



नॉर्थ ईस्टर्न इलैक्ट्रिक पावर कॉर्पोरेशन लि.  
(भारत सरकार का उपक्रम)



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

OFFICE OF THE EXECUTIVE DIRECTOR (IT)

(Domestic Competitive Bidding)  
NIB NO. 21 DATED.06.08.2020

The North Eastern Electric Power Corporation Limited (NEEPCO), a Public Sector Enterprise under the Ministry of Power, Government of India invites Single-Stage Two Envelope Bids through online bidding system from eligible bidders for “Technical Support of INGRES Relational Database management System (RDBMS)” in NEEPCO Ltd as detailed below.

Particulars	Value of Earnest Money (EMD)	Bid validity	Cost of Bid Document (Bid Fee)
Technical Support of INGRES Relational Database management System (RDBMS) in NEEPCO Ltd for one (01) year.	INR 14,850.00 (Rupees Fourteen Thousand Eight Hundred and Fifty Only)	180 (One Hundred eighty) days	INR 1000.00 (Rupees one thousand only)

## 1.0 SCOPE OF WORK

- NEEPCO is having Ingres version 10.2 installed in 12 (twelve) distributed locations – Shillong (Corporate Office), D&E Office Guwahati, Corporate Affairs Office New Delhi, KHEP, AGBP, AGTCCP, TGBPP, DHEP, TrHEP, RHEP, PHEP and KaHEP.
- The vendor must provide all types of technical support and maintenance services for Ingres RDBMS at 12 locations (as mentioned above) of NEEPCO for a period of 1 (one) year from the date of commencement of service.
- Any issue related to Ingres while working with ABF (Application by Forms) and Ingres 4GL also needs to be taken care of by the vendor.
- The support services must be available on 24 x 7 x 365 basis across all sites except for scheduled shutdown of systems due to any hardware failure, power failure, operating system related issues.
- In general, the support will be provided remotely. In the first level, telephonic or e-mail support shall be provided. In the 2nd level, if a problem is not solved through 1st level support, remote access will be provided to the concerned support engineer by an IT Official from the respective site/location of NEEPCO.
- However, in case a problem/issue related to Ingres cannot be solved by the vendor remotely, the vendor must make a visit to the respective site. For such visit(s), the travelling expenses will have to be borne by the vendor.
- Apart from the issues/problems, periodical performance tuning and preventive maintenance of the Ingres database must be carried out at all locations. For this purpose, at least two site visits must be made during a year – once in every six months. NEEPCO will specify the location/site to be visited by the contractor/ vendor. The travelling expenses will have to be borne by the vendor.
- If any extra site visit is requested by NEEPCO for preventive maintenance, then NEEPCO will bear the travelling expenses of such visit against one person as per actuals.



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- 1.9 For all site visits mentioned at 1.6, 1.7 and 1.8 above, accommodation at NEEPCO Guest House will be provided to one person free of cost whenever and wherever such facility is available. However, fooding expenses will have to be borne by the vendor.
- 1.10 The vendor shall provide a one-day comprehensive training during the contract year to the IT Engineers of NEEPCO on Ingres database at Shillong or Guwahati.

**2.0 PERIOD OF CONTRACT:** The period of contract shall be 1 (one) year from the date commencement of the service which shall be communicated to the successful bidder upon acceptance of Letter of Intent. Contract period may be extended for one more year or a part of it on mutual agreement of both the parties and as per the same terms and conditions of the bid document.

### 3. TECHNICAL QUALIFYING REQUIREMENTS

- 3.1 The bidder must be a registered company in India registered under Companies Act. Company registration certificate needs to be submitted.
- 3.2 The bidder must be in the business of IT/ Software solutions for at least 5 (five) years calculated as on the on date of floating of NIB. It must have existing support centers/offices in India since last 5 years. PAN Card and / or company registration certificate needs to be submitted in support of existence.
- 3.3 It is desirable that the bidder is an authorized partner/reseller/distributor of the OEM, i.e. Actian. Valid authorization certificate from the OEM should be produced. This is, however, a desirable criteria only and not mandatory.
- 3.4 Partnering with any other organization/ consortium with third party organization will not be allowed.
- 3.5 Must have maintained Ingres RDBMS for at least 2 (two) clients including 1 (one) central/state government department/organization/undertaking during the last 5 years. Work order copy of such contract must be furnished as documentary evidences.
- 3.6 Adequate experience of maintaining Ingres database versions like Ingres 2006, Ingres 9.1/9.2 and Ingres 10.2 on Linux platforms (32-bit/64-bit) is mandatory. Self-declaration by the bidder in this respect must be provided.
- 3.7 The bidder must have at least 2 (two) experienced personnel having 3 (three) years or more experience for Ingres database on Linux platforms. Resumes of the said personnel countersigned by an authorized signatory of the Company need to be produced.
- 3.8 The bidder shall not have been blacklisted by any Government / Government agency in India. Self-declaration to that effect should be submitted along with the technical bid.



