

Information to Bidder for the “Procurement of Display Units for HMIS by RCIL NR”.

1. The item/items in this bid should be quoted as per the technical specifications. *The details of the specifications along with consignee/site details are also available on website www.railtelindia.com.* Any addenda/corrigendum to this bid will also be available on www.railtelindia.com and GeM portal.
2. In the specification wherever support for a feature has been asked for, it will mean that the feature should be available without RailTel requiring any other hardware/software/licenses. Thus, all hardware/software/licenses required for enabling the support/feature shall be included in the offer.
3. OEM or Authorized distributor/Partner of OEM should have a registered office in India to provide sales and 24x7 support in India. The certificate to this effect should be submitted. The bidder should be either OEM or his authorized dealer/distributor.

In case of the authorized distributor/partner certificate from the OEM to this effect should be submitted. If OEM is quoting then OEM should submit the certificate.

4. Equipment offered shall have complete data sheets and detailed description on OEM web sites. Bidders are required to submit duly filled and signed Technical compliance of the equipments/systems offered, failing which the bids may be rejected.
5. Bidder shall submit the detailed BOM of the equipment offered duly verified and certified by the respective OEM.
6. GSTIN ID of vendor should be provided from where goods will be supplied.
7. **Estimated Cost of Stores: Rs 9,81,760/- (inclusive of taxes)**

7.1 Earnest Money Deposit (EMD):

The Tenderers are required to deposit earnest money with the Tender for the due performance of the stipulation to keep the offer open till such date as specified in the Tender under the conditions of Tender.

- (a) **The earnest money shall be Rs. 19,700/-** (@ 2% of the estimated value of the tender subject to Maximum Rs. 20 Lakhs).
- (b) The tenderers shall hold the offer open till such date as specified in the tender document. It being understood that the tender documents have been sold/issued to the tenderer and the tenderer has been permitted to tender in consideration of stipulation on his part, that after submitting his tender he will not resile from his offer or modify the terms and conditions, thereof in a manner not acceptable to RailTel. If the tenderer fails to observe or comply with the foregoing stipulation, the aforesaid amount deposited as earnest money shall be liable to be forfeited by the RailTel.
- (c) If his tender is accepted this earnest money mentioned above, will be retained as part security for the due and faithful fulfillment of the contract in terms of the General Conditions of Contract. The Earnest Money of other tenderers shall, save as herein before provided, be returned to them, but RailTel shall not be responsible for any loss or depreciation that may happen thereto while in their possession, nor be liable to pay interest thereon.
- (d) The earnest money should be deposited through GeM portal.
- (e) The copy of proof of submission of EMD shall be submitted along with the bid, online.

- (f) The bid guarantee / earnest money may be forfeited:
 - i. If a tenderer withdraws its tender during the period of tenders validity specified in the tender document.
 - ii. If the tenderer fails to furnish performance guarantee in accordance with the Special Conditions of Contract.
- (g) The tenders without EMD will be summarily rejected.
- (h) Firms registered as MSEs/NSIC shall be exempted for payment of EMD. However, such firm(s) should submit the proof for the same, along with the bid, online.

8. Delivery period: Within 30 days from the date of issue of LOA.

9. Eligibility Criteria for OEM:

- a. The Equipment offered by the OEM or equipment of the same series/family from the same OEM should have been satisfactorily working in Government/PSUs/Telecom Service Providers network for at least 12 months as on date of opening of bid, in India or Abroad. The certificates from the actual users will have to be submitted online.
- b. The OEM should have supplied at least 35% of the tendered quantity of the equipment offered or equipment of the same series/family during last preceding 3 financial years (i.e. current year and three previous financial years) as on opening of bid to Government/PSUs/Telecom Service Providers. OEM should submit self-certificate with proper contact detail of clients along with quantities supplied (Firm Name, Contact person, Designation, Telephone Number, Fax, Official mail id etc.). The same should be issued by authorized signatory.
- c. The OEM should have proven facilities for Engineering, manufacture, assembly, integration and testing of the equipments and basic facilities with respect to space, Engineering, Personnel, Test equipment, Manufacture, Training, Repair, Service Center Supports for at least past three years in the country from where the proposed equipment are planned to be supplied. In case OEM is located outside India, it should have training repair and service center facilities in India also. The certificates/Undertaking for the same will have to be submitted offline.

