

Bid Document

Bid Details	
Bid End Date/Time	24-05-2021 15:00:00
Bid Opening Date/Time	24-05-2021 15:30:00
Bid Life Cycle (From Publish Date)	90 (Days)
Bid Offer Validity (From End Date)	65 (Days)
Ministry/State Name	Ministry Of Railways
Department Name	Na
Organisation Name	Railtel Corporation Of India Ltd
Office Name	Northern Region
Item Category	Annual Maintenance Service - Desktops, Laptops and Peripherals - Desktop with attached Printer No o , Annual Maintenance Service - Desktops, Laptops and Peripherals - Laptop; HP Dell Lenovo , Annual Maintenance Service - Desktops, Laptops and Peripherals - Fax Machine; Panasonic
Contract Period	1 Year(s) 25 Day(s)
Past Experience of Similar Services required	Yes
MSE Exemption for Years of Experience and Turnover	No
Startup Exemption for Years of Experience and Turnover	No
SHG Exemption for Years of Experience and Turnover	No
Document required from seller	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),Additional Doc 1 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
Bid to RA enabled	No
Time allowed for Technical Clarifications during technical evaluation	3 Days
Estimated Bid Value	167560
Evaluation Method	Total value wise evaluation

EMD Detail

Required	No
----------	----

ePBG Detail

Required	No
----------	----

Splitting

Bid splitting not applied.

1. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

2. Past Experience of Similar Services: The Bidder must have successfully executed / completed at least one single order of 80 % of the Estimated Bid Value or 2 orders each of 50 % of the Estimated Bid Value or 3 orders each of 40 % of the Estimated Bid Value for similar service(s) in last three years to any Central / State Govt Organization / PSU / Public Listed Company. Copies of contracts / work orders and documentary evidence of successful execution / completion in support of Past Experience of Similar Services along with names, address and contact details of clients shall be uploaded with the bid for verification by the Buyer.

Additional Qualification/Data Required

Annual Maintenance Service - Desktops, Laptops And Peripherals - Desktop With Attached Printer No Of Desktop Is 35 No Of Printer Is 20; Acer Lenovo HP Dell Epson Canon Brother HP (35)

Technical Specifications

Specification	Values
Core	
Type of Asset	Desktop with attached Printer No of Desktop is 35 No of printer is 20
Make/Brand of Assets	Acer Lenovo HP Dell Epson Canon Brother HP
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Quarterly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
Addon(s)	

Additional Specification Documents**Consignees/Reporting Officer and Quantity**

S.No.	Consignee/Reporting Officer	Address	Service Number of each Asset for AMC	Additional Requirement
1	Gaurav Piplani	110053,6th Floor, 3rd Block, Delhi IT Park, Shastri Park, Delhi.	35	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Laptop; HP Dell Lenovo (5)

Technical Specifications

Specification	Values
Core	
Type of Asset	Laptop
Make/Brand of Assets	HP Dell Lenovo
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Quarterly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
Addon(s)	

Additional Specification Documents

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Service Number of each Asset for AMC	Additional Requirement
1	Gaurav Piplani	110053,6th Floor, 3rd Block, Delhi IT Park, Shastri Park, Delhi.	5	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Fax Machine; Panasonic (1)

Technical Specifications

Specification	Values
Core	
Type of Asset	Fax Machine
Make/Brand of Assets	Panasonic

Specification	Values
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Quarterly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
Addon(s)	

Additional Specification Documents

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Service Number of each Asset for AMC	Additional Requirement
1	Gaurav Piplani	110053,6th Floor, 3rd Block, Delhi IT Park, Shastri Park, Delhi.	1	N/A

Buyer Added Bid Specific Additional Terms and Conditions

1. Buyer Added Bid Specific Additional Terms and Conditions

-
-

Information to Bidder for “Annual Maintenance Contract (AMC) of Desktop, Laptop, Printer & Fax Machine of RailTel Northern Region RO office Shastri Park, New Delhi and NOC office at Thomson Road, New Delhi” through GeM.

-
-

Ref: GeM Bid No. GEM/2021/B/xxxxxx dated: dd/mm/yyyy

-
-

1. The items in this bid should be quoted as per the SOR details and Terms & Conditions. *The details of the specifications along with consignee/site details are also available on website www.railtelindia.com*

(The technical specs which are not available on GeM portal for the required product, same will be uploaded in ATC as one time exercise. In future all the specs will be available on 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. GSTIN ID of vendor should be provided from where goods/services will be supplied.
 4. **Estimated cost of tender & Earnest Money Deposit (EMD)/ Bid Security:**
 - 4.1 **Estimate cost of tender:** Estimated cost of the Tender is Rs. **1,67,560/-** (incl. GST).
 - 4.2 **Earnest Money Deposit (EMD)/ Bid Security: Rs. 3400/-** in the form of Pay Order/ Demand Draft in favor of RailTel Corporation of India Ltd. payable at New Delhi on or before 15:00 Hrs of dd/mm/yyyy (Bid Opening Date). The Bid received without EMD will be summarily rejected. MSME are exempted from the payment of EMD, subject to furnishing of relevant valid certificates for exemption claimed. MSMEs with fake certificates or MSMEs after claiming exemption and if awarded the contract to Works/Supply, fails to execute the work, are liable to be debarred/blacklisted from participating in future Govt. tenders.

