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नॉर्थ ईस्टर्न इलेक्ट्रिक पॉवर कॉर्पोरेशन लिमिटेड

(भारतसरकारकाउद्यम)

**NORTH EASTERN ELECTRIC POWER CORPORATION LTD
(A GOVT. OF INDIA ENTERPRISE)**

CIN U40101ML1976GOI001658

**OFFICE OF THE EXECUTIVE DIRECTOR (CONTRACTS & PROCUREMENT)
BROOKLAND COMPOUND::LOWER NEW COLONY
SHILLONG-793003, MEGHALAYA**

Website: www.neepco.co.in Email: contract_neepco@yahoo.com FAX: +91 364-2222578

Detailed Notice Inviting Bids

(e-tender)

NIB No. 231, dated:08/03/2017

NEEPCO invites single-stage two envelope e-bids from reputed firms on Open tender basis for **Annual Maintenance Contract (AMC) Services and Support for Desktop Computers** at the Corporate Office of NEEPCO, Brookland Compound, Lower New Colony, Shillong, Meghalaya.

1.0 SCOPE OF WORK:

1.1 The Annual Maintenance Service of Desktop Computer shall cover preventive and corrective maintenance / upgradation / change / replacement / Installation & uninstallation of Operating Systems, Microsoft Office, Acrobat reader, OS patches, Antivirus software etc., in the system as well as backup and restoration of backup as and when required. The Desktop Computer (PC) maintenance shall include maintenance of all the PC Hardware Components and software support as mentioned below:

Sl. No.	Item Details
1.	Hardware Support - including Motherboard, Processor, RAM, HDD, CD -ROM, Combo-Drive, DVD-RW, SMPS, KBD , Mouse and Monitor.
2.	Software Support - includes
	a) Operating System (Windows) Support
	b) Anti-virus Support
	c) MS-Office & Adobe Reader Support.

1.2 During the period of AMC, the Contractor shall correct any faults and/or failures and repair and replace worn or defective hardware spare parts/components of the Desktop PC and also carry out preventive maintenance of the Desktop PC, which include, but not be limited to, inspection, testing, cleaning and dust removal.

1.3 A well-qualified and experience Resident Service Engineer of the Bidder is to posted at the site i.e. in the Corporate Office, NEEPCO, Shillong to carry out the day to day AMC services.

1.4 The detailed scope of work for the Annual Maintenance Contract Services is given under Instruction to Bidders in the Detailed Tender Document.



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2.0 QUALIFYING REQUIREMENTS FOR BIDDERS:

2.1 TECHNICAL:

2.1.1 The bidder should be an Authorized OEM Service provider/Authorized Dealer/Distributor of HP/HCL/Wipro/Dell/Acer (**Supporting document(s) in this regard is to be submitted alongwith the bid**)

2.1.2 The bidder must have successfully completed at least 2 (two) **AMC Services of Desktop Computer** in any State/Central Government Agency/ Public Sector Undertaking (PSU)/Institute/University during the last 5 (five) years wherein, the **minimum numbers of desktop computer is 50 (fifty) Nos. per AMC per year.** (**Copies of End User Certificate/Client or User's Certificate/LOA/W.O./Contract Performance Certificates, etc. to be submitted by the Bidder as supporting document**)

2.2 FINANCIAL:

Minimum Average Annual Turnover (MAAT):

2.2.1 The Bidder should have **Minimum Average Annual Turnover from Maintenance/AMC Work of INR 6.70 lakhs (six lakh and seventy thousand) in the best 3 (three) Financial Years out of the last 5 (five) Financial Years.** Other income will not be considered for arriving at annual turn-over.

2.2.2 Complete Annual Reports along with Audited Balance Sheets for the last 5 (five) financial years as on the date of Tender opening is to be enclosed with the bid.

2.3 GENERAL REQUIREMENTS:

2.3.1 The bidder shall not have been blacklisted by any Government/ PSU in India. Self-declaration to that effect should be submitted along with the Technical Bid.

2.3.2 The bidder should not have any prior Joint Venture / Consortium Agreement with any other bidder(s) who itself is participating in the Tender.

3.0 PERIOD OF THE AMC SERVICES:

3.1 The period of Contract shall initially be for a period of 2 (two) years from the date of taking over of maintenance activity from the Engineer-in-charge after issue of Letter of Intent (LoI). The Contract may however be extended for a further period of 1 (one) year, at the same rates, terms & conditions on mutual consent.

4.0 PARTICIPATION IN THE ONLINE BIDDING:



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4.1 Minimum system requirements:

For participating in e-tendering / e-Auction, bidders are to ensure that their PC has the following minimum requirements.

