‘A’

QUALIFICATION BID

PLEASE COMPLETE THE FORM AND ENCLOSE NECESSARY DOCUMENTS WHERE REQUIRED OTHERWISE THE TENDER WILL BE REJECTED

BID PARTICULARS FOR TENDER NO. : _____

1) Name of the Bidder : _____

2) Address of the Bidder : _____

Telephone :

Fax :

Telex :

E-mail :

3) Bidder’s proposal number and date:

4) Name & Address of the officer :

To whom all references shall be
 Made regarding this tender

Telephone :

Fax :

Telex :

E-mail :

5) Earnest Money : Yes/No

Bank/Demand Draft Date	Bank/Demand Draft No.	Drawn on Bank	Amount

- 6) No. of years of Experience :
(Attach certificates from Client – for successful running)
- 7) Turnover (for last 3 years) : 2006-07
2007-08
2008-09
- 8) Supplies in India (Reference of Organization) :
- 9) No. of trained Engineers :
- 10) Service Station/Maintenance Facility :
- 11) Copy of Income Tax returns : Yes/No
(Attach attested copies)
- 12) Sales Tax Registration Certificate : Yes/No
(Attach attested copy)
- 13) An affidavit from Notary that the firm : Yes/No
has never been Black-Listed
(Attach original affidavit on Rs. 10/- Stamp paper)
- 14) PAN NO. :
- 15) Documentary evidence of OEM ISO
Certification attached : Yes/No
- 16) I/We have read all the terms and conditions of
the tender and accept them in full : Yes/No

(Signature)

Seal

Witness 1:

Signature.....
Name.....
Designation.....
Company.....
Date.....

Witness 2:

Signature.....
Name.....
Designation.....
Company.....
Date.....

DECLARATION

I/WE DECLARE THAT THE INFORMATION SUPPLIED ABOVE IS CORRECT TO THE BEST OF MY/OUR KNOWLEDGE.

(Signature)

Seal

N.B.

1. Check List of Certificates/attachments
 - a. Bank/Demand Draft for EMD
 - b. Last 3 years balance sheet
 - c. Experience Certificates
 - d. Attested copies of Sales Tax/Service Tax Registration No., Income Tax Clearance, PAN No.
 - e. Any of the following (If applicable)
 - i. Articles of Association
 - ii. Bye-Laws or Certificate of Registration
 - iii. Partnership Deed
 - f. Affidavit from Notary (in original)
 - g. Documentary evidence of turnover of respective OEMs
 - h. Documentary evidence of OEM ISO Certification.

Annexure 'B'**TECHNICAL BID****1. Hardware**

Sr. No.	Description	Qty.
1	<p><u>Intel Core 2 Duo E8400</u></p> <ul style="list-style-type: none"> - Processor- 3.0 GHz or higher, 6 MB L2 cache memory - 1333 MHz FSB - Intel Q35 or better chipset on OEM Motherboard - DVD Writer - 15.6 “ TFT/LCD Monitor - 2 GB DDR2 800 MHz RAM Expandable to 8GB - 250 GB SATA Hard Disk 7200 RPM - OEM Keyboard PS/2 / USB - OEM Optical Mouse (Scroll) PS/2 / USB - 1.44 MB FDD - Internal Modem (56K) - Integrated 10/100/1000 Mbps NIC - Integrated Intel High Def. Audio <p>Ports: -</p> <ul style="list-style-type: none"> - 1 high speed Serial port - Minimum 4 USB 2.x ports (At least 2 on front side) <p>Slots – 4 PCI / PCI Express slots</p> <p>Certifications – Designed for Windows logo for MS Windows OS</p> <p>Pre loaded Anti Virus – Norton / Etrust / McAfee valid for one year</p> <p>Std. Compliance DMI 2.0, PCI 2.2, Energy Star</p>	352
2	<p><u>UPS</u></p> <ul style="list-style-type: none"> – 600 VA off-line with minimum 15 minutes backup, AVR, Overload protection and LED indications for Mains Supply, Battery Operation and Overload 	396
3	<p><u>Monochrome Laser Jet Printer</u></p> <ul style="list-style-type: none"> – Print speed of up to 23 ppm (A4), upto 1200 x 1200 dpi (black, best quality), Instant-on Technology and 6.5 sec first page out, hi-speed USB 2.0 port, 2MB RAM, 8000 pages-per-month duty cycle, std. input capacity of 250 sheets, minimum 2000 page print cartridge, host-based printing with all necessary software and accessories. <p>Compatible OS – MS Windows (98, 2000, ME, XP Home & Prof., MS-Window-7 compatible</p> <p>Certifications- Energy Star, EMI and Safety certifications</p>	44
4	<p><u>Inkjet Printer</u></p> <ul style="list-style-type: none"> – Print speed upto 36 ppm (black, draft, A4) and 35 ppm (colour, draft, A4), upto 1200 x 1200 dpi (black, best quality), upto 4800 x 1200 dpi on 	44