4.3 In addition to clause 4.2 above, Tenderer has an option for online submission of EMD also. The EMD should be remitted in following account of RailTel Corporation of India Limited before the stipulated time and date of bid submission:

Name of bank & address	State bank of India, Rail Bhawan, Rafi Marg, New Delhi -01
Name of Account holder	RailTel Corporation of India limited
Account No	38500762345

IFSC code	SBIN0003771
Branch Code	3771

NOTE:

A) This bid complies with “Public Procurement (preference to make in India) Policy Order, 2017 issued by DIPP and Public Procurement Policy for Micro and Small Enterprises (MSEs) order, 2012” issued by MoSME.”

B) Any Other guideline issued by Govt. for MSME time to time will be applicable.

- 5.** The contract will be valid for a period of one year from date of commencement for AMC of SOR items (Annexure-I). However it can be extended for further one year on same Terms & Conditions. The rates shall be remaining in force for the full period of the contract. No demand for the revision of rates on any account shall be entertained during the currency of contract period.

6. Security Deposit/Performance Bank Guarantee:

The successful tenderer shall submit security deposit in the form of DD/Banker Cheque/Online only from any scheduled bank for due fulfillment of contract as per the details given below:

i. Security Deposit/Performance Bank Guarantee @ 3% of total value of Purchase Order is required to be submitted within 30 days of issue of Purchase Order with validity of 3 months beyond warranty period, failing which a penal interest of 15% per annum shall be charged for the delay period i.e. beyond 30 (thirty) days from the date of issue of LOA/PO, enclosed as Annexure-III.

ii. The security deposit/PBG shall be submitted to RO, Shastri Park, Delhi.

iii. 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.

The security deposit shall be discharged returned on successful completion of contract. In case of non-execution of the contract, in part or full, the security amount shall be forfeited, after giving the due notice to the firm in respect to the defective/improper performance/execution or breach of any terms and conditions mention here.

The security deposit/Performance Bank Guarantee shall be released after successful

completion of Contract obligations under the contract, duly adjusting any dues recoverable from the successful tenderer. Payment of Security Deposit in the form of Pay Order/Demand Draft should be made in favor of "RailTel Corporation of India Ltd" payable at New Delhi.

7. Eligibility Criteria for Bidder:

7.1 Technical Eligibility for Bidder:

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.

Similar Work# Firm has done AMC of Desktop/Laptop/Printer/Fax Machine or similar type of systems successfully for at least one year.

7.2 Financial Criteria for Bidder:

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. (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).

Credentials if submitted in foreign currency shall be converted into Indian currency i.e., Indian Rupee as under: The conversion rate of US Dollars into Rupees shall be the daily representative exchange rates published by the Reserve Bank of India for the relevant date. Where, relevant date shall be as on the last day of month previous to the one in which tender is invited. In case of any other currency, the same shall first be converted to US Dollars as on the last day of month previous to the one in which tender is invited, and the amount so derived in US Dollars shall be converted into Rupees at the aforesaid rate. The conversion rate of such currencies shall be the daily representative exchange rates published by the International Monetary Fund for the relevant date

8. Payment Conditions:-

- The following documents are to be submitted for payment:

- i) Original Tax Invoice.
- ii) Copy of BG submitted/Proof of SD submission
- iii) Satisfactory service certificate from executive department.

· The payments towards Comprehensive Annual Maintenance Contract shall be made in four instalments at the end of each quarter on production of satisfactory report.

· Bill Passing Authority will be JGM/NTP & Bill Paying Authority JGM/Finance.

