



नॉर्थ ईस्टर्न इलेक्ट्रिक पॉवर कॉरपोरेशन
(भारत सरकार का उपक्रम)

NORTH EASTERN ELECTRIC POWER CORPORATION LIMITED

(A GOVT. OF INDIA ENTERPRISE)

OFFICE OF THE COORDINATOR NEEPCO: NEW DELHI

CIN - U40101ML 1976GOI001658

NOTICE INVITING TENDER

NIT NO. NEEPCO/ND-117/2330 DATED: 02.02.2016

Sealed tenders are invited in two parts by the undersigned on behalf of North eastern Electric Power Corporation Ltd., from eligible and reputed firms for Annual Maintenance Contract for Computers, Printers and other related IT peripherals installed in offices / guest houses under The Coordinator NEEPCO, New Delhi/Guest Houses

Name of work	Earnest Money deposited (EMD)	Bid validity	Cost of bid Documents
Annual Maintenance Contract of Computers, Printers and other related IT peripherals.	Rs. 5000/-	180 (one hundred eighty) days from the date of bid opening	Rs. 500/-

SCOPE OF THE WORK:

The Scope of the work includes maintenance of hardware and software installed in the PCs and any maintenance of all other IT equipments and peripherals excluding those related to maintaining of the IT network of offices / guest houses of The Coordinator NEEPCO, New Delhi. The work includes:

- Preventive maintenance, which includes identification and trouble shooting of the all systems and sub systems listed in Annexure –I.
- Corrective and remedial maintenance, which includes replacement of each and every malfunctioning part of Computer, printers and related items listed at Annexure-I required for proper functioning of all systems and sub systems. Replacement of malfunctioning parts of Computer, printers and related items like Hard Disk, Floppy Drive, CD/DVD Reader/Writer, Mother Board, Keyboard, Mouse, Printer Heads, Fuser assembly, roller drums, data cables, scanning unit, network switch, switch mode power supply(SMPS), display card etc are also included in the scope of the work. The AMC covers maintenance and servicing of the PCs, Scanner, printer, Networking Switches, Ups System and LAN Maintenance and exclude the parts & other hardware cost, printer head, cartridges, encoder and Teflon etc.

- c) The software maintenance includes operationalising, loading/reformatting of system with software like Windows, XP, Vista, Windows 7, Windows 8, Microsoft Office, software, Browsers like Internet Explorer, Chrome, Mozilla etc. and Mailing Software like Antivirus software, Data retrieval and installation/removal of any other software purchased by NEEPCO, from time to time. It also includes removal of virus and reinstallation of software, if corrupted.
- d) The quoted rates shall be item rate. The numbers of Computers / Peripherals may increase or decrease during the contract period. The AMC Value shall be adjusted accordingly based on actual machine availability during the month.

II. PERIOD OF CONTRACT:-

The period of the Contract shall be for 3(three) years from the date of issue of the order.

III. PAYMENT TERMS: -

The Contractor shall raise monthly bill in triplicate against the works carried out during the preceding month. Payment shall be released by the Corporation on satisfactory completion of the maintenance activities by the Contractor duly verification by authorized representative of NEEPCO.

IV. QUALIFYING CRITERIA:

Firms having at least 3 (three) years of experience of similar works in CPSEs shall be given preferences.

The following documents are to be submitted along with the bid document.

- (i) Copy of valid Trade License.
- (ii) Copy of Income Tax PAN card.
- (iii) Copy of valid Service Tax registration.
- (iv) Copy of relevant Experience of performing similar nature of jobs.
- (v) List of Engineers / Technicians available with their qualifications and details.

A Check list is appended at Annexure – II. Firms who qualifies as per the check list will only be considered for opening of price bid.

All documents are to be self attested, failing which the bid will not be considered for evaluation. (Price Bid Opening)

TERMS & CONDITIONS:

1. The maintenance contract will be for a period of 3 (three) year. However, in case of non fulfillment of the agreed terms & conditions during this period, or in case of unsatisfactory performance, the contract may be terminated at any time during the contract period without prior notice.
2. The AMC charges shall be paid monthly after successful completion of every month.

3. A service registrar to be maintained to be signed by both the parties. This will be countersigned by Sr. Mgr. (HR) on every fortnight.
4. The items rates during the whole period of contract is firm and not subjected to any escalation whatsoever.
5. All problems in computers & peripherals shall be attended by competent engineer of the firm immediately but not beyond 2 (two) hours.
6. A standby machine to be placed as replacement against any faulty machine.
7. Regular preventive maintenance once in 20 days for each unit which includes virus cleaning, defragmenting, inside & outside cleaning, oiling of moving parts shall be done. (A service card will be maintained by the Vendor and handed over to Service Engineer which will be signed by the authorized representative of NEEPCO after completion of work) besides the service registrar.
8. The use of the equipment shall be under customer's (NEEPCO's) exclusive management and control.
9. The contract does not cover repair of damaged equipment/machinery resulting from act of God, fire, burglary, accidents including damage in transportation or shifting done by customer or any other break down due to mishandling of the equipment Covered under the contract or any other untoward and/or unforeseen circumstances which is not a part of normal wear and tear of the equipments or machinery.

