



ISO 9001-14001
OHSAS 18001

नॉर्थ ईस्टर्न इलेक्ट्रिक पावर कॉर्पोरेशन लिमिटेड
North Eastern Electric Power Corporation Limited
(भारत सरकार का उद्यम) / (A Govt. of India Enterprise)
135 मे.वा. अगरतला गैस टरबाइन कंबाइंड साइकिल पावर प्लांट
135 MW Agartala Gas Turbine Combined Cycle Power Plant
अनुबंध एवं खरीद: प्रचालन स्कंध/Contract & Procurement /Operation Wing
रामचन्द्र नगर, त्रिपुरा (प) / Ramchandra Nagar, Tripura (W) - 799008



No. NEEPCO/AGTCCPP/C&P/T-75/2017-18/252

Dtd. 10/08/2017

NOTICE INVITING TENDER No.26
NEEPCO/AGTCCPP/C&P/2017-18/NIT-26 Dated 10/08/2017

Sealed Quotations with 90(Ninety days) validity are invited from reputed Firms/Companies/Authorised Dealers/ Service Providers having experience for executing Annual Maintenance Contract for Computers & Printers.

Location : AGTCCPP, NEEPCO, Ramchandra Nagar, Agartala, Tripura (W), **Period: one year**

The tender may be downloaded from NEEPCO's website www.neepco.co.in

Description of Items	Quantity
Annual Maintenance of PCs	45 Nos.
Annual Maintenance of Printers	30 Nos.

Estimated Annual cost of tender is Rs. 1,21,000/- (Rupees One lakh Twenty One Thousand) only.

GENERAL TERMS & CONDITIONS:

1. Scope :

- I. To provide Annual Maintenance Contract Service for 45 PCs and 30 Printers installed at AGTCCPP, NEEPCO, Ramchandra Nagar, Agartala, Tripura (W) for a period of 1(one) year .
- II. The list of Printers are available at **Annexure I**
- III. The list of spares to be replaced in a Printer during AMC is present at **Annexure II**.
- IV. The list of PCs is available at **Annexure-III**
- V. The AMC is for Hardware support only.
- VI. Annual Maintenance Service shall include preventive and corrective maintenance of both PCs & Printers for trouble free operation. The Printer hardware shall include all the items in a printer other than consumables i.e. Teflon sheet, cartridges, toners and ribbons etc.
- VII. The Contractor shall correct any faults and/or failures in the PC and Printer and repair and replace worn out defective parts of the same. In case where unserviceable parts of the PC/Printer need replacement, the Contractor shall replace such parts immediately at no extra cost to the Customer. All parts to be replaced by the Contractor must be of the same or better configuration duly approved by the Engineer-in-Charge
- VIII. Preventive maintenance shall be done by the Contractor for all the Computer Printers and PCs once in every 3(three) months. This shall include, but not be limited to, inspection, testing, cleaning, dust removal and any related software support (supporting Drivers etc.).
- IX. The contractor shall provide a minimum stock of spares of both PC/Printer at AGTCCPP so as to reduce the downtime for effective maintenance at no extra cost to the Corporation.
- X. The contractor will attend all calls from Monday to Saturday within a period of 2(two) days only after registering of call (both telephonic or otherwise) with Vendor except intervening Sundays and any other holidays declared by the customer. The Service Engineer shall provide repair and maintenance service, in response to complaints as far as possible, The repairs shall be carried out on-site itself. However, in case the Printer/PC is taken to the workshop, the Contractor shall provide a stand-by for the same at no extra cost to the Corporation within a period of 04(four) days from the date of lodging of complaint.
- XI. In case standby PC/Printer is not provided, and the item is not usable beyond a maximum downtime of 04(four) days, the Contractor will be liable to pay a penalty of ₹100/- (Rupees one hundred) only per day against each non-functional PC & Printer against which complaint has been lodged. The amount of penalty will be recovered from the bill amount raised by the contractor.
- XII. A complaint shall be considered as closed upon proper working of erring PC/Printer and on satisfaction of Engineer-in-Charge. A call complaint completion record to this effect duly countersigned by the Engineer-in-Charge or his representative is needed to be maintained for each call by the contractor for clearance of bills.