- Internet Connection - Minimum 256 kbps
Web browser - Internet Explorer E 9 & above, Firefox (13.0 & above),
Chrome (20.0 to 41.0)
Operating System - Window Vista / Windows 7 / Windows 8 / Windows 10

For Internet Explorer Users:

- 1) To check whether the Digital Certificate is installed or not in your browser: (Tools -> Internet Options -> Content -> Certificates).
- 2) Ensure to enable Active-X Controls & Plug-ins. (Tools -> Internet Options -> Security Custom Level).
- 3) Check Digital certificate - Open internet explorer > Tools Menu or (Press Alt+T on your keyboard) > Internet option > Content > certificate > double click on your certificate (a certificate window will appear) > go to certification path > check the certificate status > it should come as "The certificate is OK". (System should place Client URL in trusted zone as soon as the URL is executed by the vendor.)
- 4) If the system prompts any message for system patch like CAPICOM do install the same.

For Google Chrome Users:

- 1) User has to install "Java Runtime Environment (JRE)" for Google Chrome & Mozilla Firefox Browsers to access this URL.
- 2) System will instruct you to follow the steps which should be followed by the user.
- 3) For Plugins in Chrome Browser (Go to Settings > Show advance settings > Click on "Content Setting" Button in Privacy Settings > Click on Disable Individual Plug-ins.

For Mozilla Firefox Users:

- 1) For Plugins Go to tools > Add-ons > Click on "Disable" Button to enable Java plug-in: "Java(TM) Platform SE 6/7".
- 2) User has to install "Java Runtime Environment (JRE)" for Google Chrome & Mozilla Firefox Browsers to access this URL.



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- 3) System will instruct you to follow the steps which should be followed by the user.
- 4) Once you completed this process, and still you are not able to login in Mozilla or Chrome browsers then request to contact the service provider.
- 5) You can refer Minimum System Requirement document which is available on homepage of website.

It is suggested that Internet Explorer is used as the browser for ease of operation.

4.2 PORTAL REGISTRATION:

The bidders intending to participate in the e-tendering and to download the detailed bid document have to register themselves in the portal <https://neepco.abcprocure.com>. The Bidders who have already registered in NEEPCO's e-tendering portal having valid registration need not to register again. However, such bidders are to ensure that their registration in the e-tendering system is valid till the completion of the entire bidding process of the relevant NIB.

4.3 PROCEDURES FOR REGISTRATION IN THE e-tendering PORTAL ARE AS UNDER:

The fees for Bidder Registration in the portal is Rs. 3000.00 (Rupees three thousand) only per year (Non-refundable).

Step-1: Visit the e-tendering portal <https://neepco.abcprocure.com>

Step-2: Click on new Register and submit the online Form for company /bidder details required. Already registered bidder having a valid registration may directly log-in to the e-tendering portal.

Step-3: The bidder has to map the digital certificate (Class-II or Class -III Signing & Encryption Certificate) with his login-id as per the name of the registered company for approval process. For registration & Digital Certificate related information, the bidders may contact the Service Provider at:

E-Procurement Technologies Limited (ETL)

Mr. Himalaya Vaishnav

Phone No.: +91-79-40016866/38/21/18

Mobile No.: +91-9099090830

Email info@abcprocure.com

Step-4: Payment for Bidder registration in the e-tendering portal:



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Bidders shall make payment of non-refundable Bidder registration fee of Rs.3000.00 (Rupees Three thousand only) in the following account.

Name of account : E Procurement Account, NEEPCO Ltd.,

Account No : 913020005982636, Axis Bank, Shillong.

IFS Code : UTIB0000270

Step-5: After payment of bidder registration fee, the scanned copy of payment receipt should be sent along with the bidder's details at email id: contract_neepco@yahoo.com, contract@neepco.co.in to advise the service provider for approval of the Bidder.

Step-6: On approval of the bidder in the system, e-mail will be sent by the Service provider to the Company/bidder regarding their bidder profile activation. The registration is valid for one year once bidder profile is activated.

- 4.4** The bidders are requested to get themselves registered well in advance and no extra time will be considered for submission of bids for the delay in on-line Bidder Registration, if any.
- 4.5** For any clarification related to terms and conditions of Bid Document, bidders are requested to forward e-mail clearly stating their queries to tendering authority at e-mail id : contract_neepco@yahoo.com, contract@neepco.co.in. Bidder may contact in regard to the instant NIT at **0364-2503346**.
- 4.6** For any clarification related to procedure for bid submission, online furnishing of clarification in e-procurement portal etc, bidders may contact:

E-Procurement Technologies Limited (ETL)

A - 201-208, Wall Street - II / Opp. Orient Club

Nr. Gujarat College / Ellis bridge, Ahmedabad - 380015.

Gujarat, India

Tel: +91-79-400168 52/65/79/16/37/14/86/67/35

Cell: +91-93745 19729| +91-93286 57215

Support Help-Desk No. at NEEPCO Shillong:

Tel: 0364-2507270/8974665789

Mail: support.neepco@abcprocure.com|support@abcProcure.com

4.7 Procedure for payment of Bid Fee :



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Bidders shall make payment of non-refundable **bid fee** of **INR 500.00**(Indian Rupees Five Hundred) only at the following Account:

Name of account : **E Procurement Account, NEEPCO Ltd.,**
Account No : **913020005982636, Axis Bank, Shillong.**
IFS Code : **UTIB0000270**

During payment of bid fee, Bidders shall clearly indicate the NIB No. against which the bid fee is paid.

