

Office Of The Commissioner, Indore, Div. Indore

TENDER DOCUMENT

For

**Supply, Installation of Computer and Peripherals and AMC of Existing
computer hardware and peripherals under two bid systems**

(Tender no. 430/1/Accounts/06 dated 4-10-06)

(All pages of this document except for Commercial-bid to be submitted in original duly signed on each page along with the technical bid envelope. The Commercial bid in original is to be enclosed in a separate sealed envelope)

Office Of The Commissioner, Indore Div. Indore

Technical Bid
INVITATION FOR BIDS
For

**Supply, Installation of Computer and Peripherals and AMC of Existing
computer hardware and peripherals**

1. The Commissioner, Indore invites sealed bids, under two envelopes system, from bidders for Supply and Installation of computer and Peripherals Interested bidders may obtain further information from the office of the Commissioner Indore.
2. Bids are invited for the work mentioned hereunder:

| S | Items | Description |
|----------|--------------------------------|---|
| a | Scope of Work | Supply and Installation of computer hardware and Peripherals & AMC OF Existing Systems |
| b | Cost of bid document | Rs. 50.00/- (non-refundable) by Demand Draft/Cash |
| c | Postal charges | Rs.50.00 |
| d | Sale of bid documents | Date <u>9/10/06</u> to <u>26/10/06</u> (Between 10.30 AM to 5.30 PM, In Office Hours except Holidays) |
| e | Last date of submission of bid | Date <u>26/10/06</u> up to 5.30 PM. |
| f | Date of opening of bid | Date <u>27/10/06</u> at 4.00 PM. |
| g | Bid security | for New Purchase : Worth Rs. 10 % of estimated cost (In the form of DD in favour of Commissioner, Indore Division Indore) for AMC : a security deposit of Rs 5,000/- (In the form of DD in favour of Commissioner, Indore Division Indore) |
| h | Place of opening of bids: | O/o The Commissioner, Indore, Division, Indore |
| i | Address for communication: | O/o The Commissioner, Indore, Division Indore Phone : 0731- 2535222 Fax No. : 0731-539552 |

Letter for Submission of Quotation

To
The Commissioner
Indore Division, Indore

Dated -----, 2006.

Ref: "Tender for Supply and Installation of computer hardware and peripherals and AMC of existing hardware against tender No _____ date ----- due for opening on -----"

Dear Sir,

Having examined the tender document relating to the Supply/ Maintenance of Computers and Peripherals as detailed in your tender, Conditions and scope of supply, Specifications etc., and having understood the provisions and requirements relating to the supply and all other factors governing the tender, We hereby submit our offer for the supply/ Maintenance of the proposed items in accordance with terms and conditions as specified by you and confirm our acceptance to execute the order/ contract agreement within the time period specified in the tender document, at the rates quoted by us in the accompanying Technical & commercial Bid.

If, after the tender document is accepted, we fail to complete the supply of the items/ Comply with the terms of the contract agreement as per the order. We agree that, The Commissioner, Indore Division, Indore shall have full authority to forfeit the earnest money and cancel our order with no obligation on their part.

We confirm having deposited security deposit **for New purchase** of Rs _____/- (Rupees _____only) by Demand Draft No.....dated drawn onBank & security deposit **for Annual Maintenance Contract** of Rs _____/- (Rupees _____only) by Demand Draft No.....dated drawn onBank Branch attached here to, and general information required are as per Annexure attached.

We further confirm that –

- i. We have successfully executed orders of similar nature and we have sufficient experience and financial strength in handling large orders of this nature.
- ii. We have sufficient qualified manpower and necessary materials and after sales support to execute the order/ Maintenance personnel to support and execute maintenance contract efficiently in the specified time schedule.
- iii. The quoted rates shall be valid till the completion of the order and not less than 90 days.
- iv. We further confirm that the tender documents have been read, understood and signed and there is no deviation/discrepancy
- v. We agree to accept the extension order up to 100% quantity within three months of the issue of the order.

