



RURAL ELECTRIFICATION CORPORATION LIMITED
(A GOVERNMENT OF INDIA ENTERPRISE)

**Core-IV, Scope Complex,
7 Lodi Road, New Delhi-110003
Tel: 24365161**

No. REC/IT/100/2011/1

(ONLY THROUGH E-TENDERING MODE)

**Notice Inviting Tender
For**

Providing On-site Facilities Management Services and On-Site Comprehensive Maintenance (AMC) for IT Infrastructure of REC at its Corporate Office, Core 4, Scope Complex, 7 Lodi Road, New Delhi -110 003 and Annex at Palika Bhawan, R. K. Puram, New Delhi for a period of one year

- (i) Last Date of Collecting Tenders : 03/11/2011
Time : Up to 10:30 hours
- (ii) Last Date for Submission of Bids : 03/11/2011
Time : Up to 11:00 hours
- (iii) Date of Opening of Bid : 03/11/2011
Time: 11:30 hours.

Cost of Bid Document: Rs. 500/-

Important Notice

1. An incomplete and/or ambiguous and/or conditional and/or late response is liable to be ignored/ summarily rejected.
2. The bidder must attest with seal the original tender document as an acceptance of the TENDER terms and conditions and submit the same along with the tender response. In case of a non-compliance the response is liable to be ignored/ summarily rejected.
3. **The submission and opening of bids will be through e-tendering process. Tender document can be downloaded from the website www.tenderwizard.com/REC or from e-tender link given in REC Website, viz, <http://www.recindia.gov.in>**

Note:

- a) To participate in the E-Bid submission, it is mandatory for the bidders to have user ID & password. For this purpose, the bidder has to register itself with REC through TenderWizard. website given above. Please also note that the bidder has to obtain digital signature token for applying in the tender. In this connection, vendor may also obtain the same from Tenderwizard. The steps to be followed for the registration process are given below:

1. Go to website <http://www.tenderwizard.com/REC>
2. Click the link ' Register Me'
3. Enter the detail about the bidder as per format.
4. Click 'Create Profile'
5. Bidder will get confirmation with Login-id and Password

- b) **Steps for application for Digital Signature from TenderWizard are given below:**

1. Download the Application Form from the website <http://www.tenderwizard.com/REC>. Follow the instructions as provided.
2. In case of assistance please contact the person under contact us

- c) **To aid bidders the detailed bidder manual on submission of E-Bid is annexed to this tender document**

NOTE: The Bidders are advised to obtain digital signature (Level 3) and register themselves at www.tenderwizard.com/REC in advance. Please note that RECL in no way held responsible if the bidder fails to apply due to non possession of Digital Signature & non registration.

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SECTION - I

1.0 Introduction

Rural Electrification Corporation Ltd. (RECL) has implemented Oracle based (EBiz suite) ERP since 2009. RECL has its Corporate Office at Core-4, SCOPE Complex, 7 Lodi Road, New Delhi 110003, India and at Palika Bhavan annex at R K Puram. RECL has also 18 Zonal / Project Offices through-out India and one Training institute viz, Central Institute of Rural Electrification (CIRE) at Hyderabad. The detail office addresses can be had from the REC's web site.

1.1 Existing IT infrastructure

In addition to ERP application, the corporation has implemented appropriate ICT infrastructure across the corporation, which includes:

- i) Establishment of a state-of-the art ISO certified Tier-III plus Data Centre (DC).
- ii) Establish a MPLS-VPN based WAN connecting all the offices of the Corporation (CO/ZO/PO).
- iii) Establish Local Area Network at all offices (CO/ZO/PO/CIRE). The REC Data Centre has been certified ISO/IEC 27001:2005 global security certification.
- iv) Implement adequate security at all levels including gateway, perimeter etc to ensure secure transaction of the application.
- v) An automated Tape Library at Data Centre for taking backup of application, Data etc.
- vi) Established a fully functional helpdesk to address any complaint related to IT infrastructure across the Corporation.
- vii) The ICT infrastructure, in addition to enabling ERP operation also carry out other operation like mailing services, internet services, application of other legacy system etc.

1.2 INVITATION FOR THE BIDS

Sealed bids in two parts, Part 1 : Earnest Money Deposit (EMD), Documents named as "Eligibility Criteria & Technical Bid – Tender No. REC/IT/100/2011/1" and Part 2 : Financial Bid, documents named as "financial Bid – Tender No. REC/IT/100/2011/1" valid for 120 days are invited from interested system integrators and service providers for "Providing On-site Facilities Management Services and On-Site Comprehensive Annual Maintenance (AMC) for IT Infrastructure of REC at its Corporate Office, Core 4, Scope Complex, 7 Lodi Road, New Delhi -110 003 and Annex at Palika Bhawan, R. K. Puram, New Delhi for a period of one year".

1.3 Eligibility Criteria/ Pre-qualification

- a) The bidder should have been in operation for a period of at least 3 years as on last date of bid submission, as evidenced by the “Certificate of Incorporation” and “Certificate of Commencement of business” issued by the Registrar of Companies” or any other equivalent proof.
- b) The bidder should have experience in handling similar contracts of providing on-site facilities management services and annual maintenance services for IT infrastructure as main contractor during the last four financial years of either a) Rs 12 Lakh value of services in single work order or b) two work orders each of Rs 7.5 Lakhs value of services. at least three years experience. Attach successful completion certificate and copies of major work order executed for proof of experience.
- c) The bidder should have average turnover of at least Rupees 100 Lac (Rupees One Crore only) during last three years in IT related operations as evidenced by their audited balance sheets which would be annexed with the Bid. The turnover refers to the individual Bidder and not the composite turnover of its affiliates, subsidiaries / sister concerns or parent company(ies) etc.
- d) The bidder should have an operational branch office and/or head office along with required maintenance facilities with at least Ten skilled technically qualified personnel in the National Capital Region (NCR) to carry out repair of Desktops, passive LAN components & cabling infrastructure and should be able to identify and rectify the fault whether it is due to active or passive component and inform REC. Attach brief professional profile showing experience of each personnel. The bidder should indicate the location details of their offices for taking up maintenance work, with their contact address, telephone nos., e-mail address, fax number and details of the trained manpower located in those offices.
- e) Bid Offer should accompany an Earnest Money Deposit (EMD) of Rs **25,000/- (Rupees Twenty five Thousand only)** in the form of a Demand Draft drawn in favor of ‘Rural Electrification Corporation Limited, New Delhi’ on a scheduled/ nationalized bank payable at New Delhi.
- f) Bidder should submit their valid documentary proof of Sales Tax/VAT, Service Tax registration number and the details of Income Tax registration (PAN), all of these should be enclosed with the Bid Offer failing which the bid would be rejected.
- g) The bidder must fulfill the above eligibility criteria/ pre-qualification conditions. Technical bid of bidders fulfilling the pre-qualification conditions will only be evaluated by the duly constituted Technical Evaluation Committee (TEC). Bid of bidders not fulfilling the pre-qualification conditions given above will be summarily rejected.

Undertaking for subsequent submission of any of the above documents will not be entertained under any circumstances.

- h) REC reserves the right to verify/confirm all original documentary evidence submitted by vendors in support of above mentioned clauses of eligibility criteria.

1.4 Eligibility Criteria Documents, Technical Bid and Financial Bid to be submitted through online mode on website www.tenderwizard.com/REC and **one hard copy of Eligibility criteria, Technical Bid and EMD, Application Fee(if any) Only** should be put in separate envelopes duly sealed. The content on the envelope, TENDER number, bidder's name & address should be clearly marked on the top of the sealed envelopes. All the envelopes thus prepared shall be put in a single sealed envelope clearly mentioning the TENDER number, bidder's name & address on the top of the sealed envelope. The respective envelopes should also have "DO NOT OPEN BEFORE...." Super scribed in the front with the date of opening.

NOTE: FINANCIAL BID TO BE SUBMITTED THROUGH ONLINE MODE ONLY

The bid valid for a period of 120 days from the date of last submission of bids for this tender shall essentially comprise of the following and should be submitted online, the same should be digitally signed and separate duly signed hard copy as per the method specified above should be submitted at the stipulated location on or before the last date of submission on or before the stipulated time :

1. Eligibility Criteria Documents, EMD, Application Fee(if any), Technical Bid along with all annexures and supporting documents to be submitted online as well as hardcopy.
2. The Eligibility/ Technical Compliance to be submitted online as well as hardcopy as per tender requirements and scope of work and technical specifications.
3. **Price Bid Response Form and Price Schedule as per attached Annexure to be submitted ONLINE ONLY**

Note:

1) The bidder should note that the hard copy should not have any pricing details, In case of a default the sealed financial bid will be returned to the bidder unopened at the time of opening of bids and in case the financial bid is unsealed etc the bid shall be summarily rejected.