	photo paper (colour, best quality), 32MB RAM, upto 7500 pages per month duty cycle with all necessary software and accessories. Compatible OS – MS Windows (98, 2000, ME, XP Home & Prof., MS-Window-7 compatible Certifications- Energy Star, EMI and Safety certifications	
5	Flatbed Scanner - Upto 1200 x 1200 dpi H/W scanning resolution, 48-bit Bit depth, 256 Gray scale levels, Max. Scan size of 21.59 x 29.72 cm, Support for BMP, TIFF, GIF, PDF, HTML, JPEG, FPX, TIFF Compressed, PCX, PNG, RTF, TXT etc. file formats, Scan speed (OCR, A4) < 10 secs, USB 2.0 compatible, MS Windows (98, 2000, ME, XP Home & Prof., MS-Window-7 compatible, Energy Star, EMI and safety certifications	44
6	16 Port Networking Switch 10/100 mbps with Patch Cord	44
7	LCD Multi Media Projector Resolution :1024x768xXGA ANSI, Lumen 2000 with Ceiling Mounting brackets	44
8	Pen Touch Sensitive Interactive White Board Size 82” diagonal <ol style="list-style-type: none"> 1. Touch resolution 8192x8192 2. Separate Touch keys besides software keys for easy operation of Board at three sides (left, right and bottom) of the Board 3. Handwriting recognition and support of JPEG, GIF, TIFF, PNG, DOC, XLS, PPT formats for saving and storing files 4. Capable of connecting 50 nos. of wireless writing pads 5. No hardware upgradation is required to use the new software 6. Windows/MAC/LINUX compatible 7. Audio & Video recording facility available 8. No external power is required and it derives power from the computer itself 	44

2. Software (Standard Edition of latest Academic version)

Sr. no.	Description	Qty.
1	MS Windows 7 (Home Edition)	352
2	MS Office	44
3	CorelDraw	44

4	PhotoShop	44
5	PageMaker	44
6	In Page	352
7	Tally	44
8	Visual Studio	44
9	Flash	44
10	Antivirus – NORTON/ McAfee/Etrust	44
11	Compiler (C Compiler)	44
12	Hindi Fonts (Kruti)	44