- XIII. The Contractor shall not sub-contract the hardware maintenance job to any Agency without prior approval of the Consumer.
- XIV. As far as possible originality of the parts/equipment in the machines is to be ensured. In case of replacement, the items need to be replaced with original/genuine parts/components of the same brand and quality. In case, the same brand and quality is not available, a same or better quality compatible unit is to be provided.
- XV. The parts of Printers and or from PCs, which have been replaced/ repaired, shall also become the property of the Customer. Broken and burnt parts /components of PC Printer shall not be covered under AMC.
- XVI. All PC/Printers have been kept in rooms with Air Conditioning System having conditioned power supply(UPS).

NOTE FOR BIDDERS :

- a. All the PCs and Printers are in working conditions.
- b. The scope is tentative in nature.
- c. Bidders are to submit Deviation Statement from the scope and explicitly indicate alongwith prices for repairing activities of PCs and Printers in addition to the routine activities for ensuring the healthiness and availability of the same.
- d. Bidders are requested to visit the site and take stock of all the Printers and PCs since they do not belong to a particular brand and have different hardware configurations.

2. TECHNICAL TERMS & CONDITIONS :

- i. The Bidder should be a Service Provider/Authorised Dealer/ Franchisee/Distributor of Lenovo/HP/HCL/WIPRO/Dell/Acer (supporting document(s) in this regard in the field of AMC is to be submitted along with the bid)
- ii. The bidder must have successfully completed atleast 2(two) AMC Services of Desktop Computer & Printer 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/Work Order/Contract Performance Certificate etc. to be submitted by the Bidder as supporting Document).**This condition is mandatory since it shall have bearing on the qualification criterion.**
- iii. The firm must have expertise in on-site maintenance and repair of desktop computers, printers, alongwith the peripherals and other hardware accessories.
- iv. The Bidders are to assess and maintain minimum inventory at the disposal of Engineer-In-charge and updated in every quarter.

3. Other Terms & Conditions for awarding the AMC shall be as below:-

- (i) The tenure of the contract will be initially for a period of one year. The contract may be extended for a further period of two years, on year to year basis, as mutually agreed upon, subject to satisfactory performance. The rates quoted will remain in force for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period.
- (ii) In case of the contractor backs out during the contracted period without any explicit consent/reasons of this department, the firm would be liable for recovery on prorata basis at higher rates to be mutually decided , vis-a-vis, for the contracted amount. The expenses incurred in the process for maintenance by the Department for the balance period of contract through alternative means shall be recovered from the CPG and subsequently delisted from NEEPCO.
- (iii) The contractor shall be responsible for any loss or damage caused to any of the machines owing to negligence on their part. The contract will be on comprehensive basis inclusive repairs and replacement of spare parts without extra payment.
- (iv) **The contract as a whole or part thereof is non-transferable.**

4. FINANCIAL TERMS & CONDITONS

- i. The rate may be quoted on comprehensive basis for the computers and printers etc. The rates quoted should be exclusive of Taxes, if applicable.
- ii. The Lowest Bidder (L-I) shall be determined on the basis of the grand total of rates quoted for all items commensurating with the requirements suiting NEEPCO.
- iii. The bidder should produce the self attested photocopies of related documents, PAN Card, GST number etc.

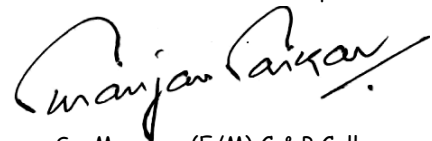
- 5. Earnest Money : Rs.2420.00 (Rupees Two Thousand Four Hundred Twenty)** only to be submitted along with the offer in the form of **Call Deposit / Demand Draft** Drawn in favour of '**North Eastern Electric Power Corporation Ltd.**' and payable at 'Agartala' from any Nationalized / Scheduled Bank, failing which their

quotation shall not be considered. If a bidder withdraws the tender while it is under consideration or, after placement of order, the bid security /EMD shall be forfeited along with other action as the Corporation deems fit. The EMD of all unsuccessful bidders shall be returned only after placement of order with the successful bidder.