1.5 The bids complete in all respects should be submitted online and hard copy addressed to the ED(IT), RECL, New Delhi and should be dropped into the tender box kept at the RECL reception at the following address latest by 1100 hours on or before 03/11/2011.

Rural Electrification Corporation Ltd
Core 4, Scope Complex
7 Lodi Road,
New Delhi – 110 003

- 1.6 The Bid will be opened at the Corporate Office, RECL, Core 4, Scope complex, 7 Lodi Road, New Delhi – 110 003 on the same day (last date of submission of the Bid) at 1130 hours in the presence of bidders who desire to be present.
- 1.7 In case of a downloaded bid document the cost of bid document viz. Rs 500/- only is required to be submitted along with the EMD separately in the form of a Demand Draft/ Banker's Cheque payable to 'Rural Electrification Corporation Limited, New Delhi' drawn on any scheduled commercial bank (preferably Nationalised Bank) payable at New Delhi.
- 1.8 REC reserves the right to waive off any irregularities; accept the whole, or part of or reject any or all bids.

SECTION II SCHDEULE OF REQUIREMENTS

2.0 Scope of the Work -

The scope of work of facility management includes following components:

Responsibilities

- 1.1. Overall Responsibility – The Contractor shall be fully responsible for all the Computer systems at REC except for the systems already being maintained by any 3rd party(ies) – In case of third party support, the Contractor shall give first level support and co-ordination with 3rd party till call resolution.
- 1.2. Problem Resolution Responsibility
 - 1.2.1. Hardware Related Calls –
 - 1.2.1.1. For Systems under Warranty/ AMC of 3rd party – 3rd Party with Vendors as first level support
 - 1.2.1.2. For Systems under AMC with vendor – Vendor
 - 1.2.2. Software Related Calls –Internal IT / Third Party Vendors as under:
 - For systems maintained by 3rd party - 3rd party with vendor as first and 2nd level support
 - For all other systems - Vendor
 - 1.2.3. *Details of the some of the software to be supported by VENDOR:*
 - 1.2.3.1. Operating System
 - 1.2.3.2. MS Office and its Components
 - 1.2.3.3. MS Outlook Express
 - 1.2.3.4. Internet Explorer / Netscape/ Mozilla
 - 1.2.3.5. ERP related Configuration at Desktops, Printers
 - 1.2.3.6. Any other will be decided mutually between VENDOR and REC
 - 1.2.4. In the case of third party software(s) bug fixes, patches, updates and upgrades, the same will be provided by REC on as and when required and asked for by the vendor. However the vendor should provide equivalent freeware/ trial versions as stand by immediately.

Details of Facilities Management Service :

(A) [Help Desk Services](#) (To be ITIL v3 Compliant)

1. Key Activities
 - 1.1. Receiving, Logging, Prioritisation and Allocation of service calls and issuing Ticket.
 - 1.2. Monitoring and Status Tracking of all registered calls/ Tickets.
 - 1.3. First or second Line Telephonic Support.
 - 1.4. Escalation of Pending Calls/ Tickets.
 - 1.5. Coordinating Second and Third Party Support.
 - 1.6. Keeping Customers informed of request status and progress.
 - 1.7. Closing incidents and confirmation with the customer.
 - 1.8. Perform as per defined SLA parameters
 - 1.9. Provide the REC with Reports as per Annexed templates.
(It may be noted that calls may come from any of the REC offices, including Remote Zonal / Project Offices. For remote calls, however, only remote advice through mail/phone etc would be provided).
2. Deliverables
 - 2.1. Log user calls and assign a ticket.
 - 2.2. Assign severity level to each call based on predefined criteria.
 - 2.3. Attend the call as per severity and scope
 - 2.4. Escalate calls to the IT team of REC, if necessary.
 - 2.5. Escalate calls to Third Party Vendors, if necessary.
 - 2.6. Track each call to resolution as per SLA
 - 2.7. Generate call reports.
 - 2.8. Analyse call statistics.
 - 2.9. Provide the Management of REC with Reports.
3. MIS Reports
 - 3.1. Weekly – Statistics of calls and SLA
 - 3.2. Monthly – Call Analysis report, Call Trend Report, 3rd party call satisfaction report
4. Responsibilities of Vendor
 - 4.1. Receive, log, acknowledge and dispatch and/or transfer calls as appropriate.
 - 4.2. Initiate a Call Record to document the call. A call record may include information such as End User Information, Call Record No., Date & Time of Call Opening, Service Requested, Call Priority/Severity, Problem Description/Symptoms, Call Status, Call Closure/Resolution information, etc.
 - 4.3. Prioritise calls as per severity codes decided upon.
 - 4.4. Log and initiate requests for services.
 - 4.5. Attend the call as per scope
 - 4.6. Provide call status feedback to End Users.
 - 4.7. Dispatch/arrange for onsite support for problem determination or escalation if required.

- 4.8. Interface with, and coordinate problem determination and resolution with Third Party service providers if required.
- 4.9. Monitor problem status to facilitate problem closure within the defined Service Level Objectives or escalate in accordance with escalation procedures.
- 4.10. Establish call prioritisation guidelines and escalation procedures, with assistance of REC, if so required.
- 4.11. Develop and maintain Help Desk Operational Procedures and Processes and provide a copy of the same to REC for dissemination to its personnel.
- 4.12. Maintain and provide to REC a Contact Listing of Names and contact numbers (Tel/Mobile/Pager etc.) of appropriate Vendor personnel who need to be contacted in case of problem detection.
- 4.13. Communicate to REC the processes and procedures for accessing each service.
- 4.14. Provide MIS reports as per the format and periodicity agreed upon.
- 4.15. Provide information to REC on call Trends and make recommendations pertaining to improving utilisation where appropriate.
- 4.16. Vendor would be responsible for providing support which includes equipments covered under carry in warranty which includes visit to the service centre of the OEM / service provider for rectification of fault.**
- 4.17. The vendor is also required to properly mark & codify the equipments and also maintain IT inventory of computer software. All the movements of REC office at CO & Palika Bhawan required to be recorded in the computerized software and monthly MIS report of the IT inventory must be submitted. Other MIS reports as indicated in the list are to be generated as per the frequency indicated.
- 4.18. The weekly status report of hardware equipments sent for repair to the service centre of the vendor has to be submitted.
- 4.19. The vendor to ensure that out of the all FMS engineers deputed in the REC office at CO & Palika Bhawan, one engineer in each of these location should be provided with facility of conveyance required for visiting to the service centre / Residence of Senior Officers/ Ministry and attending other official work outside REC premises. REC will not bear any additional cost for these official visits and the bid will be deemed to be inclusive of all such charges.**

(B) [Desktop Management Services](#) (DMS)

1. Scope
 - 1.1. DMS will cover Desktops, UPS, Printers and Peripherals of REC.
 - 1.2. Desktops: Support on Desktops will comprise:
 - 1.2.1. Desktops will be covered under Comprehensive AMC by the vendor/ Warranty.
 - 1.2.2. Problem resolution of the systems covered under AMC
 - 1.2.3. Problem Diagnosis and call escalation to the third party covering the system under warranty.