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#### 4. FINANCIAL QUALIFYING REQUIREMENTS

##### (i) Minimum Average Annual Turnover ( MAAT)

MAAT in the best 3 (three) financial years out of the last 5(five) financial years, ending 31st March of the previous financial year, should not be less than INR 11,13,800.00 (Rupees Eleven Lakhs Thirteen thousand Eight Hundred) only.

##### (ii) Liquid Asset:

The bidder should have liquid assets or / and evidence to availability of unutilized credit facilities of not less than INR 1,54,700.00 (Rupees One lakhs Fifty Four thousand Seven hundred) only.

The Certificate of Banker regarding the availability of unutilized credit facilities(Fund Based and non-fund based) shall not be dated earlier than 30 (thirty) days prior to the date of opening of bids.

Liquid Asset = Current Asset – (Inventory + Pre-Paid expenses)

##### iii) Net Worth:

The Net worth of the bidder as on last day of the preceding financial year, ending 31st March of the previous financial year shall not be less than 50% of the Paid up Share capital.

The Net Worth shall be calculated based on Subscribed and Paid-up Capital + Free Reserves + Unallocated balance surplus amount of Profit and Loss Account less (a) Expenses not written off (b) Loss in Profit & Loss Account if not reduced from Reserves.

Complete Audited Annual Reports along with Audited Balance Sheets, Profit and Loss Account & detailed Schedule and other financial statements for the preceding 5(five) financial years, ending 31st March of the previous Financial Year, along with Letter of adequacy and commitment from their Bankers/ Financial Institutions of International repute should be furnished along with their bids for evaluating the above financial criteria. In case where the audited results of the preceding financial years are not available, certified financial statements from a practicing Chartered Accountant will be also be considered acceptable.

##### iv) Bid Capacity:

The available Bid Capacity of the Bidder at the time of submission of Bid, calculated as under should not be less than the estimated cost of the work put to tender:

$$\text{Bid Capacity} = A \times N \times 2 - B$$

Where,

A = Maximum value of works executed in any one year during last 7 (seven) years (at current price level).

N = Completion time of the proposed work in years.

B = Value at current price level of existing commitments and on-going works (as on the latest date for bid submission) to be completed in next "N" years.

Bid capacity shall be assessed at the time of submission of Techno Commercial Bid, for which the Bidder shall have to submit documentary evidence in support of "A" & "B" above along with their Bid. Complete Audited Annual Reports along with Audited Balance Sheets, Profit and Loss Account & detailed Schedule and other financial statements for the



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preceding 5(five) financial years, ending 31st March of the previous Financial Year, along with Letter of adequacy and commitment from their Bankers/ Financial Institutions of International repute should be furnished along with their bids for evaluating the above financial criteria. In case where the audited results of the preceding financial years are not available, certified financial statements from a practicing Chartered Accountant will also be considered acceptable.

- v) Copies of Audited Balance Sheet & Profit and Loss account for the last 3(three) financial years certified by a Chartered Accountant indicating the Annual financial turnover and latest Banker's Certificate in support of solvency shall be furnished along with latest and valid GST Registration Certificate, PAN etc.

5. Interested bidders who fulfill the qualifying requirements as mentioned at 3 and 4 above, may download the bid document from <https://etenders.gov.in> after registration in the portal.

**6. Registration for Participation in Bids**

- 6.1 Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://etenders.gov.in/eprocure/app>) by clicking on the link "Online bidder Enrollment" on the CPP Portal which is free of charge.
- 6.2 As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 6.3 Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 6.4 Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- 6.5 Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6.6 Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

**7. Bid Fee**

Bidders shall have to pay BID FEES (non-refundable) for participation in this instant NIB of Rs.1000.00 (Rupees One Thousand) plus GST @18% (SAC Code 9984) (NEEPCO Shillong GST NO.: 17AAACN9991J1ZT).

The bidder shall make the payment through "SB-COLLECT" of State Bank of India as per procedures/steps elaborated in Cl. No. 9 below.

**Payment of bid fee through other mode of payment like DD etc. will not be acceptable.**



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During payment of bid fee through "SB-COLLECT" of State Bank of India, Bidders shall clearly indicate the NIB No. against which the bid fee is paid. The bidder shall submit the proof of payment of bid fee and also indicate their GSTIN via e-mail to [itshillong@neepco.co.in](mailto:itshillong@neepco.co.in).

For any clarification related to terms and conditions of Bid document, bidders are requested to forward mail clearly stating the NIB No and their queries to the tendering authority at e-mail id: [itshillong@neepco.co.in](mailto:itshillong@neepco.co.in). Bidder may contact in regard to this NIB at 0364-2504026.

## 8. Submission and opening of Bids

- 8.1 Bidders shall prepare and submit their bids in the electronic form in <https://etenders.gov.in>. Bidding forms will be available in the above website. Bids will be opened online on the stipulated date in the office of the ED(IT), NEEPCO Ltd, Shillong.
- 8.2 Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 8.3 The bidder shall refer to the Instruction for online bid submission given as Annexure-I of the bid document.