Annexure 'C'**FINANCIAL BID****Hardware**

Sr. No.	Description	Qty.	Unit rate with 1 year on-site comprehensive warranty	Total amount including all Taxes	Remarks
1	<p>Intel Core 2 Duo E8400</p> <ul style="list-style-type: none"> - Processor- 3.0 GHz or higher, 6 MB L2 cache memory - 1333 MHz FSB - Intel Q35 or better chipset on OEM Motherboard - DVD Writer - 15.6 “ TFT/LCD Monitor - 2 GB DDR2 800 MHz RAM Expandable to 8GB - 250 GB SATA Hard Disk 7200 RPM - OEM Keyboard PS/2 / USB - OEM Optical Mouse (Scroll) PS/2 / USB - 1.44 MB FDD - Internal Modem (56K) - Integrated 10/100/1000 Mbps NIC - Integrated Intel High Def. Audio <p>Ports:</p> <ul style="list-style-type: none"> - 1 high speed Serial port - Minimum 4 USB 2.x ports (At least 2 on front side) <p>Slots – 4 PCI / PCI Express slots</p> <p>Certifications – Designed for Windows logo for MS Windows OS</p> <p>Pre loaded Anti Virus – Norton / Etrust / McAfee valid for one year</p> <p>Std. Compliance DMI 2.0, PCI 2.2, Energy Star</p>	352			
2	<p>UPS</p> <ul style="list-style-type: none"> – 600 VA off-line with minimum 15 minutes backup, AVR, Overload protection and LED indications for Mains Supply, Battery Operation and Overload 	396			
3	<p>Monochrome Laser Jet Printer</p> <ul style="list-style-type: none"> – Print speed of up to 23 ppm (A4), upto 1200 x 1200 dpi (black, best quality), Instant-on Technology and 6.5 sec first 	44			

	<p>page out, hi-speed USB 2.0 port, 2MB RAM, 8000 pages-per-month duty cycle, std. input capacity of 250 sheets, minimum 2000 page print cartridge, host-based printing with all necessary software and accessories.</p> <p>Compatible OS – MS Windows (98, 2000, ME, XP Home & Prof., MS Window-7 compatible)</p> <p>Certifications- Energy Star, EMI and Safety certifications</p>				
4	<p><u>Inkjet Printer</u></p> <p>– Print speed upto 36 ppm (black, draft, A4) and 35 ppm (colour, draft, A4), upto 1200 x 1200 dpi (black, best quality), upto 4800 x 1200 dpi on photo paper (colour, best quality), 32MB RAM, upto 7500 pages per month duty cycle with all necessary software and accessories.</p> <p>Compatible OS – MS Windows (98, 2000, ME, XP Home & Prof., MS Window-7 compatible)</p> <p>Certifications- Energy Star, EMI and Safety certifications</p>	44			
5	<p><u>Flatbed Scanner</u></p> <p>- Upto 1200 x 1200 dpi H/W scanning resolution, 48-bit Bit depth, 256 Gray scale levels, Max. Scan size of 21.59 x 29.72 cm, Support for BMP, TIFF, GIF, PDF, HTML, JPEG, FPX, TIFF Compressed, PCX, PNG, RTF, TXT etc. file formats, Scan speed (OCR, A4) < 10 secs, USB 2.0 compatible, MS Windows (98, 2000, ME, XP Home & Prof., MS Window-7 compatible) Energy Star, EMI and safety certifications</p>				

6	16 Port Switch Networking Switch 10/100 mbps with Patch Cord	44			
7	LCD Multi Media Projector, Resolution : 1024x768xXGA ANSI, Lumen 2000 with Ceiling Mounting brackets	44			
8	Pen Touch Sensitive Interactive White Board 1. Size 82" diagonal 2. Touch resolution 8192x8192 3. Separate Touch keys besides software keys for easy operation of Board at three sides (left, right and bottom) of the Board 4. Handwriting recognition and support of JPEG, GIF, TIFF, PNG, DOC, XLS, PPT formats for saving and storing files 5. Capable of connecting 50 nos. of wireless writing pads 6. No hardware upgradation is required to use the new software 7. Windows/MAC/LINUX compatible 8. Audio & Video recording facility available 9. No external power is required and it derives power from the computer itself	44			

2 Software (Standard Edition of latest Academic version)

Sr. no.	Description	Qty.			
1	MS Windows 7 (Home Edition)	352			
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9	Flash	44			
10	Antivirus – NORTON/ McAfee/Etrust	44			
11	Compiler (C Compiler)	44			
12	Hindi Fonts (Kruti)	44			