- 1.2.4. Support for OS and other System Software.
 - 1.2.5. Support for Third Party software e.g. Microsoft Office
 - 1.2.6. Support for ERP Software Configuration
 - 1.2.7. Support for any other software installed in the system (except application software)
 - 1.2.8. Network Configuration support
 - 1.2.9. Security Configuration Support as per ISO 27001/ REC Security Policy
 - 1.2.10. Email Client support.
 - 1.2.11. Problem Diagnosis, Support and resolution for Peripherals such as mouse/monitors/cables and network cards for systems under AMC.
 - 1.2.12. IT Asset Management.
 - 1.2.13. Vendor should arrange to provide Alternatives / Standbys in case of hardware Breakdowns
- 1.3. Printers
- 1.3.1. Printers will be covered under Comprehensive AMC by the vendor/Warranty.
 - 1.3.2. Except Cartridge/ Toner all other parts of a printer (example Teflon sheet, Drum, Pick up roller, Scanner, other Rollers, Fuser Assembly, Data Cables etc) will be considered non – consumable for the purpose of this tender and quoted prices shall be deemed to be inclusive of any maintenance/ replacement/ service required for any part of the printer. The vendor will be responsible for any dust/ pests etc and is advised to carry out periodic preventive maintenance using vacuum cleaner.**
 - 1.3.3. Problem Diagnosis and call escalation to the third party, if required, covering the peripherals under warranty.
 - 1.3.4. Vendor management for escalated support; provide local support for network configuration, drivers, software and user replaceable toners/consumables.
 - 1.3.5. Vendor should arrange to provide Alternatives / Standbys in case of hardware Breakdowns
- 1.4. UPS
- 1.4.1. UPS will be covered under Comprehensive AMC by the vendor/Warranty.
 - 1.4.2. Problem Diagnosis and call escalation to the third party covering the UPS under warranty.
 - 1.4.3. Vendor should arrange to provide Alternatives / Standbys in case of hardware Breakdowns
2. Deliverables
- 2.1. Diagnosing the problem and resolving it or getting the same resolved through Warranty/Hardware/Network/Software Vendors, as required, as per the severity level assigned to it.
 - 2.2. Support on desktop Operating System, ERP and Office Automation software including e-mail client.

- 2.3. Resolving printing problems of the users.
- 2.4. Resolving network configuration problems at the client end.
- 2.5. Performing any Install, Move, Add or Change (IMAC) for equipment under AMC/ Warranty at the client level.
- 2.6. Record all installation of new machines, movement within site, changes in configuration of machines (IMAC) using CA DMS.
- 2.7. Installation and configuration of desktop applications.

3. MIS Reports – As Defined in Help Desk Services

(C) Server Management & Server OS Administration and Database support Service

1. Scope

- 1.1. It will cover the Servers installed at Corporate Office having O/s viz. Red Hat LINUX/ MS WINDOWS 2003

2. Deliverables

- 2.1. Orderly system start-up and shutdown of servers
- 2.2. Monitoring CPU utilisation, disk space usage etc. using Server Management tools in built in the Server OS.
- 2.3. Resolving server problems like system 'hang', hard disk crash, etc.
- 2.4. Managing User Accounts - Creating/modifying/deleting users and groups.
- 2.5. Installation of OS database upgrades and patches as and when released by the OS & database Vendor.
- 2.6. Re-installing OS on the same servers in case required.
- 2.7. Backup and DR of Servers – As defined in Section on Backup Management.
- 2.8. Recovery from Oracle database crash.
- 2.9. Define backup strategy for server OS & database and test the same periodically to recover from O/s crash & present database.

3. MIS Reports

Reports	Frequency
Server Availability and Utilisation Report	Weekly
Server Uptime Report	Monthly

(D) Backup and Restore Services

1. Scope

- 1.1. It will cover all the Servers installed.

2. List of Deliverables

- 2.1. Perform scheduled backup operations for the servers as per the defined backup strategy of REC and using the Backup Tool and Media provided by REC.
- 2.2. Media, after taking the backup, and carrying out verification by restoring a few randomly selected files will be handed over to REC IT

Division for storage and safe custody, responsibility of which will be that of REC.

2.3. Maintain log sheets of backups taken.

3. Service Level Objectives

3.1. Ensure that backups are taken as per the defined schedule.

4. MIS Reports

4.1. Monthly report on planned backups and backups actually taken.

(E) Vendor Management Services

1. Scope

1.1. It will cover the management and monitoring of IT vendors/Third Party Service Providers of REC corporate offices

2. Deliverables

2.1. Maintaining database of the various vendors with details like contact person, telephone nos, escalation matrix, response time and resolution time commitments etc.

2.2. Logging calls with vendors and also in Vendor system so that the vendor performance as per SLA can be monitored on a periodical basis.

2.3. Coordinating with the vendors to get the problems resolved.

2.4. Escalating problems, if required

2.5. Keeping track of the hardware and software maintenance contracts entered into by REC, with the various vendors

2.6. Analysing the performance of the different vendors vis-à-vis their warranty maintenance contract entered into with REC

3. MIS Reports

Reports	Frequency
Monthly Call Reports (Vendor Wise)	Monthly

(F) Configuration/Asset Management Services

1. Scope:

It will cover the following IT equipment at REC

1.1. Servers

1.2. Desktops / Laptops

1.3. Printers

1.4. Networking equipment

1.5. Software Licence

2. Objectives

- 2.1. Provide correct and accurate information on assets.
- 2.2. Identifying and recording the names, versions and relationships of IT equipment in scope.
- 2.3. Reporting current status of all items of IT equipment in scope.
- 2.4. Ensuring changes to IT equipment in scope are recorded as per Service Level Objectives.
- 2.5. Account for IT equipment assets and configurations within the organisation.
3. Deliverables
 - 3.1. Utilizing CA Unicenter Modules
 - 3.2. Create hardware asset database by recording information such configuration details, serial number, asset code, warranty and AMC details. Exact details to be recorded will be finalised in consultation with REC.
 - 3.3. Record installation of new machines, movement within site/ locations, changes in configuration of machines (IMAC).
 - 3.4. Create software inventory with information such as License, Version Numbers and Registration Details. Exact details to be recorded will be finalised in consultation with REC.
 - 3.5. Notifying REC about impending contract renewals with Third Party Vendors.
4. Service Level Objectives
 - 4.1. Planned installations, movement, addition and changes to software and hardware inventory (IMAC)
 - 4.2. Update database on new installations, moves, additions or changes within seven days of the activity.

5. MIS Reports

Reports	Frequency
Configuration Item/Asset Report	Quarterly
IMAC (Install, Move, Add, Change) Report	Monthly

(G) Role Matrix

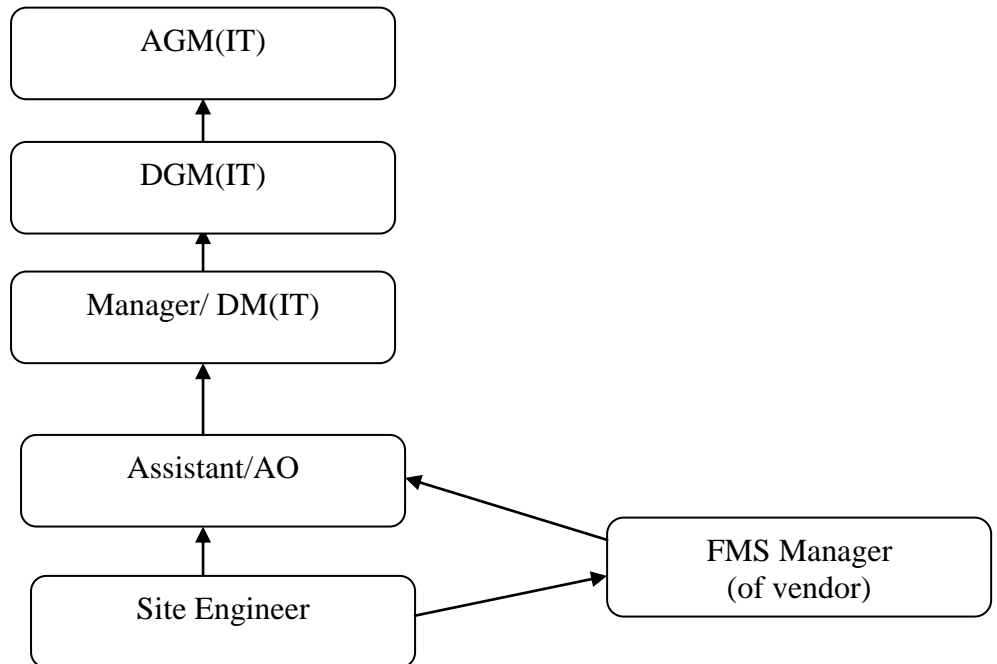
Following is the Responsibility chart of the personnel involved in the Service Delivery

Role	Skills	Major Activities
FMS Manager(offsite)	<ul style="list-style-type: none"> • Management • Technical 	<ul style="list-style-type: none"> • Strategic interfacing with client • Handling Vendor • Problem management • Statement of Work Compliance • Overall delivery quality • SLA adherence • Transposing best practices across sites

		<ul style="list-style-type: none"> • Availability management • Capacity Management
Site Engineer	<ul style="list-style-type: none"> • Desktop support and on-site fault diagnosis • Server, Mail and desktop support skills • Technical Skills 	<ul style="list-style-type: none"> • Incident handling • Process adherence • Call resolution (servers, network, desktops) • Handling escalated calls • Provide 3rd level technical support for all escalated incidents

(H) Escalation Matrix

The following escalation matrix is followed in the Service Delivery process.