Signature of the Tenderer
With stamp and date

GENERAL INFORMATION AND BANK DRAFT DETAILS

| | | |
|----|---|--|
| 1 | <p>BANK DRAFT Details :</p> <p>For New Purchase</p> <p style="padding-left: 40px;">DD No and date: Amount in Rs. Name of the Bank:</p> <p>For AMC</p> <p style="padding-left: 40px;">DD No and date: Amount in Rs. Name of the Bank:</p> | |
| 2 | Name and Address of the Tenderer: | |
| 3 | Contacts: | |
| 4 | Telephones: | |
| 5 | Fax: | |
| 6 | E-mail: | |
| 7 | Mobile No: | |
| 8 | Category of the tenderer (Whether company, partnership firm or Proprietary concern) | |
| 9 | Name of Chief Executive Officer and Telephone No. | |
| 10 | Year of Establishment | |
| 11 | Name(s), contact number and Address(s) of proprietor or partners or Directors. | |
| 12 | Sales Tax/Commercial Tax/ CST nos. | |
| 13 | Income Tax PAN/GIR No. | |
| 14 | Proposed execution schedule | |
| 15 | Yearly Turn over of the Last 2 years. | |

| | | |
|----|--------------------------------|--|
| 16 | Name and Address of the Banker | |
| 17 | List of major Clients | |

Note: Separate sheets may be attached wherever necessary.

Signature of the Tenderer
With stamp and date

Terms and Conditions

Contents of Bidding Documents for Supply, Installation of Computer and Peripherals and AMC of Existing computer hardware and peripherals the bidding procedures and the terms of contract are prescribed here in under:

1 Eligibility Criteria:

- Manufacturer or their representative dealer is only eligible for bidding.
- The bidder must have working office and service centre in the state of Madhya Pradesh for at-least two years; attach copy of MPST/CST/TIN issued by M.P. Commercial tax department.
- The products offered must be of high quality and manufactured by nationally/internationally reputed manufacturer having a minimum turnover of Rs.3 Crore (Attach copy of the audited balance sheet) and ISO 9001 (Services and Manufacturing) and ISO 14001 certifications.
- In case of dealer, the bidder must have a turnover more than Rs. 50 Lakhs, for the past three years from current year. (Attach copy of the audited balance sheet.)
- Only those brands which figure in the top 5 ranking of IDC market analysis (in the quarter ending Sep. 06) shall be eligible for participating in the tender.
- The bidder must have well equipped workshop with minimum 5 service engineers and other ancillary staff employed for past three years.
- The bidder must have a system to record complaint calls and all the complaints should be logged with date and time.

2. Amendment of Bidding Document by the Competent Authority

At any time prior to the deadline for the submission of bids, the competent authority may, for any reason, whether on it's own or in response to a clarification requested for by a prospective bidder, modify the bidding document by way of amendment(s).

The prospective bidders having received the bidding documents will be notified of the amendment(s) so made in writing or by Fax and such amendments shall be binding on them.

In order to allow reasonable time to the prospective bidders for taking into account such amendment(s), in the preparation of their bids, the competent authority, at its discretion, may extend the deadline for the submission of bids.

3 Bid Price

The bidders shall indicate on the prescribed Price Schedule, including item-wise and final Bid Price of the items listed

Prices quoted by the Bidder shall be fixed during the Bidder's performance of the contract and shall not be subject to variation on any account.

A bid submitted with an adjustable price will be treated as non-responsive and rejected.

4. The bid security may be forfeited:

If a Bidder withdraws its bid during the period of bid validity specified by the bidder on the bid Form: or In case of a successful Bidder, if the Bidder fails:

- (i) To accept the order/ Contract agreement.
- (ii) To furnish performance security.

- (iii) If the supplier, after accepting the purchase order fails to deliver the material/services or comply with the terms of the contract agreement as per the order.
5. Any alterations, erasures or overwriting shall be valid only if the person or persons signing the bid initial them.
- 6. Technical requirements (For Supply of Computers)**
- a. The technical specifications as per annexure are the minimum configuration required. Higher specifications may be considered but no price weightage for higher specifications shall be considered.
 - b. The specifications lower than the specified in the annexure will not be considered
 - c. The drivers for all the devices and peripherals for the supported OS (Unix/ Linux/ Windows XP professional) are required.
 - d. The OS recovery / loading media would be required for hardware. The scripts / automated software procedures for partitioning / and re-loading of data in the user defined partitions and recovery in case of failure would be required. In case of possibility of loss of data in the recovery option, the system should prompt for backing up the data before erasing.
 - e. All systems should have two partitions: partition 1 for OS, partition 2 for Data.
- 7. Service support requirement (AMC/ Warranty)**
- a) The call status report indicating the call received, call attended, call rectified and closed, call pending (within /beyond limit) shall be required from the successful bidder on fortnightly basis. The details of components replaced during the period will also be made available by successful bidder.
 - b) Successful bidder will ensure the proper monitoring and ensure the timely call attending.
 - c) Following are the limits of time for final closure of call.
 - i) The successful bidder will maintain the sufficient inventory of spare items and few complete systems as well.
 - ii) First component be replaced with new one before taking the old one back, as far as possible to avoid delay.
 - iii) In case of replacement, the new component shall be of same/ compatible specification or better than the faulty one.
 - d) The delay in rectification of calls would cause the penalty.
 - e) In case of prolonged pending call the O/O the Commissioner, Indore reserves the right to get the defective component repaired from other agencies at the risk of the supplier, and would recover the cost of repair from the supplier.
 - f) The delay in call attending / closure will be treated as poor quality of service support and may lead to disqualification of bidder from participation in future purchases.

