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नॉर्थ ईस्टर्न इलेक्ट्रिक पावर कॉर्पोरेशन लिमिटेड

(भारत सरकार का उद्यम)

NORTH EASTERN ELECTRIC POWER CORPORATION LTD.

(A GOVT. OF INDIA ENTERPRISE)

समन्वयक कार्यालय • Office of the Coordinator

15, एनबीसीसी टावर, भीकाजी कामा प्लेस, नई दिल्ली-110066

15 NBCC Tower, Bhikaji Cama Place, New Delhi-110066

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☎ +91-11-26107555; ✉
neepconewdelhi@gmail.com

NOTICE INVITING TENDER

NIT NO.NEEPCO/ND-117/54

Dated 11.02.2020

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 Desktop PC’s, Printers and other related IT peripherals installed in office & guest house under The Coordinator NEEPCO, New Delhi -66”**

Name of the Work	Earnest Money (EMD)	Bid Validity	Cost of bid Documents
Annual Maintenance Contract for Desktop PC's, All-in-one Desktop PC's, Printer's, Scanner, Laptop, Access Control System , Biometric Machine, CC TV Camera with DVR, Network Switches, Patch Panel's and other IT Peripherals	Rs 5000.00	60 (Sixty days) from the date of bid opening	Rs 500.00

A.Scope of Work:

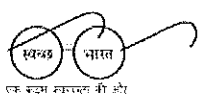
1. The job will involve carrying out preventive as well as corrective maintenance of Desktop PC's, All-in-one Desktop PC's, Printer's, Scanner, Laptop, Access Control System , Biometric Machine, CC TV Camera with DVR, Network Switches, Patch Panel and other IT Peripherals as mentioned in Annexure-I.
2. The quantities of items mentioned in Annexure-I are the quantity of items that are to be maintained during the AMC period. NEEPCO will have the right to bring additional systems under the preview of the contract as and when necessary. Also NEEPCO will have the right to take out any system from the preview of the contract as and when necessary.
3. The job includes supplying and replacing of all spare parts for equipment listed in Annexure-I. Replacement of malfunctioning parts of the Desktop PC's like HDD, Motherboard, SMPS, Fuser assembly, Roller Drums, Keyboard, Mouse, RAM, Display Card etc are included in the scope of work. Only consumables like toner cartridges/ink cartridges are excluded from the AMC.
4. The contractor has to keep 1 No. of Desktop PC with monitor (Pre-loaded with latest Windows Operating System and necessary software's) and One Laser (B/W) Printer in whole as standby

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REGISTERED OFFICE: Brookland Compound, Lower New Colony, Shillong-793003

ईपीएनईएक्स/EPABX: (0364) 2227792 ☐ फैक्स/FAX : (0364) 2226417; CIN - U40101ML1976GOI001658

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unit in the NEEPCO office. The contractor should also keep spares to minimize downtime of all the equipment.

B. Period of Contract: -

The AMC will be effective for a period of one year from the date of issuance of the order. However, in case of non fulfillment of the agreed terms & conditions during the contract period or in case of unsatisfactory performance the contract may be terminated at any time during the contract period without prior notice.

C. Payment Terms: -

Payment will be made quarterly on submission of bill in duplicate at the end of each quarter.

D. 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.

- Copy of valid trade license
- Copy of Income Tax Pan Card
- Copy of valid GST registration.
- Copy of Valid MSME registration.
- Copy of relevant Experience of performing similar nature of jobs.
- List of Engineers / Technicians available with their qualifications and details

A Check list is appended at Annexure – II. The Firm 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)

E.Terms &Conditions:

- Contractor will provide software maintenance and support for Windows Operating System for versions like vista,7, 8, & 10 (32/64 Bit). The loading of the existing software after formatting or change of Hard disk has to be done by the contractor. However, the CD media for the software will be provided by NEEPCO. In addition, the contractor will provide support for network configuration, internet browser configuration, data backup and recovery support at the user end. However, necessary guidance, as and when necessary will be provided by NEEPCO. Any network hardware defect will be pointed out to concerned official so that immediate necessary action can be taken by NEEPCO. Contractor will have to restore the PC in case of malfunctions due to virus.
- Contractor will have to follow the preventive maintenance schedule given for each item, strictly throughout the period of contract. Preventive maintenance (PM) to be done once in every 20 days, preventive maintenance include necessary cleaning of CPU cabinet, checking of SMPS,motherboard battery, removal of any virus, update of virus definition file, Windows update etc. quarterly PM report to be signed by each sectional head.