Note:

- The above Scope of Work and Specifications are indicative and not exhaustive in any manner. The bidder shall be assumed to have satisfied himself with the requirement of REC and has accounted for all services and./or products/equipments necessary for providing of state-of-the-art maintenance services for Infrastructure of REC in its financial bid. No dispute, whatsoever in this regard shall be entertained at any later stage.
- Bidder / VENDOR shall assign suitably qualified personnel with professional skills and competence for delivery of the IT Services mentioned in this document. The personnel deployed could be from VENDOR or from its subsidiaries/group companies. VENDOR may replace or change these personnel upon giving sufficient notice to REC.
- **VENDOR will ensure continuous service availability and will deploy backup personnel as and when required.**

- **Vendor should arrange to provide Alternatives / Standbys in case of hardware Breakdowns.**

SECTION - III
INSTRUCTIONS TO BIDDERS

3.1 Cost of Bidding

The bidder shall bear all costs associated with the preparation and submission of their bid, and REC will in no case be responsible or liable for these extra costs, regardless of the conduct or the outcome of the bidding process.

3.2 The Bidding Documents

3.2.1 The equipments, product and services required, bidding procedures and contract terms are prescribed in the bidding documents.

3.2.2 The bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required and/or False/Incorrect information and/or submission of bid not substantially responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of its bid.

3.2.3 Bidders are advised to submit bids based strictly on the terms & conditions and specifications contained in the Tender Document and not to stipulate any deviations.

3.2.4 Each bidder shall submit only one bid. A bidder who submits more than one bid will be rejected. Alternative bids will not be accepted.

3.3 Preparation of Bids

Eligibility Criteria Documents, Technical Bid and Financial Bid to be submitted through online mode on website www.tenderwizard.com/REC and **one hard copy of Eligibility criteria, Technical Bid and EMD, Application Fee(if any) Only** should be put in separate envelopes duly sealed. The content on the envelope, TENDER number, bidder's name & address should be clearly marked on the top of the sealed envelopes. All the envelopes thus prepared shall be put in a single sealed envelope clearly mentioning the TENDER number, bidder's name & address on the top of the sealed envelope. The respective envelopes should also have "DO NOT OPEN BEFORE...." Super scribed in the front with the date of opening.

NOTE: FINANCIAL BID TO BE SUBMITTED THROUGH ONLINE MODE ONLY

The bid valid for a period of 120 days from the date of last submission of bids for this tender shall essentially comprise of the following and should be submitted online, the same should be digitally signed and separate duly signed hard copy as per the method specified above should be submitted at the stipulated location on or before the last date of submission on or before the stipulated time :

1. Eligibility Criteria Documents, EMD, Application Fee(if any), Technical Bid along with all annexures and supporting documents to be

- submitted online as well as hardcopy.
2. The Eligibility/ Technical Compliance to be submitted online as well as hardcopy as per tender requirements and scope of work and technical specifications.
 3. **Price Bid Response Form and Price Schedule as per attached Annexure to be submitted ONLINE ONLY**

Note :

All pages of the bid being submitted must be signed and sequentially numbered by the authorized signatory of the bidder, irrespective of the nature of the content of the page in the format : "current page no./total no. of pages". Unsigned and Unstamped bid shall be summarily rejected.

3.4 Technical Bid:

The Technical bid prepared by the bidder shall comprise of the following:

- (i) List of clients for which the bidder is having similar type of contracts and certificate regarding satisfactory performance of the contract (Please attach documentary proof).
- (ii) Bidder to give address of their website, if available.
- (iii) Total IT manpower and manpower on contract available with the bidder along with details of skill and experience areas of the personnel to be deployed in the case of bidder being successful.
- (iv) Submit the original tender document duly signed and sealed on every page as an acceptance to the tender specifications and terms and conditions.

3.5 Financial Bid:

- (i) The financial bid has to be submitted online only
- (ii) The financial bid shall indicate the Unit prices (wherever applicable) for the services, it proposes to provide under the contract.
- (iii) Quoted prices should be firm and inclusive of service tax and any other direct and indirect tax/charges applicable and all other expenses related with the visits of the Vendor's personnel in connection with the performance of the contractual obligations by the Vendor.
- (iv) Prices quoted by the bidder shall be fixed during the bidders performance of the contract and not subject to variation on any account. A bid submitted with an conditional price, quotation will be treated as non-responsive and will be rejected.
- (v) All prices and other information like discount etc. having a bearing on the price shall be written both in figures and words in the prescribed offer form. If there is discrepancy between the price/information quoted in words and figures, whichever is the higher of the two shall be taken as bid price.
- (vi) During the validity of this bid or during the extended period, if any, if the bidder provides similar services to any other Department/Organization in

- India at a price lower than the fixed price for the Purchases, the bidder shall automatically pass on the benefits to the Purchaser.
- (vii) Rates quoted in the bid should be valid for 120 days from the date of opening of technical Bids. On completion of the validity period, unless the Bidder withdraws his bid in writing, it will be deemed to be valid until such time that the Bidder formally withdraws (in writing) his bid. However in such cases the bid shall be deemed to be valid for 7 (seven) working days from receipt of such written communication by REC.
 - (viii) The cost of any other item/services, which are considered necessary for completion of the job, is deemed to have been included in the quoted prices.
 - (ix) Prices quoted by the bidder shall be firm and fixed during the bidders performance of the contract. A bid submitted with an adjustable price quotation will be treated as non-responsive and rejected.
 - (x) Quoted prices shall also be inclusive of all costs towards carrying out any surveys, site visits by vendor's personnel, boarding, lodging, incidental expenses etc. required for the work.
 - (xi) Notwithstanding clause (vii) above, REC may solicit the bidder's consent to an extension of the period of bid validity. The request and the response thereto shall be made in writing by fax, e-mail, cable or telex etc. A bidder granting the request will neither be required nor permitted to modify its bid, while confirming extension of bid validity. Only the case of a written refusal by the bidder shall be considered to have not granted and/or refuse the extension request, otherwise the bidder shall be deemed to have granted the extension. Also after the validity period unless a bidder sends a request for withdrawal in writing its bid shall be deemed to be valid. However in such cases the bid shall be deemed to be valid for 7 (seven) working days from receipt of such written communication by REC.

3.6 Late and Delayed Bids

Any bid received by REC after the deadline for submission of bids prescribed by the REC will be rejected and/or returned unopened to the bidder without assigning any reason. The decision of Bid-Opening committee shall be final and binding on the bidder in respect of any dispute relating to receipt of bid by REC.

3.7 Clarification of Bids

- (i) During evaluation of the bids, the REC may at its discretion, ask the Bidder for clarification of its bid. The request for clarification and the response shall be in writing and no change in price or substance of the bid shall be sought, offered or permitted.
- (ii) No Bidder may contact the REC on any matter relating to its bid, from the time of the bid opening to the time the contract is awarded. If the Bidder intends to bring additional information to the notice of the REC, it should be done in writing.
- (iii) Any effort by a Bidder to influence the REC in its decisions or decision making process on bid evaluation, bid comparison or contract award decisions may result in rejection of the Bidder's bid and REC will declare the firm ineligible,

either indefinitely or for a stated period of time from participation in future RFPs/tenders of REC.

- (iv) Unsolicited clarification to the Bid and/or change in price during its validity period would render the Bid liable for outright rejection.

3.8 Opening of Financial Bids

- (i) REC will open the financial bids of only those eligible bidders, which have been found to be technically qualified to undertake the job
- (ii) The Financial Bids of the technically qualified bidders shall be opened in the presence of their representatives, who choose to be present, on a specified date and time and Venue.
- (iii) The date and time of opening of financial bids shall be informed to the technically qualified bidder.
- (iii) The bidder's name, price of Bids, all discounts offered, modifications and Bid withdrawals and such other details as the REC, at its discretion, may consider appropriate will be read out at the time of opening of financial bids of technically and commercially acceptable bidders.