- g) The penalty of Rs. 100/- per day would be deducted from the security deposit for the delay in call rectification for system/ Printer / Network complaints. (For both AMC & New systems)
- h) A system will be treated as down, if OS is corrupted / system is infected. Keyboard / Monitor / Mouse/ Hard disk etc. is not working. A printer will be treated, as down if it is not working for any reason other than toner cartridge. For laser printer this covers Teflon replacement as part of AMC.
- i) Preventive maintenance will be carried out for all systems and peripherals under maintenance this includes physical cleaning, polishing, scanning for virus / upgrades for OS, browser, drivers etc.

SUBMISSION OF BIDS

8. Sealing and Marking of Bids

The bidders shall submit security deposit in form of BANK DRAFT, technical bid (containing the technical specifications offered, literature leaflets etc and the technical and commercial deviation if any) and one original copy of commercial bid in separate envelopes should be sealed in one main envelope. All the envelopes should be distinctly marked SECURITY DEPOSIT (BANK DRAFT), technical bid, and commercial bid.

The bid will consist of the following:

- (i) The bidder should have service support network in Indore for After Sales services/ AMC, details of which are to be submitted along with the bid.
- (ii) The service support will require strengthening to suit the O/o the Commissioner, Indore requirements. The acceptance for doing so with no extra cost is to be submitted along with the bid.
- (iii) Technical deviations if any, from the terms, conditions and specifications as specified in the bid document.
- (iv) Payment: Payment shall be released by O/o the Commissioner, Indore on quarterly basis for AMC & for New purchase on the following terms:

Payment for 90% of the value of goods supplied shall be released against proof of delivery of consignment at O/o of The Commissioner, Indore as per despatch instructions on submission of bills in triplicate. Balance 10% shall be released after successful installation and commissioning of equipment. The bills for the purpose of release shall be submitted to the O/o the Commissioner Indore. No interest shall be payable on delayed payments due to what so ever reason.
- (v) Supply will be complete only when the full quantity is supplied installed and commissioned as per order and accepted by the O/o the commissioner Indore.
- (vi) Bid form duly filled in, signed and complete in all respects
- (vii) The price should be firm, inclusive of all taxes and local levies if any. On FOR destination basis.
- (viii) The bidder shall indicate the price on FOR destination basis at The O/o Commissioner, Indore

- (ix) The rates should be all-inclusive and shall be free from all escalation. However, all Tax and duty benefits if applicable should be passed on to The O/o Commissioner, Indore.
- (x) Delivery period should not exceed 6 weeks from the date of order under any circumstances. The O/o Commissioner, Indore reserves the right to extend the delivery period, in the interest of the O/o Commissioner, Indore.
- (xi) All ordered PC should invariably be warranted for a period of three years and Peripherals for one year from the date of successful installation and commissioning.
- (xii) AMC- Post warranty annual maintenance charges on yearly basis for the period of two years after expiry of warranty be quoted separately for the equipment quoted.
- (xiii) Penalty- In case of delay in the execution of the order/ service contract, the O/o Commissioner Indore may as its option either: recover from the manufacturer / dealer as agreed towards liquidated damages a sum @ ½% (half percent) of the price of any equipment/ incomplete task not delivered or attended for a week, or Part thereof subject to maximum of 10% (ten percent). OR Purchase/ hire services from elsewhere on account and at the risk of supplier/ contractor, the not equipment/ incomplete task delivered or attended.

The inner and outer envelopes shall be addressed to the competent authority at the following address:

The Commissioner,
Moti Bunglow, MG Road,
Indore

The Inner envelopes shall also indicate the name, address and Mobile no. of the Bidder to enable the bid to be returned unopened in case it is declared "late."

If the Outer envelope is not sealed and marked, the competent authority will assume no responsibility for the bids, misplacement or premature opening.

Telex; cable facsimile or fax bids will be rejected.

Conditional bids are liable to be rejected.

9. Deadline for Submission of Bids

Bids must reach to the competent authority at the address specified but not later than the time and date specified in the invitation of Bids.

10. Late Bid

Any bid received after the deadline for submission of bids prescribed by the competent authority, will not be accepted and returned unopened to the bidder.