(The bidder will have to submit the proof of establishment for the facility in India.)

i. Eligibility Criteria for Bidder:

- a. The tenderer should have executed order of supply/ provision of similar equipments i.e. Display Units etc., as per following:

The tenderer shall necessarily satisfy the eligibility conditions as listed below:-

The tenderer must have successfully completed any of the following during last 07 (seven) years, ending last day of month previous to the one in which tender is invited:

“Three similar works each costing not less than the amount equal to 30% of advertised value of the tender”, or

“Two similar works each costing not less than the amount equal to 40% of advertised value of the tender”, or

“One similar work each costing not less than the amount equal to 60% of

advertised value of the tender”.

Note: Work experience certificate from private individual shall not be considered. However, in addition to work experience certificates issued by any Govt. Organisation, work experience certificate issued by Public listed company having average annual turnover of Rs 500 crore and above in last 3 financial years excluding the current financial year, listed on National Stock Exchange or Bombay Stock Exchange, incorporated/registered at least 5 years prior to the date of opening of tender, shall also be considered provided the work experience certificate has been issued by a person authorized by the Public listed company to issue such certificates.

In case tenderer submits work experience certificate issued by public listed company, the tenderer shall also submit along with work experience certificate, the relevant copy of work order, bill of quantities, bill wise details of payment received duly certified by Chartered Accountant, TDS certificates for all payments received and copy of final/last bill paid by company in support of above work experience certificate.

Financial Eligibility Criteria:

The tenderer must have received contractual payments in the previous three financial years and the current financial year up to the date of inviting of tender, at least 150% of the advertised value of the tender. The tenderers shall submit Certificates to this effect which may be an attested Certificate from the concerned department / client or Audited Balance Sheet duly certified by the Chartered Accountant/Certificate from Chartered Accountant duly supported by Audited Balance Sheet.

- b. **Note:** Client certificate from other than Govt. Organization should be duly supported by Form 16A/26AS generated through TRACES of Income Tax Department of India.
- c. The bidder should have authorization, specific to this tender from respective OEM as per Annex-III.

10. WARRANTY:

- i. Display Units shall be supplied with 3 years warranty. If during the said guarantee/warranty period, the Goods are found not conforming to the requisite description and quality and/or not giving satisfactory performance or have deteriorated, and the decision of the buyer in that behalf shall be final and binding on the seller and the buyer shall be entitled to call upon the Seller to rectify and /or replace the Goods or such portion thereof as is found to be defective by the buyer within 7 days. Otherwise, the seller shall have to pay Rs. 500/- per week or part of week for failed equipment subject to a maximum 10% of equipment cost to the buyer as compensation.
- ii. Equipped with necessary hardware/software to comply all above required/support features.
- iii. Back to back warranty with respective OEM's for both Hardware and software. The certificates/undertaking for the same will have to be submitted alongwith bid from respective OEM.
- iv. OEM should have its service center in India. Service Center Details to be shared along with the address and contact no. and person.

11. SLA during warranty period:

After having been notified of the defects / service requirement during warranty period, Seller has to complete the required Service /Rectification/replacement of defective part, within time limit of max. 3 days. If the Seller fails to complete service

/rectification/replacement within defined time limit, a penalty of 0.5% of Unit Price of the product shall be charged as penalty for each week of delay from the seller & upto max. of 10% of Unit Price of the product. Seller can deposit the penalty with the Buyer directly else the Buyer shall have a right to recover all such penalty amount from the Performance Security (PBG) or from the running bill.