## 9. Bidding System

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.

## 10. Important information and dates:

Start date and time for downloading of bid document:	16:00 hrs on 06.08.2020
Last date & time of downloading of bid document:	16:00 hrs on 27.08.2020
Last date & time for receipt of online bids:	16:00 hrs on 27.08.2020
Date & time of online opening of bids	16:00 hrs on 28.08.2020
Last date & time for receipt of offline documents to be submitted as per bid condition.	Within 7(seven) days after Techno-Commercial Bid opening.
Date & time of online opening of Price bids	Will be intimated in due course of time
Pre-bid meeting	Not proposed

11. In the event the 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. The procedure/steps for payment by SB-COLLECT of State Bank of India (for payment of Bid fee, EMD etc)



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STEP-1	The bidder shall visit url/web page <a href="https://www.onlinesbi.com/prelogin/institutiontypedisplay.htm">https://www.onlinesbi.com/prelogin/institutiontypedisplay.htm</a> on any internet browser.
STEP- 2	State Bank Collect page will appear. Select “ <b>ALL India</b> ” for “ <b>State of Corporate/Institution</b> ” Select “ <b>PSU</b> ” for “ <b>Type of Corporate/Institution</b> ” Click “ <b>GO</b> ”
STEP -3	In the new screen, select PSU Name as “ <b>North Eastern Electric Power Corporation Limited</b> ” and Submit.
STEP-4	In the new screen, select Payment Category as “ <b>SHILLONG- PARTIES</b> ”.
STEP-5	New Screen will appear, here the bidder has to fill all the required information for the payment as under:  Under <b>Name of Payer</b> : The Bidder is to fill up his Name and Address.  ii) Under <b>Short Details of Payment</b> : The Bidder shall indicate Portal <b>Registration Fees, BID FEE, EMD as applicable</b> . In case of BID FEE and EMD payment, the Bidder shall indicate BID FEES or EMD as applicable and the NIB No. (Example: for payment of EMD against NIB No. .... dated DDMMYYYY, the bidder has to fill under this option as “EMD for NIB No. XX dated DDMMYYYY”).  iii) Under <b>Type of PAYER</b> : The Bidder is to select VENDOR OR CONSULTANT whichever is applicable.  iv) Under <b>CIN in case the Payer is a company</b> : The bidder is to fill up his CIN in case of a company, otherwise may be kept blank.  v) Under <b>Payment amount</b> : The bidder is to fill up the amount as per bid condition.  vi) Subsequent information for Name, Date of Birth/Incorporation, Mobile Numbers are to be filled as required.  vii) Fill Captcha.  viii) Then Submit.
STEP-6	In the new screen, check the details and click “ <b>CONFIRM</b> ”, if correct.
STEP-7	The <b>Multi Option Payment System</b> will be available for making the payment. The Bidder may select option as per convenient and make the payment.





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STEP-8	<p>After successful payment, the system will generate receipt. The receipts may also be generated from Reports - i.e. SB Collect (Request Report/ Download Report). <b>This system generated receipt shall be downloaded for submission as per bid condition.</b></p>
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**13. Condition for Micro & Small Enterprises (MSEs)**

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

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

13.2 The MSEs owned by Scheduled Caste (SC) & Scheduled Tribe (ST) entrepreneurs must submit the SC/ST certificate issued by District Authority in addition to certificate of registration with any one of the agencies mentioned above. The bidder shall 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.

13.3 The registration certificate submitted by MSEs 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.

13.4 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.

**13.5 The MSEs registered with above mentioned agencies/bodies are exempted from payment of BID FEES and EARNEST MONEY DEPOSIT (EMD).**

**14. Relaxation of Norms for Startups and Micro & Small Enterprises (MSEs) on Prior Experience and Prior Turnover criteria:**

In line with the Policy Circular No. 1(2)(1)/2016-MA dated March, 2016 of the Ministry of Micro, Small & Medium Enterprises on "relaxation of norms for Startups and Micro & Small Enterprises in Public Procurement on Prior



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Experience and Prior Turnover criteria” and as per Section 2.1(5) of “Action Plan for Startup India” announced by the Government of India in Jan 2016, the Criteria of Prior Turnover and Prior Experience are exempted for the Startups and Micro & Small Enterprises for this tender, **subject to meeting of quality and technical specifications**. The Startup Enterprises shall submit startup India recognition certificate issued by the Department of Industrial Policy and Promotion (DIPP) of Ministry of Commerce & Industry in order to be considered for relaxation in prior experience and prior turnover.

15. NEEPCO reserves the right to extend the last date and time for submission of Bid.
16. Bidders are requested to visit <https://etenders.gov.in> and <http://www.neepco.co.in> regularly for any corrigendum/modification/clarification of the bid document.
17. Submission of bids shall not automatically construe qualification for evaluation. The Owner 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 Owner.

Sd/-  
Executive Director (IT)  
NEEPCO Ltd., Shillong