3.9 Evaluation and Comparison of Bids

- (i) Arithmetical errors will be rectified on the following basis: If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If the supplier does not accept the correction of errors, its bid will be rejected. If there is a discrepancy between words and figures, whichever is the higher of the two shall be taken as bid price for evaluation however the order will be placed on the lower of the two.
- (ii) Bidders shall state their bid price **as per the given format** Bids will be evaluated on the basis of **Grand Total of Table – I of Price Schedule to arrive at lowest quote (LQ1) bidder.**

3.10 Special Conditions of contract

3.10.1 Total Price shall be for the complete scope as per technical specifications as specified in section II, inclusive of comprehensive on-site maintenance including repair/replacement of parts of items under AMC, all taxes & duties, insurance, any other incidental charges, etc.

3.10.2 KEY CONTRACTOR EMPLOYEES

- Bidder shall furnish the following information for the key employees assigned for this project
- Minimum qualification/Certification as stipulated in qualification chart to perform the job
- Brief professional Profile with proper referees
- Contractor needs to take prior approval of REC deploying him for the assigned job. .

- Defined overlap and transition process for any replacement.

3.10.3 Right of Replacement:

Contractor should replace the employee with the approval of REC for whatsoever reasons.

3.10.4 Management Reports:

Contractor shall submit the reports as per agreed formats and periodicity. Management reports will be required to reflect matrix reporting against all service levels contained in the contract, plus reports of a general management nature to allow REC to oversee the Contractor's delivery of service. These include at least -

- Weekly status reports
- Monthly SLA attainment reports
- Monthly trend reports
- Annual state of the contract report covering all aspects of service delivery for the year and a projected service management plan for the coming year.
- Root cause analysis reports for all SLAs and critical service failures and any other major problems.

3.10.5 Root Cause Analysis:

Contractor will be required to provide root cause analyses for all performance and availability problems that occur. Formal root cause analysis will be delivered within 5 days of problem occurrence, including-

- Explanation of the root cause
- Actions taken to resolve the problem
- Action plan to prevent reoccurrence, with project plan/tasks required and timing

for each major milestone of the correction effort, and identification of REC's responsibilities in the correction process.

3.10.6 Management of FM Jobs:

- With a view to Review, Regulate & resolve the various concerns & Issues during FM period a committee of REC Project Manager & contractor Project Manager will be constituted.
- The committee will oversee contract execution, resolve priority conflicts, set future direction and participate in the dispute resolution process. This committee will meet on periodic basis and submit the status report to the Executive Director (IT), REC.
- The first meeting will be held during the second month after award of LOI/LOA and the Committee will meet quarterly thereafter. A formal operational charter for the committee will be developed at the first meeting. In case of any dispute the matter shall be referred to DGM (IT) and subsequently to Executive Director (IT) for settlement.

3.10.7 SECURITY

At all times the contractor shall comply with all security regulations in effect that REC requires at its premises or in the protection of its data assets.

3.10.8 REPRESENTATIONS & WARRANTIES

- All services, work, and deliverables will be performed by qualified personnel in a professional and workman like manner, in accordance with the level of industry standards in addition the Contractor warrants that –
- Performance of work will not violate any law, rule or regulation and Contractor will acquire all required permits and licenses.
- Key Contractor personnel assigned to perform the work will be continuous through out the term, except as agreed to by REC or for reasons of termination of employment with contractor.

3.10.9 WORK PRODUCT WARRANTY

REC requires that all work products created by Contractor on behalf of REC is warranted by Contractor that such work product shall conform to and operate in accordance with all specifications and appropriate standards, and be free of defects in material or workmanship.

3.10.10 Supplier shall offer only single Technical Solution to meet the specifications and scope of work as per the tender document. The supplier should provide necessary documentary evidence supporting the technical specifications of the offered solution.

3.10.11 Contractor's Office at site

The contractor shall maintain an office at REC for their personnel to receive / attend to instructions, notice or other communications. The contractor at all time shall maintain a instruction book and compliance of these shall be communicated to the DGM(IT)/project coordinator from time to time and the whole document to be preserved and handed over after completion of works.

3.10.12 COMPLIANCE OF VARIOUS LABOUR & INDUSTRIAL LAWS

(a) The contractor should have their individual Provident Fund Account Numbers. The contractor shall submit the copy of Challan-receipt in proof of depositing the employees as well as employer's PF contribution periodically with the Regional Provident Fund Commissioner (RPFC). If the Contractor fails to provide the proof of depositing the PF as stated above, REC shall be entitled to deduct the said amount from the Running Bills of the Contractor for remittance of the same with PF Office.

(b) It shall be the sole liability of the contractor (including the Contracting firm/company) to obtain and to abide by all necessary licenses/permissions from the authorities concerned as provided under the various labour license(s) obtained as per the provisions of the Contract Labour (Regulation & Abolition) Act, 1970.

(c) The contractor shall discharge obligations as provided under various applicable statutory enactment's including the Employees Provident Fund & Miscellaneous Provision Act, 1952, the Employees State Insurance (ESI) Act, 1948, the Contract Labour (Regulation and Abolition) Act,1970, the Inter-State Migrant workmen (Regulation of employment & conditions of Services) Act,1979, the Minimum wages Act, 1948, the payment of Wages Act, 1936, the Workmen's Compensation Act, 1923, and other relevant Acts, Rules and Regulations enforced from time to time.

(d) The contractor shall be responsible for required contributions towards P.F, Pension, ESI or any other statutory payments to be made in respect of the contract and the personnel employed for rendering service to REC and shall deposit these amounts on or before the prescribed dates. The contractor shall also be responsible to pay and administrative/inspection charges thereof, wherever applicable, in respect of the personnel employed by him for the works of REC.

(e) The contractor shall be solely responsible for the payment of wages and other dues to the personnel deployed by him latest by 7th of the subsequent month. The contractor shall be directly responsible and indemnify REC against all charges, dues, claims etc. arising out of the disputes relating to the dues and employment of personnel deployed by them.

(f) In case ESI is not applicable. Contractor before commencement of work shall submit Insurance Policy under Workmen's Compensation Act, 1923 covering all his employees to be deployed for execution of the contract.

3.10.13 INSURANCE

CONTRACTOR shall at his own expense arrange secure and maintain insurance with reputable insurance companies to the satisfaction of REC as follows:

3.10.14 EMPLOYEES STATE INSURANCE ACT:

The CONTRACTOR agrees to and does hereby accept full and exclusive liability for the compliance with all obligations imposed by the Employee State Insurance Act 1948 and the CONTRACTOR further agrees to defend, indemnify and hold REC harmless for any liability or penalty which may be imposed by the Central, State or Local authority by reason of any asserted violation by CONTRACTOR or SUB-CONTRACTOR of the Employees' State Insurance Act, 1948, and also from all claims, suits or proceeding that may be brought against the REC arising under, growing out of or by reasons of the work provided for by this CONTRACTOR, by third parties or by Central or State Government authority or any political sub-division thereof.

The CONTRACTOR agrees to fill in with the Employee's State Insurance Corporation, the Declaration Forms, and all forms which may be required in respect of the CONTRACTOR's or SUB- CONTRACTOR's employees, who are employed in the WORK provided for or those covered by ESI from time to time under the Agreement. The CONTRACTOR shall deduct and secure the agreement of the SUB-CONTRACTOR to deduct the employee's contribution as per the first schedule of the Employee's State Insurance Act from wages and affix the Employees Contribution Card at wages payment intervals. The CONTRACTOR shall remit and secure the agreement of SUB-CONTRACTOR to remit to the State Bank of India, Employee's State Insurance Corporation Account, the Employee's contribution as required by the Act. The CONTRACTOR agrees to maintain all cards and Records as required under the Act in respect of employees and payments and the CONTRACTOR shall secure the agreement of the SUB- CONTRACTOR to maintain such records. Any expenses incurred for the contributions, making contributions or maintaining records shall be to the CONTRACTOR's or SUB-CONTRACTOR's account.

The REC may retain such sum as may be necessary from the total VALUE OF CONTRACT until the CONTRACTOR shall furnish satisfactory proof that all contributions as required by the Employees State Insurance Act, 1948, have been

paid. This will be pending on the CONTRACTOR when the ESI Act is extended to the place of work.