12. DELETED

13. Payment Conditions :-

a. 100% payment against full supply of material to the satisfaction of RailTel authority.
b. 80% payment against part Supply of material to the satisfaction of RailTel authority.
Balance payment shall be made after full supply of material as per PO and submission of requisite documents. The following documents are to be submitted for payment:

- i. Original Tax Invoice
- ii. Delivery Challan
- iii. Original Consignee receipt with GRN No.
- iv. Original Inspection Certificate
- v. Insurance Certificate.
- vi. Warranty Certificate of OEM
- vii. Proof of Performance Guarantee submission.
- viii. Certificate of receipt of Goods in good condition & installation thereof from RailTel.

Bill Passing Authority: GM/Project

Bill Payment Authority: JGM/Finance

14. CONTRACT PERFORMANCE GUARANTEE

14.1 On receipt of the Letter of Acceptance of Tender from the RailTel, the successful Tenderer should give a Performance Guarantee in the form of DD/Banker's Cheque in favour of RailTel Corporation of India Limited payable at New Delhi from State Bank of India/any Nationalized Bank or from any Scheduled Bank, amounting to 3% of the contract/PO value. In case PG amount comes to Rs. 5 lakhs or less, same needs to be submitted in the form of DD/Banker's Cheque only.

The successful bidder shall have to submit a Performance Guarantee (PG) within 15 (fifteen) days from the date of issue of Letter of Acceptance (LOA). Extension of time for submission of PG beyond 15 (fifteen) days and upto 30 days from the date of issue of LOA may be given by the Authority who is competent to sign the contract agreement. However, a penal interest of 15% per annum shall be charged for the delay beyond 30 (thirty) days, i.e., from 31st day after the date of issue of LOA. In case the contractor fails to submit the requisite PG even after 60 days from the date of issue of LOA, the contract shall be terminated duly forfeiting EMD and other dues, if any payable against

that contract. The *failed contractor shall be debarred from participating in re-tender* for that work.

14.2 The Performance Guarantee should be furnished by the successful contractor after letter of acceptance has been issued, but before signing of the agreement. The agreement should normally be signed within 30 days after issue of LOA and Performance Guarantee should also be submitted within this time limit. The PBG will be returned only after fulfillment of contractual obligations.

14.3 A separate advice of the BG will invariably be sent by the BG issuing bank to the RailTel's Bank through SFMS and only after this the BG will become acceptable to RailTel. It is therefore in own interest of bidder to obtain RailTel's bank IFSC code, its branch and address and advise these particulars to the BG issuing bank and request them to send advice of BG through SFMS to the RailTel's Bank.

14.4 Performance Guarantee shall be released after satisfactory completion of the work, maintenance period and on expiry of the warranty period and issue of the certificate of final acceptance of the entire system.

14.5 Wherever the contracts are rescinded, the Performance Guarantee shall be en-cashed and the balance work should be got done separately.

15. Penalty on delay in Supply

Any delay in supply of the equipments will invite a penalty @ 0.5% per week or part subject to a maximum of 10 % of the value of the purchase order.

16. Variation in Quantity

The purchaser reserves the right to increase or decrease the quantity of the items subject to a maximum of 25 % of the originally contracted quantity of the items, without any change in cost, during validity of the PO.

The supplier cannot deny supplying the enhanced quantity during the validity of the contract.

17. On line Submissions:

The bidder is required to upload and submit the following documents on line before due date & time of bid.

- a. Proof of submission of Earnest Money Deposit
- b. BOQ of offered equipment.
- c. The bidder should submit acceptance to GeM bid and ATC, if compliance is not submitted it will be presumed as acceptance of bidder to GeM bid conditions and ATC.
- d. The bidder should submit details of make and model with compliance to technical specifications in Annexure-IV of this document.
- e. Data Sheet of offered equipment.