11. Modifications and Withdrawal of Bids

The bidder may modify or withdraw its bid after bid's submission, provided that written notice of the modification or withdrawal is received by the competent authority prior to the deadline prescribed for submission of bids.

BID OPENING AND EVALUATION OF BIDS

12. Opening of Bids

Since it is a Two-bid system, Technical and SECURITY DEPOSIT (BANK DRAFT) envelope will be opened first by the Committee constituted for this purpose. If the technical bid specifications offered, SECURITY DEPOSIT (BANK DRAFT) and deviations asked (if any) are found in order, the Committee will thereafter open the commercial bid only for the eligible bidders.

The Committee will open the bids, in the presence of Bidders' representatives who choose to attend on the date specified at the following location:

The Commissioner,
Indore Division,
Moti Bunglow, MG Road,
Indore

Prospective Bidder representatives shall sign a register evidencing their attendance. In the event of the specified date of Bid opening being declared a holiday for the Office of the Competent Authority, the bids shall be opened at the same specified time and location on the next working day.

In case, the commercial bid is not opened on the same or next day of opening of technical bid, the Committee may decide to open the commercial bid on subsequent dates. In such case the date, time and place of opening of commercial bid will be intimated to the bidders or their representatives.

13. Preliminary Examination

Before starting evaluation, the bids will be examined to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed, and whether the bids are generally in order. In case of computational error the basic price will prevail. In case of error in totals and grand total, the sub total will prevail.

If bid is determined as not substantially responsive, the competent authority will reject it and only the substantially responsive commercial bids will be considered.

The process of evaluation of commercial bid is as follows:

- (i) The Committee, appointed by the Commissioner, Indore, will first verify that the Bank Draft for Bid Security are in order and as per requirement of the bid. The Committee will examine the bid on Eligibility Criteria as specified. The scrutiny of technical proposals will be based on the Evaluation Criteria determined.
- (ii) The commercial bid will be opened only for the proposals, which are found eligible and technically acceptable by the Committee and approved. On the day specified for the opening of bid, the Committee, appointed by the Commissioner, Indore will open the commercial bids of eligible bidders and scrutinize the same minutely.
- (iii) The bidder is required to quote for all the items mentioned in the price schedule/ Lump sum for the number of computers and peripherals. Therefore any bid, which does not indicate price for all the items, and any item which have been left blank, it will be considered that the cost of item has been included in the other items and the total of the price quoted include for all the required items. In case quotation against the complete

product is left blank it will be considered as non-responsive bid and thus liable for rejection.

- (iv) After scrutiny, the O/o the Commissioner, Indore after having examined the proposal may accept the same or accept the bid price of any other bidder found suitable or reject all or any proposal. The decision of the O/o the Commissioner, Indore in this regard shall be final and binding.
- (v) The commissioner's office reserves the right to negotiate the prices with bidder/ bidders.
- (vi) The quantity mentioned in the tender document is as per our estimate only however, The Commissioner's Office Indore reserves the right to place order for the less/higher quantity or segregated delivery schedule depending on the actual requirement. The expected quantity variation may be of the order of +/-50%.

14 **Performance Security & Agreement**

The successful bidder **for New Purchase** shall be required to submit performance security equivalent to 10% of the order value & **for AMC** a performance security deposit of Rs 5,000/- for the satisfactory performance/completion of the complete order (Including warranty/ service contract period), in the form of FDR, in favour of The Commissioner, Indore Division, Indore. An agreement of Annual Maintenance services (AMC) shall be signed with the successful bidder to execute the task of Annual Maintenance of equipments mentioned in Description/ parameter (08) of Technical specification.

15 **Contacting the Competent Authority**

No Bidder shall contact on it's own, the Competent Authority on any matter relating to its bid, from the time of the bid opening to the time the contract is awarded. Any effort on part of a Bidder to influence the Competent Authority or members or Technical/Monitoring committee, in its decisions on bid evaluation; bid comparison or contact award may result in rejection of the bidder's bid.

The Commissioner, Indore does not bind themselves to accept the lowest or any other tender and reserve the right to accept or reject any or all the tender in full or in part without assigning any reason.