6. **Payment** : No advance payment in any case would be made. Payments shall be made on quarterly basis by NEFT/RTGS only after deduction of taxes and other dues, if any, on satisfactory rendering of services.
7. If the bidder is eligible for any kind of exemption/ concession from state Govt. / Central Govt. the bidder shall furnish documentary evidence to consider the same.
8. **Last Date and Place for submission of Bid:** The bidder shall submit their Quotation and EMD in a Sealed Envelope. These shall be received till 12:00 hrs. of 11-09-2017 at O/o the Sr. Manager (E/M) C&P Cell, AGTCCPP, NEEPCO and shall be opened at 15:00 hrs. of the same day i.e. on 11-09-2017. In case 11-09-2017 is a holiday, the Quotation shall be opened on the next working day at 15:00 hrs. Quotations send by FAX shall not be considered.
9. **All bids should be neatly typed out. Hand written bids / Quotations send by FAX & E-MAIL would not be accepted. Un-signed bids would not be considered.**
10. **Quantity:** The undersigned reserves the right to reduce or increase the number of items offered for maintenance contract during the currency of the AMC,
11. The Bidders are requested to note that participation in the bid shall be taken as acceptance of the terms & conditions as stated above. In case any condition(s) is/are not acceptable to the bidder, the same should be mentioned in the offer/quotation in clear terms.
12. Deviation if any from the standard specification must be clearly reflected in a separate attachment along with bid documents with proper reasoning (Necessary supporting documents to be placed if available from the manufacturer.
13. **Performance Guarantee:** The successful tender/firm will be required to furnish Performance Guarantee in the name of NEEPCO Ltd., for an amount equal to 10% of the contract value which will be released to the contractor on successful completion of the contract.
14. **Penalty for delayed Service:** The AMC will include rectification of all Hardware and Software problems. The engineer(s) will have to ensure that all calls are attended within 2 (Two) days normally. . In Case of failure to do so, a penalty will be charged for downtime at the rate of Rs. 100/- (Rupees One hundred only) per day or part thereof beyond the demarked time limit of 4 (four) days from the time a complaint was lodged). In case of exigency and nature of the problem and merit of the case penalty will be decided by the Engineer-In-Charge.

The Corporation reserves the right to change/modify the requirements or to postpone/accept or reject the tender in full or part of this Notice or cancel without assigning any reason thereof and is not bound to accept the lowest offer.

For & on behalf of North Eastern Electric Power Corporation .Ltd.



Sr. Manager (E/M) C & P Cell
AGTCCPP, NEEPCO Ltd., R.C.Nagar

ANNEXURE-I

<u>LIST OF PRINTERS</u>		
<u>Sl.No.</u>	<u>Make & Model</u>	<u>Serial No.</u>
1	HP Laser Jet P1007	VNFNS37224
2	HP Laser Jet P1007	VNFNS46778
3	HP Laser Jet P1007	VNFNP24944
4	HP Laser Jet P1007	VNFP24422
5	HP Laser Jet P1007	BNF4317426
6	HP Laser Jet P1007	VNF4K19398
7	HP Laser Jet P1007	VNFX56786
8	HP Laser Jet P1007	VNFNP24422
9	HP Laser Jet P1007	VNF6F19789
10	HP Laser Jet P1010	SGFBD43167
11	HP Laser Jet P1007	VNF4100852
12	HP Laser Jet P1008	VNF5M32049
13	HP Laser Jet P1008	VNF3233213
14	HP Laser Jet P1015	SGFBM76301
15	HP Laser Jet 1015	SGFB013941
16	HP Laserjet P1015	SGFBJ06951
17	Hp Laser Jet 1015	SGFB106951
18	HP Laser Jet P1505n	CNC2310408
19	HP Laser Jet 1020 Plus	VNC3809901
20	HP Laser Jet 1020 Plus	VNC3659206
21	HP Laser Jet 1020 Plus	VNC3667166
22	HP Laser Jet 1020 Plus	VNC3667168
23	HP Laser Jet 1020 Plus	VNC3659549
24	HP Laser Jet 1022	VNRJ79V192
25	HP Laser Jet P1108	VNF3222657
26	HP Laserjet P1108	VNF3222685
27	HP Laserjet P1108	VNF6802147
28	HP Laserjet P1108	VNF4834119
29	DMP TVSMSP 455	JBE2HD030803
30	HP DeskJet 4268	TH7AA62398

ANNEXURE-II**LIST OF PRINTER SPARES TO BE REPLACED DURING AMC**

Nos.	Description of items along with specifications	Brand Name
1.	Mechanical parts, Scanner, Logic Card, Power Supply Unit, PickUp Roller/Motor, etc.	HP LaserJet
2.	Print head stepper motor, Belt, Stabilizer Bar, Paper Tray/feeder, Rollers, Paper feed stepper Motor, Power Supply Unit, Logic Card.	HP Inkjet/Deskjet
3.	Mechanical parts, Logic Card, Power supply, Carriage Assembly, Belt, Rollers.	TVS