3.10.15 WORKMEN COMPENSATION AND EMPLOYER'S LIABILITY INSURANCE:

Insurance shall be effected for all the CONTRACTOR's employees engaged in the performance of this CONTRACT. If any of the work is sublet, the CONTRACTOR shall require the SUB-CONTRACTOR to provide workman's Compensation and employer's liability insurance for the latter's employees if such employees are not covered under the CONTRACTOR's Insurance.

3.10.16 ACCIDENT OR INJURY TO WORKMEN:

The REC shall not be liable for or in respect of any damages or compensation payable at law in respect or in consequence of any accident or injury to any workman or other person in the Employment of the CONTRACTOR or any SUB-CONTRACTOR save and except an accident or injury resulting from any act or default of the REC, his agents or servants and the CONTRACTOR shall indemnify and keep indemnified the REC against all such damages and compensation (save and except and aforesaid) and against all claims, demands, proceeding, costs, charges and expenses, whatsoever in respect or in relation thereto.

3.10.17 Comprehensive Equipment Transit / Transport / Transfer Insurance

This insurance shall be in such a form as to protect the Contractor against all claims for injuries, disability, disease and death to members of public including REC's men and damage to the property of others arising from the use of motor vehicles/ Equipment Transit / Transport / Transfer during on or off the 'site' operations, irrespective of the Employer ship of such vehicles.

3.10.18 Comprehensive General Liability Insurance

This insurance shall protect the Contractor against all claims arising from injuries, disabilities, disease or death of member of public or damage to property of others due to any act or omission on the part of the Contractor, his agents, his employees, his representatives and Sub-Contractor's or from riots, strikes and civil commotion.

3.10.19 ANY OTHER INSURANCE REQUIRED UNDER LAW OR REGULATIONS OR BY EMPLOYER:

CONTRACTOR shall also carry and maintain any and all other insurance(s) which he may be required under any law or regulation from time to time without any extra cost to REC. He shall also carry and maintain any other insurance which may be required by the REC.

3.10.20 Safety regulations:

In respect of all labour, directly employed in the WORK for the performance of CONTRACTOR's part of this agreement, the CONTRACTOR shall at his own expense arrange for all the safety provisions as per safety codes of C.P.W.D., Indian Standards Institution. The Electricity Act, The Mines Act and such other acts as applicable.

3.10.21. The CONTRACTOR shall observe and abide by all fire and safety regulations of the REC. Before starting work CONTRACTOR shall consult with REC's safety Engineers or site-in-charge/project coordinator and must make good to the satisfaction of the EMPLOYER any loss or damage due to fire to any portion of the work done or to be done under this agreement or to any of the REC's existing property.

3.11 Period of Contract

3.11.1 The initial contract period shall be one year from the date of signing and/or placement of purchase order whichever is earlier. On need basis as per requirements of REC the contract can be extended for a further period of six months each time upto a maximum of additional one years.

3.11.2 The selected vendor shall enter into a rate contract with REC for the quoted items during the contract period extended or otherwise.

3.11.3 Primarily the on-site services during the contract period are required to be provided at REC, CO at Scope Complex, and Annex at Palika Bhawan, R. K. Puram. All expenses including travel, other logistics etc. for providing such services shall be borne by the vendor in this regard and the vendor shall be deemed to have quoted accordingly.

SECTION - IV
GENERAL TERMS AND CONDITIONS

4.0 Performance Security/Bank Guarantee

- (i) The Vendor should furnish performance security to the REC for an amount of 10% of the contract value, valid up to for 60 days after contract period (Fourteen months) for performance and support service/maintenance obligation. The same shall be extended suitably in case of further extension of contract period.
- (ii) REC can deduct as compensation from the Performance Security/Bank Guarantee for failures on the Vendor's part to complete its obligation under the contract.
- (iii) The performance security shall be in the form of a Bank Guarantee from a Scheduled Bank or A Bankers Cheque or Demand Draft

4.1 Liquidated damages :

- (i) A sticker mentioning the service support call centre number of the vendor should be pasted on each system.
- (ii) The vendor should fulfill the following conditions during the contract or extended period, as the case may be:-
 - a. Any First level support call
 - i. Which does not require any hardware replacement/ repair should be closed within one working day (08 working hours) failing which liquidated damages **@ Rs 50/- per working day or part thereof per such support call subject to a maximum of Rs 500/- per support call** shall be levied and deducted from quarterly payment.
 - ii. Which requires any third party intervention should be logged with the third party with in 04 (Four) working hours failing which liquidated damages **@ Rs 50/- per working day or part thereof per such support call subject to a maximum of Rs 500/- per support call** shall be levied and deducted from quarterly payment.
 - b. Any AMC call relating to software related problems should be rectified within maximum period of 04 (Four) working hours of lodging complaint failing which liquidated damages **@ Rs 100/- per working hour or part thereof per such support call subject to a maximum of Rs 1000/- per support call** shall be levied and deducted from quarterly payment.
 - c. Any AMC call relating to failure in the equipment and product / system or a subsystem thereof should be rectified within maximum period of 4 (Four) working hours of lodging complaint failing which liquidated damages **@ Rs 200/- per working hour or part thereof per such support call subject to a maximum of Rs 2000/- per support call** shall be levied and deducted from quarterly payment subject to following:
 - i. In case a standby is provided with in 04 (Four) working hours of lodging complaint then no liquidated damages will be levied upto a period of **seven working days** within

which the faulty equipment and product / system or a subsystem thereof should be rectified. In case the fault is not rectified within stipulated period of seven working days liquidated damages shall be levied and deducted from quarterly payment

- ii. In case the equipment or part thereof is obsolete and not available then equipment will be deemed to be out of AMC from the date of the support call and no liquidated damages will be levied and AMC payment for the said equipment for that quarter will be made on pro-rata basis, after which no payment for AMC for the said equipment will be made. However in case REC is able to get the equipment or part thereof repaired/ rectified from alternate source then in addition to the liquidated damages as per (c) above the payments made for the repair/ rectification of problem will also be recovered from the vendor by deducting the same from the quarterly payment to be made to the vendor.
- d. In case the engineer is absent, then **Rs 600/- per day (Rs 300/- for half day absence) per engineer or helpdesk executive** shall be deducted if no alternate arrangement for the absentee is provided by the vendor. Vendor has to adhere the office timing (i.e. From 09.30 AM. To 06.30 PM.), 2 days late permission is allowed per engineer/helpdesk per month failing which a half day absence will be treated for the late coming/early going.
- e. The total cumulative liquidated damage, if any, to be levied during a quarter shall be the net quarterly payment due inclusive of taxes before deductions.

4.2 Payment Schedule

- (i) Quarterly payment for the services rendered during the previous quarter subject to deduction of liquidated damages if any, at the end of each quarter, shall be made in Indian Rupees Only.
- (ii) Payments shall be subject to deductions of any amount for which the Vendor is liable under the agreement against this contract. Further, all payments shall be made subjects to deduction of TDS (Tax deduction at Source) as per the income- Tax Act,1961 and any other taxes.
- (iii) All Payments shall be made in Indian Rupees only.
- (iv) REC shall make payments on the basis of Running Bills submitted by the Contractor from time to time/ or Final Bill (as the case may be) with Quarterly SLA achievement reports.

4.3 Arbitration

- (i) Except where otherwise provided in the agreement, all questions and disputes relating to the meaning of the specifications, and instructions herein before mentioned and as to the quality of the materials, as to any question, claim, right, matter or thing whatsoever, in any way arising out of or relating to the Contract, Specifications, estimates, instructions, orders or these conditions or otherwise concerning the works, or the execution of the same whether arising during the process

of the work or after the completion or abandonment thereof shall be referred to the sole arbitrator to be appointed by Chairman and Managing Director, REC. The Arbitration shall be in accordance with the provisions of Arbitration and Conciliation act, 1996 and the language of Arbitration shall be English. The Arbitrator shall give the reasoned award. The cost of arbitration proceedings shall be shared equally between the parties.

Jurisdiction:-

The Contract shall be governed in accordance with the Indian laws and Courts located at Delhi shall alone have the jurisdiction to try and entertain the disputes.

4.4 Corrupt or Fraudulent Practices

- (i) Bidders & Vendors shall observe the highest standard of ethics during the procurement and execution of the contract.
- (ii) REC will reject a proposal for award of work if it is found that the Bidder recommended for award of work is engaged in corrupt or fraudulent practices in competing for the contract in question. Any dispute causing cause of such rejection of award of work shall not be entertained.
- (iii) REC will declare a firm ineligible, or for a stated, contract to be awarded, if it at any time determines that the firm was engaged in corrupt or fraudulent practices in competing for this bid, or in executing the contract.