- f. Financial (Certified copies of audited balance sheets/annual reports of last three preceding financial years) and Technical Eligibility Criteria documents.
- g. Proof of documents against eligibility criteria of OEM like Customer PO and end user certificate.
- h. DELETED.
- i. MAF/OEM Authorization as per Annexure-III for Display Units.
- j. Notarized Affidavit as per Annexure-V.

Note: 1) Non submission of any document online within the prescribed time may lead to rejection/disqualification of the bid.

2) The bidder is required to *submit the original hardcopy of the Notarized Affidavit (Annexure-V) as submitted online within three workingdays from the date and time of opening of the bid* to the RailTel Northern Regional Office, 6th floor, Block-III, RBS Building, Shastri Park, Delhi-110051.

3)The bidder is required to give acceptance of all the clauses mentioned in the “**Information to the Bidders**” document is mandatory. Any deviation / non-acceptance may lead to rejection of the bid.

4) Information to Bidder viz. corrigendum /addendum/ amendments etc. for this bid shall be posted on www.railtelindia.com only.

5) This bid is governed by the Specific Additional Terms & Conditions and General Terms & Conditions laid down by the GeM.

18. Contact Details:

In case of any queries, may please contact:

RailTel’s Contact Person /Designation: (for general information)

Mr. Mayur Ahuja, Sr. Manager/Projects Mobile: 9906277456 E-mail ID: mayurahuja@railtelindia.com	Shri P. Lal, GM/Projects Mobile: 9717649428 E-mail ID: plal.rdso@railtelindia.com
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19. Inspection:

Pre-shipment/Pre-dispatch inspection shall be carried out at the manufacturer’s/supplier’s works by the authorized representative of RailTel.

20. Restrictions under Rule 144(xi) of GFR, 2017

Any bidder from a country which shares a land border with India will be eligible to bid in this procurement, if the bidder is registered with the competent authority only, as per GoI guidelines.

Annexure-I. SOR

**SOR for purchase of End User Devices for HMIS
implementation at NRCH, Delhi Divisional Hospital and
13 Health Units of Delhi Division**

S.No.	Item	Qty	UOM	Unit Rate (in Rs.)	GST (as applicable)	Total Unit cost (including GST) (in Rs.)	Make and Model
1	Supply of Display Units (32") (Specification as per Annexure-IV)	40	Nos.				
Total Cost (in words)							

Note: 1. Please refer the specifications in Annexure-IV. Rates quoted should be inclusive of all taxes, CIP to the destination.

2. Please submit compliance of specification with Data sheet, if any.

3. Compliance to the specifications as given in Annexure-IV should be duly filled and signed by the bidder, failing which it may result in rejection of the bid.

Annexure-II

PERFORMA FOR THE LONG-TERM MAINTENANCE SUPPORT

(To be signed by the O.E.M.)

To
The Executive Director,
RailTel Corporation of India Limited, Northern Region,
Delhi.

I / We hereby confirm
and accept that against RailTel Tender No
.....

,
there is a requirement of Long Term Maintenance Support as per Clause 12. We
confirm that Long Term Maintenance Support shall be met by us directly or through
Authorized partner, as the case may be based on contracts. I / We have gone through
the requirement mentioned in the Tender document and shall provide services for the
offered supply items.

(Signature of Firm's Authorized Officer)Seal

Signature of witness:

1.
2.

Annexure-III

Performa for Manufacturer Authorisation form (MAF)

**Executive Director,
RailTel Corporation of India Ltd.**

Dated:

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.....
.....

**Subject: Manufacturer Authorisation form (MAF) to M/s
for**

.....

Ref: GeM Bid No.....dated.....

Dear Sir,

We, M/s....., are established and reputed manufacturer and service provider
of

.....(Product details), having our registered office
at

.....

We hereby authorise M/s (bidder name),
Office

..... to participate in bid and subsequently upon
award of the bid to execute the supply and Installation & Commissioning of our range of
products against your above said bid.