ANNEXURE-III

LIST OF COMPUTERS

Sl. No.	PC Desp.	PC Sl.No.	Description	Monitor
1	PCS AMD	5505947	AMD 1 GB of RAM	IBM CRT
2	PCS	5S59894	Pentium - 4 , 1 GB RAM 80 GB HDD	HCL Black CRT
3	PCS icon	5S59887	Pentium P4 512 MB	HCL Black CRT
4	PCS	5S59891	Pentium P4 512 MB	HCL TFT 18"5 (LED)
5	HP Desktop PC	INA03406DG	HP Core i3 2 GB RAM/500 GB HDD	HP 20" LED
6	HCL core i3	7101AC045578	Intel ® core i3,	HCL TFT
7	HCL core i3	7101AC045605	do	HCL TFT
	HCL Infinity Pro BL 1355 , Core i3 03 Nos.			
8	HCL	1121AA122013	Core-i5 1 GB of RAM 320 GB HDD	HCL TFT (LED),18.5'
9	HCL Black core i5	1121AA122819	do	HCL 18'5 LED
10	HCL	1121AA120971		HCL (White) CRT
	HCL Infinity L A350 Tru,Core i3, 05 Nos.			
11	HCL	3123AA339946	HCL Core i3 2 GB of RAM	HCL TFT 18"5
12	HCL	3123AA339946		HCL LED 18'5 TFT
13	HCL Black	3123AA339942		HCL 18'5 LED TFT
14	HCL Black	3123AA339902	do	HCL Black TFT 18'5 LED
15	HCL	3123AA339915		HP TFT 20" (LED)
	HCL Infinity LA 380 Series, 02 Nos.			
16	HCL	3123AA346913		HCLTFT 18"5 (LED)
17	HCL Black	3123AA346912		HCL 18'5 LED TFT
	HCL VC PC , 01 No.			
18	HCL Core i5	4123AA365730	Intel ® Core i5	HCL TFT 18"5
	HCL Infinity MA 375, 06 Nos.			
19	HCL Black	1131AA402249	Core i5 2 GB RAM 320 GB HDD	AOC TFT 18"5 (LCD)
20	HCL	1131AA402188		HCL LED 20"
21	HCL	1131AA403567	do	HCL TFT 18"5 (LED)
22	HCL	1131AA402245		HCL TFT 18"5 (LED)
23	HCL	1131AA402244		HCL TFT 18:5 (LED)
24	HCL core i5	1131AA402247		HCL TFT 18"5 (LED)
25	HCL Black	3121AA167497	Intel® core i3 2 GB of RAM 500 HDD	HCL Black 20" (LCD)
26	HCL Infinity Core i3,	5133AA620483	Intel corei3,2GB, 500 GB	HCL TFT 18.5
27	HCL Infinity Core i5	C133AA777237	Intel Core i5,2GB, 500 GB	HCL TFT 18.5 LED
28	HCL Infinity Core i5	C133AA777228	do	HCL TFT 18.5 LED
29	HCL Infinity Core i5	C133AA777226		
30	HCL Infinity Core i5	C133AA777224		
31	do	C133AA777249		
32	HCL Infinity Core i5	C133AA777210	Intel Core i5, 2 GB 500 GB	HCL TFT 18.5 LED
33	do	C133AA777220	do	do
34	HCL Infinity Core i5	C133AA777185	HCL Core 5,4GB, 500 GB HDD	HCL TFT 18.5 LED
35	HCL Infinity Core i5	C133AA777214		do.
36	HCL Infinity Core i5	C133AA777219		
37	HCL Infinity Core i5	C133AA777240		
38	HCL Infinity Core i5	C133AA777252		
39	HCL Infinity Core i5	4133AA619472		
40	HCL Infinity Core i5	4143AA832820		
41	HCL Infinity Core i5	9123AA455636		
42	HCL Desktop PC	3133AA587698	Core i5 third Generation, 4GB RAM, 500GB HDD	HCL 18.5 TFT
43	HCL Desktop PC	C133AA775124	Core i5 third Generation, 4GB RAM, 500GB HDD	
44	HCL Desktop PC	C133AA775121	Core i5 third Generation, 4GB RAM, 500GB HDD	
45	HCL Desktop PC	C133AA775123	Core i5 third Generation, 4GB RAM, 500GB HDD	