4.5 Indemnity Clause

- (i) The firm should sign an Indemnity Bond to safeguard against any pirated software, equipment, design etc being supplied to the REC.
- (ii) The selected vendor shall indemnify REC against all third party claims of infringement of Intellectual Property Rights – including , Patent, trademark/copyright or industrial design rights arising from the use of the supplied software/ hardware/manpower etc. and related services or any part thereof.

4.6 FORCE MAJEURE CLAUSE

If at any time, during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract is prevented or delayed by reasons of any war, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics quarantine restrictions, strikes, lockouts or acts of God (hereinafter referred to as "events"), provided notice of happenings of any such event is duly endorsed by the appropriate authorities/chamber of commerce in the country of the party giving notice, is given by party seeking concession to the other as soon as practicable, but within 21 days from the date of occurrence and termination thereof and satisfies the party adequately of the measures taken by it, neither party shall, by reason of such event, be entitled to terminate this contract, nor shall either

party have any claim for damages against the other in respect of such nonperformance or delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist and the decision of the purchaser as to whether the deliveries have so resumed or not, shall be final and conclusive, provided further, that if the performance in whole or in part or any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 60 days, the purchaser may at his option, terminate the contract.

4.7 Miscellaneous

- I. It will be imperative on each bidder to fully acquaint themselves of all the local conditions and factors which would have effect on the performance of the work and its cost.
- II. REC reserves the exclusive right to allocate the contracted work in a staged or phased manner. Potential vendors are requested to submit alternative proposals for the associated productivity/response enhancement tools, where they believe that there are significant differences in the development activities resulting from the productivity tools used.
- III. Alterations if any in the tender should be verified properly by the vendor by placing signatures of the authorized signatories failing which the tender would be liable to be rejected.
- IV. The Bids prepared by the Vendor and all correspondence and documents relating to the bids exchanged by the Vendor and REC, shall be in the English language, provided that any printed literature furnished by the Vendor may be written in another language so long as the same is accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall govern.
- V. The Vendor shall be entirely responsible for all taxes, duties, octroi, license fees, etc., incurred for performance of the services. If there is any reduction in taxes/duties etc. due to any reason whatever, after Notification of Award, the same shall be passed on to REC.
- VI. The selected Vendor shall perform the services and carry out its obligations under the Contract with due diligence and efficiency, in accordance with generally accepted techniques and practices used in the industry and with professional engineering and training/consulting standards recognized by national/international professional bodies and shall observe sound management, technical and engineering practices. It shall employ appropriate advanced technology and safe and effective equipment, machinery, material and methods. The Vendor shall always act, in respect of any matter relating to this Contract, as faithful advisors to REC and shall, at all times, support and safeguard REC's legitimate interests in any dealings with Third parties.
- VII. REC reserves the right to inspect the performance of the vendor prior to commencement or in between the work progress. The inspection may cover all areas related to the assigned purchase order, especially methodology, manpower, infrastructure etc. REC reserves the right to cancel the purchase order assigned to the vendor at any time which includes the time after the completion of assigned work without assigning any reason for the same. In case the purchase order is canceled then the costs incurred will be born by

- the vendor and under no circumstances the vendor shall be eligible for any payment or damages from REC.
- VIII. The selected vendor shall not, without REC's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, software code, sample of information furnished by or on behalf of REC in connection therewith, to any person other than a person employed by the Vendor in the Performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.
- IX. If the selected vendor is not able to fulfill its obligations under the contract, which includes non completion of the work, REC reserves the right to accomplish the work through another vendor and EMD / Security Deposit of vendor will be forfeited. Also any costs, damages etc. resulting out of the same shall have to be born by the selected vendor.
- X. Printed terms and conditions of the Bidders will not be considered as forming part of their Bid. In case terms and conditions of the contract applicable to the Invitation of Bid are not acceptable to any Bidder, he should clearly specify deviation in its bid.
- XI. REC may at any time terminate the Contract by giving written notice to the selected Vendor, without compensation to the selected Vendor, if the selected Vendor becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to REC.
- XII. REC may after due notice, terminate the purchase order and/or the Contract, in whole or in part at any time of its convenience. No compensation or consequential damages would be payable to the Contractor in case of predetermination / foreclosure of Award / Contract. However if the contract is predetermined for deficient services or workmanship, the remaining work shall be carried out at the risk and cost of the bidder .
- XIII. The selected vendor automatically agree with REC for honoring all aspects of fair trade practices in executing the purchase orders placed by REC
- XIV. Telex, cable, e-mail or facsimile bids will be rejected.
- XV. The Award of work shall not be assigned, transferred or sub-delegated to other Contractors except with the written approval of REC. However this clause shall not apply to procurement / purchase of equipments and material for the performance of the work.
- XVI. The contractor/ Vendor shall indemnify REC against all damages, losses, destruction to any property or injury caused or death of any person caused by negligent act or omission of the contractor / their employees agents or sub-contractors.
- XVII. REC would reserve the exclusive right to modify/ amend/ cancel the tender document without assigning any reason for the same.
- XVIII. The service engineer to be deputed for FMS are required to provide support in residence office of senior officers of the corporation and also visit to MoP for presentation arrangements and FMS support

PERFORMA FOR SUBMISSION OF TECHNICAL BID

S.No.	Item Description	Details
1	Name of agency	
2	Address	
3	Mobile and Fax	
4	E-Mail address	
5	CST No./Work contract No./Vat No.	
6	Service Tax Registration No.	
7	PAN No.	

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(ONLINE ONLY)

Price Schedule

**Table I
Support for FMS Operation and Annual Maintenance**

Sr. No.	Item Description	Unit	Quantity**	Unit Per (all inclusive)	Rate Year	Total Price in INR (all inclusive)
A	B	C	D	E		F = D x E
1	Cost of Resident Engineers for One year (3 resident Engineers at CO & 1 resident engr. at Palika Bhawan)	Per Person	4			
2	Cost of Helpdesk official for one year		1			
3	Rate for holidays (Sunday & Gazetted) (From 09.30 AM. To 06.30 PM.)		12			
4	Onsite Comprehensive AMC of Desktop including corresponding network I/O (Desktops are of OEM make e.g. Dell, HP, IBM, HCL etc.) <i>Few machines may be PIV</i>	Per Desktop Per Year	325			
5	Onsite Comprehensive first Level Support of Desktop under third party warranty maintenance		150			
6	Onsite Comprehensive AMC of Server: HP ML 350	Per Server Per Year	02			
7	Onsite Comprehensive AMC of Server: HP ML 570		01			
8	Onsite Comprehensive first Level Support of one server under third party warranty maintenance		08			
9	Onsite Comprehensive AMC of UPS (UPS are of 600 to 800 VA of OEM make e.g. APC, Uniline, Signal etc.)	Per UPS Per Year	325			
10	Onsite Comprehensive first Level Support of One UPS under third party warranty maintenance		150			
11	Onsite Comprehensive AMC of Printer other than MFP (Printers are of OEM make LaserJet printers e.g. HP,	Per Printer Per Year	175			

	Samsung, Xerox, TVS etc.) Few Printers are color or Network printers				
12	Onsite Comprehensive AMC of MFP (MFP are of OEM make e.g. HP, Samsung, Xerox etc.)		25		
13	Onsite Comprehensive first Level Support of Printer/MFP under third party warranty maintenance		20		
14	Onsite Comprehensive AMC of Scanners (Scanners are of OEM make e.g. HP, Samsung etc.)	Per Scanner Per Year	25		
15	Onsite Comprehensive first Level Support of scanners under third party warranty maintenance		25		
16	Onsite Comprehensive first Level Support of Laptop under third party warranty maintenance	Per Laptop Per Year	400		
Onsite Comprehensive AMC of following Networking Equipments					
17	Linksys Wi-fi Access Point WAP54GP	Each	5		
18	Linksys 24 Port switch	Each	8		
19	Cisco 2950 24 Port switch	Each	2		
20	8 Port Hub/Switch	Each	4		
21	Wall Mount Rack 15 U	Each	5		
22	Wall Mount Rack 11 U	Each	5		
23	Wifi Linksys Network Adapter	Each	1		
24	Linksys SRW 224G4 24 PORT switch	Each	4		
25	Cisco 2611 Router including modules	Each	1		
Grand Total:					
(in INR all inclusive) (Sum for Column 'F')					

**Quantities are tentative, payment will be made as per actual on pro-rata basis

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Note:

- (i) **First Level Support will include attending the problem and resolving the issue and follow-up with the third party in case of part replacement and/or repair. First Level Support will not include any maintenance, part replacement or repair of the equipment.**
- (ii) The no. of equipments indicated in the list is tentative. The vendor is required to visit the RECL site for physical inspection of the equipments and ascertain the actual quantity equipment wise as per the above list of items. Payment will be made as per actual on pro rata basis.
- (iii) During the contract period new equipments may be added and/or deleted and automatically covered/ deleted under AMC once they are out of warranty/ declared obsolete by REC at the rates quoted above.