4.8 Bidders shall prepare and submit their bids in the electronic form in

<https://neepco.abcprocure.com>. Online bidding forms will be available in the above website.

4.9 Conditions for Micro & Small Enterprises (MSEs) :

4.91 The bidders participating as Micro/Small Enterprises (MSE) shall submit an Undertaking in the prescribed format (Form XII) declaring the status of their firm under the provisions of Micro and Small Enterprises along with a copy of the relevant document/ certificate issued by any of the Authority mentioned below:

- District Industries centers
- Khadi and Village Industries Commission
- Khadi and Village Industries Board
- National Small Industries Corporation (NSIC)
- Directorate of Handicrafts and Handloom
- Coir Board
- Any other Body specified by Ministry of Micro, Small and Medium Enterprises

4.92 Any other Body specified by Ministry of Micro, Small and Medium Enterprises. The MSEs owned by Scheduled Caste (SC) & Scheduled Tribe (ST) entrepreneurs, the SC/ST certificate issued by District Authority must be submitted in addition to certificate of registration with any one of the agencies mentioned above. The bidder shall be responsible to furnish necessary documentary evidence to ascertain that the MSE is owned by SC/ST. MSE owned by SC/ST is defined as : a) In case of proprietary MSE, proprietor(s) shall be SC /ST b) In case of partnership MSE, the SC/ST partners shall be holding at least 51% shares in the enterprise. c) In case of Private Limited Companies, at least 51% share shall be held by SC/ST promoters.



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- 4.93 The registration certificate issued from any one of the above agencies must be valid as on close date of the tender. The successful bidder should ensure that the same is valid till the end of the contract period.
- 4.94 The MSEs who have applied for registration or renewal of registration with any of the above agencies/bodies, but have not obtained the valid certificate as on close date of the tender, are not eligible for exemption/preference.
- 4.95 The MSEs registered with above mentioned agencies/bodies are exempted from payment of Bid Fees and Earnest Money Deposit(EMD).**
- 5 Submission of bids shall not automatically construe qualification for evaluation.
- 6 The Purchaser reserves the right to reject any or all bids, or to annul the bidding process and reject all the bids, without thereby incurring any liability to the affected bidders, nor does it have any obligation to inform the bidders of the ground for such action on the part of the Purchaser.
- 7 SUBMISSION AND OPENING OF BID:**
- Bidders shall prepare and submit their bids in the electronic form in <https://neepco.abcprocure.com>. Online bidding forms will be available in the above website.
- Bidders may view the tender opening results of techno-commercial and price bids in <https://neepco.abcprocure.com> by marking their presence
- 8 BIDDING PROCEDURE:**
- The Bidder shall submit the Bid under the Single-Stage Two-Envelope bidding system in electronic form as follows:
- Envelope No. 1:** Techno-Commercial Bid.
- Envelope No. 2:** Shall contain Price Bid. Price Bids of only those Bidders who qualify in Techno-Commercial evaluation shall be opened.
- 9 BID SECURITY/EARNEST MONEY:**
- Bid security/Earnest Money Deposit (EMD) shall be **Rs.18,000/-** (Rupees Eighteen Thousand only). The amount of bid security may be paid /deposited as per procedure given in the detail bid document.
- 10 BID VALIDITY :** The Bid shall be kept valid for 180 (One Hundred and Eighty) days from the date of opening of techno-commercial bids



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11 BIDDING TIMELINE:

a)	Start Date & Time for Downloading of Tender Document	:	Date: 09/03/2017 from 11:00 Hours
b)	End Date & Time for receipt of Queries from the bidders	:	Date: 29/03/2017 upto 17:00 Hours
c)	End Date & Time for Downloading of Tender Document	:	Date: 05/04/2017 upto 13:00 Hours
d)	Start Date and Time for online submission of bids	:	Date: 09/03/2017 from 11:00 Hours
e)	Close Date and Time for submission of bids	:	Date: 05/04/2017 at 14:00 Hours
f)	Opening of Techno-Commercial Bid	:	Date: 05/04/2017 at 16:00 Hours

In the event, the last date specified for submission of bids and date of opening of bids is declared as a closed holiday for NEEPCO, the bids shall be submitted as per stipulated time and date, however, the date of opening of bids will be the following working day at the appointed times.

12 Bidders are requested to visit <https://neepco.abcprocure.com> and <http://www.neepco.co.in> regularly for any modification/clarification/amendment of the bid document.

13 Submission of bids shall not automatically construe qualification for evaluation. NEEPCO reserves the right to reject any or all bids, or to annul the bidding process and reject all the bids, without thereby incurring any liability to the affected bidders, nor does it have any obligation to inform the bidders of the ground for such action on the part of the Purchaser.

Sd/-

General Manager, i/c C&P
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