We further extend our warranty for years for our range of products offered by
M/s

..... against the above-said bid.

Thanking you, Best regards,

Authorised Signatory

4. Specifications of Display units:

S.No.	Required Feature	Description
1	Category	Smart Display
2	Aspect Ratio	Widescreen (16:9)
3	Diagonal Screen Size (inch)	32” (inch) or higher
4	32” (inch) or higher	HD LED
5	Panel resolution	1366x768 p or higher
6	Screen enhancement	Anti-Reflection coated screen
7	Colour processing	Minimum 16.7 million colours
8	Clock	Sleep Timer
9	Firmware upgradeable	Firmware upgradeable via USB
10	Connectivity	AV-1 HDMI- minimum 2 ports USB – minimum 2 ports, Headphone out -1 port, PC Audio in -1 port, Ethernet Port and WiFi.
11	Operating voltage	110 V- 240 V at 50 Hz
12	Operating System	Certified Android ver. 9.0 or higher.
13	Accessories	Wall Mount stand, accessories etc., All Manual & Quick start guide etc., Remote Control, Required Batteries in Remote control.

FORMAT FOR AFFIDAVIT

(TO BE UPLOADED BY TENDERER ALONGWITH THE TENDER DOCUMENTS)

(To be executed in presence of Public notary on non-judicial stamp paper of the value of Rs.100/-. The stamp paper has to be in the name of the tenderer) **

I..... (Name and Designation)** appointed as the attorney/authorized signatory of the tenderer (including its constituents),

M/s_____ (hereafter called the tenderer) for the purpose of the Tender documents for the work of _____ as per the tender No. _____ of RailTel), do hereby solemnly affirm and state on the behalf of the tenderer including its constituents as under:

1. I/we the tenderer (s), am/are signing the document after carefully reading the contents.
2. I/We the tenderer(s) also accept all the conditions of the tender and have signed all the pages in confirmation thereof.
3. I/We hereby declare that I/we have downloaded the tender documents from RailTel website www.railtelindia.com. I/we have verified the content of the document from the website and there is no addition, no deletion or no alternation to the content of the Tender Document. In case of discrepancy noticed at
4. any stage i.e. evaluation of tenders, execution of work or final payment of the contract, the master copy available with the RailTel Administration shall be final and binding upon me/us.
5. I/we declare and certify that I/we have not made any misleading or false representation in the forms, statements and attachments in proof of the qualification requirements.
6. I/We also understand that my/our offer will be evaluated based on the documents/credentials submitted along with the offer and same shall be binding upon me/us.
7. I/We declare that the information and documents submitted along with the tender by me/us are correct and I/we are fully responsible for the correctness of the information and documents, submitted by us.
8. I/we undersigned that if the certificates regarding eligibility criteria submitted by us are found to be forged/false or incorrect at any time during process for evaluation of tenders, it shall lead to forfeiture of the tender EMD besides banning of business for five years on entire RailTel. Further, I/we (insert name of the tenderer)** __ and all my/our constituents understand that my/our offer shall be summarily rejected.
9. I/we also understand that if the certificates submitted by us are found to be false/forged or incorrect at any time after the award of the contract, it will lead to termination of the contract, along with forfeiture of EMD/SD and Performance guarantee besides any other action provided in the contract including banning of business for five years on entire RailTel.

DEPONENT
SEAL AND SIGNATURE
OF THE TENDERER

VERIFICATION

I/we above named tenderer do hereby solemnly affirm and verify that the contents of my/our above affidavit are true and correct. Nothing has been concealed and no part of it is false.

DEPONENT SEAL AND
SIGNATURE OF
THE TENDERER

Place:

Dated:

** The contents in Italics are only for guidance purpose. Details as appropriate, are to be filled in suitably by tenderer. Attestation before Magistrate/Notary Public.

*****END*****