Commissioner
Indore Division, Indore

TECHNICAL SPECIFICATIONS

| Description/ Parameter | Specifications Required | Specification Offered (To be filled in by the Vendor) |
|---------------------------|--|--|
| 01 | <p>Desk Top Computers Microprocessor AMD Athelon 3200+ Chipset VIA KM266 Pro Memory 256MB PC2700 DDR (333 MHz) Expandability 2 GB, Hard Disk 80 GB IDE/SATA @ 5400 RPM Optical Drive 52X CD-ROM Drive Local Area Network Integrated 10/100 Mbps Ethernet [100BaseTX] LAN Video Memory On-board (up to 32 MB shared memory) Audio On-board (5.1 channel) Keyboard PS/2, 104-key Mouse PS/2, Ball Slots 3 * PCI (32-bit/33 MHz) 1 * AGP slot (4X) Ports 4 * USB v1.1 (Rear) 2 * USB v1.1 (Front) 1 * Serial 1 * Parallel 2 * PS/2 1 * Mic-In 1 * Speaker-Out Monitor 17" Colour Monitor (SVGA) Operating System Windows XP Professional With three years On site warranty</p> | |
| 02 | <p>Desk Top Computer – High End Intel P4 Dual Core 3.00 GHz or more (1 MB L2 cache, 533 Mhz FSB) Windows Vista Premium ready logo. 945G 512 MB (DDR2) 400 Mhz RAM, upgradeable to 2 GB 80GB 7200 RPM SATA HDD 52 X DVD combo Integrated 10/100/1000 Network Integrated Card (NIC) On Board Graphics On Board Sound PS/2 Black 104 Keys Keyboard Black PS/2 Optical Mouse 2 nos PCI, 8nos USB 2.0, 1serial, 1 Parallel, 1 PS/2, Mic-In, Speaker port both at Front & Back 17" TFT Monitor</p> | |
| 03 | 24 port switch (Managed) | |

| | | |
|----|--|--|
| 04 | <p>Wireless Router Standards: IEEE 802.3, IEEE 802.3u IEEE 802.11g, IEEE 802.11b Ports / buttons: Internet one RJ 10/100 RJ-45 port for cable / DSL modem LAN four 10/100 RJ-45 Switched ports Power port, Secure Easy Setup button, Reset button LEDs : Power, DMZ, WLAN, LAN (1,2,3,4)Internet Dimensions (WXHxD) 7.31"x1.88"x6.16" (186mmx48mmx154mm)</p> | |
| 05 | <p>Video Phone Supports ISDN and IP network connectivity, 5" (12.8 cm) color LCD TV screen and serial port connection Document camera support Address book dialing PPT presentation support AES encryption standard LDAP (Lightweight Directory Access Protocol) Audio, video and rate automatic adjustment Custom GUI (Graphic User Interface)</p> | |
| 06 | Cat 6 E Cable along with Casing and Capping with Fixing | |
| 07 | MS office 2003 or latest version. | |
| 08 | AMC – Hardware and software support for the Existing Computer Systems (Tenderer Can inspect the site Before Submitting the Bid, Approx 10 Computers, 2 Switch, 2 Laser Printer, 1 DMP) | |
| 09 | Installation as required and maintenance of the same For three Years there After including services like Virus removal, software support etc. | |
| 10 | PCI wireless Ethernet Cards | |
| 11 | Windows XP Professional License | |
| 12 | CBT for Windows Office. | |

With stamp and date


Commissioner
Indore Division, Indore

Price Bid
(To be submitted in separate envelope)

| Particular- Inclusive of 3 years maintenance | Qty | Per Unit cost | Cost with 1 year warranty | Cost with 3 years warranty |
|---|-----------------------------|---------------|---------------------------|----------------------------|
| Desktop AMD (With Windows XP) | 06 | | | |
| Desktop AMD (Without Windows XP) | 06 | | | |
| Desktop PIV- Windows Vista premium ready | 01 | | | |
| 24 port switch (Managed) | 01 | | | |
| Wireless Router | 01 | | | |
| Video Phone | 01 | | | |
| Cat 6 E Cable along with Casing and Capping with Fixing (As per actual) Cable laying charges/ meter Cable casing/capping/ fixing charges/ meter Casing cost 1"/ meter I/O Outlet/ Unit I/O Fixing Charges/ Unit | 01 Bundle | | | |
| MS office 2003 or latest version | 01 | | | |
| AMC – Hardware and software support for the Existing Computer Systems (Tenderer Can inspect the site Before Submitting the Bid, Approx 10 Computers, 2 Switch, 2 Laser Printers, 1 DMP) | LOT | | | |
| Installation as required and maintenance of the same For three Years there After including services like Virus removal, software support etc. | LOT (Bundle cost per annum) | | | |
| PCI wireless Ethernet Cards | 04 | | | |
| Windows XP Professional License | 06 | | | |
| CBT for Windows Office (5 users License) | 01 | | | |

We further confirm our acceptance to the terms & conditions of the tender document.

Signature of the Tenderer

With stamp and date