- (iv) All inclusive prices in INR should only be quoted. In case particular item is not quoted then the cost of the same shall be taken as the highest cost quoted by any bidder for the respective item for evaluation purposes only. However while award of work the cost of the same shall be treated as Zero, in case the same is not acceptable to the bidder then the bid shall be summarily rejected and EMD forfeited. In case of discrepancy between figures and words the higher of the two shall be taken.

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SEAL**

PROFORMA FOR PERFORMANCE BANK GUARANTEE

M/s Rural Electrification Corporation Ltd.,
Core 4, Scope Complex, 7 Lodhi Road,
New Delhi – 110003 (INDIA)
(With due stamp duty if applicable)

OUR LETTER OF GUARANTEE No. :

In consideration of Rural Electrification Corporation Ltd., having its office at _____ (hereinafter referred to as "REC" which expression shall unless repugnant to the content or meaning thereof include all its successors, administrators and executors) and having entered into an agreement dated _____/issued Purchase Order No. _____ dated _____ with/on M/s _____ (hereinafter referred to as "The Supplier" which expression unless repugnant to the content or meaning thereof, shall include all the successors, administrators, and executors).

WHEREAS the Supplier having unequivocally accepted to supply the materials as per terms and conditions given in the Agreement dated _____ /Purchase Order No. _____ dated _____ and REC having agreed that the Supplier shall furnish to REC a Performance Guarantee for the faithful performance of the entire contract, to the extent of 10% (ten percent) (or the percentage as per the individual case) of the value of the Purchase Order i.e. for _____.

We, _____ ("The Bank") which shall include OUR successors, administrators and executors herewith establish an irrevocable Letter of Guarantee No. _____ in your favour for account of _____ (The Supplier) in cover of performance guarantee in accordance with the terms and conditions of the Agreement/Purchase Order.

Hereby, we undertake to pay upto but not exceeding _____ (say _____ only) upon receipt by us of your first written demand accompanied by your declaration stating that the amount claimed is due by reason of the Supplier having failed to perform the Agreement and despite any contestation on the part of above named supplier.

This Letter of Guarantee will expire on _____ including 30 days of claim period and any claims made hereunder must be received by us on or before expiry date after which date this Letter of Guarantee will become of no effect whatsoever whether returned to us or not.

Authorized Signature
Chief Manager/ Manager
Seal of Bank

Bidder Help Manual for E-Bidding

HELP LINE TO VENDORS

Helpdesk Nos. (During Business Hours between 10 AM to 6 PM)

Phone : 011-49424365

Sh Nehal (www.tenderwizard.com) 8800991855 / 9560062209

Other Contact Numbers:

1. Sh Mithun Ghosh (www.tenderwizard.com) 8826040002 / 011-49424319
2. Shri Ajit Kotia, Deputy Manager(IT) – 9899364978
3. Shri Sanjay Choudhary, Deputy Manager(IT) –9873142858
4. Shri Pankaj Gupta, Deputy General Manager(IT) – 9899966710
5. Shri P. K. Mukhopadhyay, Additional General Manager(IT) – 9899975187



Step 1**Registration Process**

Website address: www.tenderwizard.com/REC

- Click on **“TenderFreeView”** to see (view and download) all the tender notifications and corrigendum's.
- Click on **“Register Me”** Hyperlink and get your User Id and Password.
- (Certain special chars like ~ ` ' # \$ % & * ! () ; \ / ? " : < > + - { } [] are not allowed in the company id or any key attributes).
- Once you fill all the details asked by **“Register Me”** form and obtain your password, contact the Office of REC to enable your User ID.
- After this, vendor can key in their User Id and Password and get successful entry in to the application.

STEP 2**Participation**

Vendor should login with his USER ID and PASSWORD

- After Successful entry into the application click on hyperlink **“UnApplied”**.
- By clicking on hyperlink **“UnApplied”** you can see the latest tenders which are floated and other details relevant to tender.
- On this screen (**UnApplied**) you will find various gif's on the left hand side. Click on  **“Edit form”** gif and see all the documents attached. Please download these documents and go through them.
- Once you have gone through the entire tender document and you wish to participate in the tender click on  **“Request Tender Form”** gif. And Then click on **“Submit”**.
- Now once you have requested for tender documents click on **“In Progress”** stage. You can see the status as **“REQUESTED”**.

Note: - will send you forms (Electronic Financial bid & Technical bid sheets) .

- You will get two excel files “**Technical Sheet.xls**” and “**Cost Sheet.xls**” along with other documents. Firstly, you need to download this document by clicking on hyperlink “**Click here to Download Empty Document.**” Then Save the file with the same file name

Note:-

- 1) You should not change the file name of any Excel file.
- 2) You should only key in the values in blue cells only.

STEP 3

Submission

Vendor should prepare the scanned copy of DD (EMD)

- **EMD Submission:** Click on “**Click here to enter EMD Details and Attach Scanned Copy of EMD**”. Fill all the fields provided in that sheet and press on “**Scan**” button to attach the scanned copy of the EMD.
- Vendor should fill values in blue cells only, provided in these sheets. These can be uploaded by clicking on “**Click here to Upload filled File**”.

Reminder:

Technical Sheet and **Cost Sheet** should be uploaded by using “**Click here to Upload filled File**”. All other supporting documents could be uploaded using “**Click here to Attach General Documents**” link provided below.

- Please don't change the name of the file as system will not accept any other file name.

Steps for uploading the additional documents (supporting documents) to your account.

1. In the left hand menu click on General Document, general document page will appear
2. Click on upload new file Button for uploading new document, upload sheet will appear
3. Select the file to be uploaded, enter the description and attachment name.
4. Click on Upload file
5. Repeat step 2 and 3 for uploading new files

To change the description and attachment name for the uploaded file use Update existing file button

Note: This is for altering the description and attachment name only

Attachment of general document to a particular tender

Go to tender Documents screen of that particular tender

1. Go to [Click here to Attach General Documents](#) –Additional documents can be optionally Uploaded General Document Summary sheet will appear.
2. In General Document Summary screen select the file you want to attach and make necessary changes for Tender Stage and click Attach file button.
3. If you need to attach any new files for the tender follow Steps for uploading the Additional documents.

Other details could be scanned and uploaded but ensure that it is smaller in size (i.e. < 1MB for Fast Uploading of Document). (only.doc, .jpg,.gif,.xls, .bmp, .pdf.)

- The server time will be displayed at the right hand side of the page please follow this time, and all the actions i.e;(Requesting, Submitting, Opening etc.,) takes place according to this time only.

NOTE :

- ✓ You will see all the red colored links changing to black color, when you have uploaded.

A) **Technical Sheet**

B) **Cost Sheet or price bid**


C) **EMD details**

- i) Once you fill the above documents only then you will able to submit the tender by clicking on the “**Submit the Tender Form**” button before the tender closing date and time.

**STEP 4
Acknowledgement**

Once you submit the tender you will get the submitted token number, submitted date and submitted time. Take the print of that sheet then click on “OK”. Then the status will change to submitted.

**STEP 5
OPENING**

- After the tender is opened at the stipulated date and time, the award details can be accessed in the OPENED/AWARDED stage.
- To view the opened tenders click on the “**Opened/Awarded**” link then click on edit form  to view your competitors bid sheets who participated with you and who are not disqualified.

Note:

- **If you do not get the submitted status and token number, contact tendering authority well in advance. L is not responsible for tender's not eived or submitted properly. Vendors are requested to undergo training and get their doubts clarified well in advance.**
- **If any queries please contact L Office and if required, personal training would be given. Please feel free to contact if you have any clarifications regarding E-Tendering.**