V. BIDDING PROCEDURE:-

The Bid shall be submitted in 2 (two) envelopes :

- (A) The first envelop will contain the check list, documents mentioned at IV (i to v)
- (B) The 2nd envelop shall contain the item wise rates.

1. The EMD submitted shall be in the form of DD/Banker cheque from a Scheduled/Nationalized Bank drawn in favour of NEEPCO Ltd. Payable at SBI, Bhikaji Cama place New Delhi, (Branch code No. 07755). Bids supported by insufficient EMD / no EMD will be summarily rejected.
2. The complete filled up detailed bid document shall be submitted personally or registered to the Sr. Manager(HR), O/o the Coordinator NEEPCO ,15th NBCC Tower, UG Floor, Bhikaji Cama place, New Delhi -110066.

All the pages of the Document must be duly signed by the bidder giving his full credentials.

3. The Corporation is not liable for any Postal delay or non receipt of the Documents sent through posts. Bid documents sent through e-mail/ fax will not be accepted.

4. Detailed Bid documents can be obtained from the Office of the Coordinator NEEPCO Ltd., UG Floor, 15th NBCC Tower Bhikaji Cama place, New Delhi -110066 or downloaded from our website www.neepco.gov.in and submitted to the Sr. Manager (HR) Office of the Coordinator NEEPCO Ltd., UG Floor 15th NBCC Tower, Bhikaji Cama place, New Delhi -110066 by paying a bid fee of Rs 500.00 (Rupees Five Hundred only). For downloaded bids, the bid should accompany the bid fee of Rs.500/- by DD/ BC payable to NEEPCO Ltd., New Delhi.

VI. NIT will be received & opened as per following schedule:-

Last date , time & place of submission of bid	Date , time & place of opening of bid
Up to 1300 Hrs of 22 nd feb' 2016 in the O/o the Coordinator NEEPCO Ltd.,UG Floor,15th NBCC Tower, Bhikaji Cama place, New Delhi -110066.	On 22 nd Feb'2016 at 15:00 Hrs in the O/o the Coordinator NEEPCO Ltd.,UG Floor, 15th NBCC Tower, Bhikaji Cama place, New Delhi -110066. in presence of bidders or their authorized representative, if there be any

VII.CANCELLATION OF TENDER:

NEEPCO reserves the right to reject any or all bids or cancel/withdraw the invitation for bids / NIT without assigning any reason thereof and in such case no bidder/intending bidder shall have any claim arising out of such action.

Sr. Manager (HR),
O/o the Coordinator NEEPCO Ltd.,
15th NBCC Tower, UG Floor,
Bhikaji Cama place, New Delhi -110066.

Check List for Annual Maintenance Contract for Computers, Printers and other related IT peripherals installed in offices / guest houses under The Coordinator NEEPCO, New Delhi/Guest Houses

1. D.D towards EMD : DD No. _____ dtd _____ for an amount of Rs. 5,000/-
(Rupees Five thousand only)
2. Quotation submitted in Separate Envelop as
 - (i) Sealed outer Cover (Envelop –I) : Yes / No
 - (ii) Sealed outer Cover (Envelop –II) : Yes / No
3. Validity of quotation as per NIT : Yes / No
4. Submission of the following documents as per NIT
 - (i) Copy of valid Trade License. : Yes / No
 - (ii) Copy of Income Tax PAN card. : Yes / No
 - (iii) Copy of valid Service Tax registration. : Yes / No
 - (iv) Copy of relevant Experience of performing similar nature of jobs. : Yes / No
 - (v) Copies of AMC already undertaken by Bidder in PSUs : Yes / No
 - (vi) List of Engineers / Technicians available with their qualifications and details. : Yes / No
 - (vii) Tax return of last 3 years : Yes / No
 - (viii) Tender documents signed by authorized signatory : Yes / No
5. The documents enclosed in original in the sealed cover
 - (i) Earnest Money Deposit. : Yes / No
 - (ii) Tender documents. : Yes / No

LIST OF COMPUTERS AND PERIPHERALS

Sl. No.	Description	Qty.	Rate (IN Rs.)	AMOUNT (IN RS.)
1.	All-in-One Desktop (HP/Apple)	06		
2.	Desktop (HP/Compaq/HCL/Wipro/Lenovo)	27		
3.	Laptop (Apple/Sony/HP)	03		
4.	Color Laserjet A:4 Printer (HP)	09		
5.	Color Inkjet A:4 Portable Printer (HP)	01		
6.	Color All-in-one Inkjet Printer (HP)	02		
7.	Mon A:4 Laserjet Printer (HP)	08		
8.	Color A:3 LaserJet Printer (Canon)	01		
9.	Fax Machine (HP)	02		
10.	Scanner A:4 (HP)	02		
11.	UPS (10 KVA Liebert)	01		
12.	Access Control System (Honey Well)	02		
13.	Biometric Attendance M/c (Anglo Swiss)	01		
14.	Security Camera & its system (VISTA)			
	Bullet Camera (Sony)	02		
	Fixed Domed Camera (Sony)	02		
15.	Switch (D-Link)			
	48 Ports	01		
	24 Ports	01		
	08 Ports	02		
	Patch Panel	03		
16.	Wireless N300 Cloud Router (D-Link)	04		

Note: All computers and peripherals are connected in LAN.