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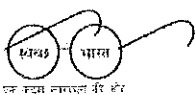
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3. The contractor will be responsible for any property of NEEPCO sent by the contractor to outside NEEPCO premises for repair. Any loss or damage of such property has to be borne by the contractor.
4. Any defective hard disk replaced by contractor will remain property of NEEPCO for Data security purpose. After replacement the contractor has to deposit the defective disk to NEEPCO's representative.
5. The complaints for breakdown maintenance will be lodged on telephone to the contractor's telephone number.
6. Contractor will have to submit the call reports everyday for the call attended on previous day in standard format. The call reports have to be duly signed by the respective customers.
7. The quality of the replacement PCs/Printers/other items that may be replaced during the course of AMC has to be better than or equal to the replaced unit. The same has to be certified by representative of IT Cell before replacement.
8. No cannibalization of any equipment will be permitted to carry out the maintenance services.
9. Formatting of hard disk is to be done by the contractor whenever necessary after prior permission from user. Contractor will have to take Backup of hard disk before formatting and restore after formatting.

F.Bidding Procedure:

Bid shall be submitted in 2(two) envelopes:

- (i) First envelop will contain the check list, documents mentioned above under qualifying criteria from (a) to (f)
- (ii) Second envelop shall contain the item wise rates.
- (iii) The EMD submitted shall be in the form of DD/Banker's cheque from a Scheduled/Nationalized Bank drawn in favour of NEEPCO Ltd. payable at SBI, Bhikaji Cama place New Delhi, (Branch code No. 07755). Bid supported by insufficient EMD / no EMD will be summarily rejected.
- (iv) The complete filled up duly signed and stamped bid document shall be submitted personally or by registered post to The Sr.Mgr (IT) O/o the Coordinator, NEEPCO Limited, 15 NBCC Tower , Bhikaji Cama Place, New Delhi-110066
- (v) The Corporation is not liable for any postal delay for non receipt of the bid documents sent through posts. Bid documents sent through e-mail/fax will not be accepted.





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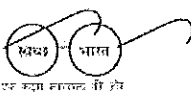
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- (vi) Detailed Bid documents can be obtained from the Office of the Coordinator NEEPCO Ltd., UG Floor, 15th NBCC Tower Bhikaji Cama place, New Delhi -110066 or downloaded from our website www.neepco.co.in and submitted to the Sr.Mgr (IT), O/o the 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) in the form of Demand Draft/ Banker's Cheque from a Scheduled/Nationalized Bank drawn in favour of NEEPCO Ltd. payable at SBI, Bhikaji Cama place New Delhi, (Branch code No. 07755).
- (vii) The tender can be submitted upto 3:00 PM on or before 28th Feb 2020, which will be opened on the same day at 4:00 PM in the presence of bidders or their authorized representative if there be any.
- (viii) 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.

P. Ranjan
11/2/2020

Sr.Mgr (IT)

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





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Annexure-II

Check List for Annual Maintenance Contract for Desktop's, All-in-One Desktop's, Apple iMac, Laser Printer's and Peripherals in Office & Guest House under The Coordinator NEEPCO, New Delhi

1. D.D towards EMD: DD No. _____ dtd _____ for an amount of Rs. 5,000/-
(Rupees Five thousand only)
2. Quotation to be submitted in a Separate Envelop
3. Submission of quotation as per NIT
 - (i) Copy of Valid Trade License Yes/No
 - (ii) Copy of Valid Income Tax Pan Card..... Yes/No
 - (iii) Copy of Valid GST Registration..... Yes/No
 - (iv) Copy of relevant experience of performing similar nature of jobs..... Yes/No
 - (v) Copies of AMC already undertaken by the bidder in a PSUs..... Yes/No
 - (vi) List of Engineer's / Technicians available with their qualification.....Yes/No
 - (vii) Copy of Income Tax Returns of last 3 years..... Yes/No
 - (viii) Tender documents signed by authorized signatory Yes/No
4. The documents enclosed in original in the sealed cover
 - (i) Earnest Money Deposit.....Yes/No
 - (ii) Tender documents.....Yes/No

R. Rajan

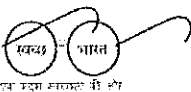


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Annexure-1

List of Desktop's, All-in-One Desktop's, Apple iMac, Laser Printer's and Peripherals

SL.NO	DESCRIPTION	QTY IN NOS	PER UNIT RATE IN (₹)	TOTAL AMOUNT IN (₹)
1	All-in One Desktop (HP/Lenovo/Apple)	6		
2	Apple iMAC	1		
3	Laptop (HP)	1		
4	Desktop PC HCL	11		
5	Desktop PC HP	3		
6	Desktop PC Wipro	4		
7	HP LaseJet Printer P 1108	6		
8	HP LaseJet CP 1025	6		
9	Canon LBP 9100 Cdn (A3/A4 Colour)	1		
10	HP LaseJet M128FN AIO	1		
11	HP MFP177FW	1		
12	HP ScanJet 5590	1		
13	HP LaseJet M1522nf	1		
14	HP DeskJet Ink Advantage Printer 2645			
15	Biometric Attendance Machine (Anglo Swiss)	1		
16	Acess Control System HoneyWell	2		
17	Vista DVR	1		
18	Bullet Camera Sony	2		
19	Dome Camera Sony	2		
20	D-link Switch 48 Ports (Managed)	1		
21	D-link Un-managed Switch 16 Ports	1		
22	Patch Panel	3		
23	D-link DIR -605L Router	4		

R. Rajan

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