9. Term and Condition of comprehensive AMC:

i) Maintenance service consists of preventive and corrective maintenance of the said equipment's. This includes any hardware software related problems/breakdown, including networking connectivity. Maintenance includes periodic preventive servicing of the equipment's as and when required. All calls complaints should be attended immediately free of any charges. The cost of spare parts as indicated at Annexure shall be form by RailTel. Replacement of all other items would be the responsibility of the firm. During the currency of the contract period, it will be the responsibility of the firm to keep the equipment's in perfect working order.

ii) The firm shall provide resident engineer on all working day from 9:00 AM to 6:00PM and if needed also on holidays (Sunday). Engineer should be well qualified and capable to attend all problems during AMC.

iii) The firm has to provide services at different locations as per requirement.

iv) The firm will prepare separate log books for each of the machines taken under the AMC. Preventive maintenance with virus detection and special cleaning of the machine from outside and inside will be carried out on quarterly basis. The quarterly payment will strictly be made on the basis of satisfactory report from the users.

v) Any reported fault would be taken up by the service engineers within one hour. As far as possible, the repairs would be carried out on-site itself. However, in case any equipment is required to be taken to the workshop, the firm provides a standby for the same.

vi) The firm shall maintain the required drivers (CDs, Floppies etc.) for maintaining and configuring computers and printers etc.

vii) The necessary support for maintaining Virus free computer environment in the office and help in upgrading the software's/virus detection mechanism would be provided by the firm.

viii) It may also be noted that in case the firm backs out in midstream without any explicit consent of this office, firm will be liable for recovery of the higher rates vis-à-vis those contracted with it, which may have to be incurred by this office on maintenance of machines for the balance period of contract through alternative means. In this situation, security deposit will also be forfeited.

ix) The firm will not be liable to failure to perform on account of conditions arising of accidental fire, explosion and act of war, riots or natural calamity.

x) If the fault of any item is not attended by the firm within 15 Days, RailTel shall get it repaired from the third party & the cost of such repair & penalty will be recovered from the bill and/or the security deposit.

- xi) Any increase/decrease in taxes will be on RailTel account within contract period.
- xii) List of spare parts for which the cost of spares will be borne by RailTel.
 - a. Mother board replacement if burnt, the firm will provide proof from authorised service centre (Other than Burnt Condition, Replacement of Motherboard of Desktop/Laptop would be the responsibility of the firm.)
 - b. Hard Disk crash & associated Data Recovery
 - c. Battery of laptop/UPS
 - d. Cartridge, Toner and Printer Head
 - e. CRT&LCD Monitor if damaged (Other than any defects, repair/replacement of LCD/LED/CRT Monitor would be the responsibility of the firm.)
 - f. Any up gradations.

- 10.** The tenderers shall submit a notarized affidavit on a non-judicial stamp paper stating that they are not liable to be disqualified and all their statement/documents submitted along with bid are true and factual. Standard format of the affidavit to be submitted by the bidder is enclosed as **Annexure-II. Non submission of an affidavit by the bidder shall result in summarily rejection of his/their bid.** And it shall be mandatorily incumbent upon the tenderer to identify, state and submit the supporting documents duly self attested by which they/he is qualifying the Qualifying Criteria mentioned in the Tender Document. It will not be obligatory on the part of Tender Committee to scrutinize beyond the submitted document of tenderer as far as his qualification for the tender is concerned.

The RailTel(RCIL) reserves the right to verify all statements, information and documents submitted by the bidder in his tender offer, and the bidder shall, when so required by the RailTel(RCIL), make available all such information, evidence and documents as may be necessary for such verification. Any such verification or lack of such verification by the RailTel(RCIL) shall not relieve the bidder of its obligations or liabilities hereunder nor will it affect any rights of the railway thereunder.

In case of any wrong information submitted by tenderer, the contract shall be terminated. Earnest Money Deposit (EMD), Performance Guarantee (PG) and Security Deposit (SD) of contract forfeited and agency barred for doing business on RailTel(RCIL) for 5 (five) years.

11. On line Submissions:

The bidder is required to upload and submit the following documents on line before due date & time of bid. The due date & time for closing of the bid is 15:00 Hrs of dd.mm.2021 and the bid will be opened at 15:30 Hrs of dd.mm.2021.

- i. EMD
- ii. Clause wise compliance along with all mentioned documents/annexures for all clauses of GeM Bid and ATC documents.
- iii. Financial (Certified copies of audited balance sheets/annual reports of last three

- preceding financial years) and Technical Eligibility Criteria documents.
- iv. Technical Compliance of all Specification of items as per GeM Bid and ATC documents.
- v. Proof of document required against Eligibility criteria of Bidder vide para 7.
- vi. **Notarized affidavit on a non-judicial stamp paper as per Annexure-II.**

Note: 1) 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.

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

3) This bid is governed by the Specific Additional Terms & Conditions and General Terms & Conditions laid down by the GeM against **GeM Bid No: GEM/2021/B/xxxxxx**.

In case, if any contradiction between GeM Additional Terms & Conditions and General Terms & Conditions, RailTel Terms & Conditions will prevails.

This bid complies with “Public Procurement (preference to make in India) Policy Order, 2017 issued by DIPP and Public Procurement Policy for Micro and Small Enterprises (MSEs) order,2012” issued by MoSME.”

The bidders claiming the preference have to submit relevant documents prescribed under relevant order.

-

Annexure-I

SOR Details:

1. SOR wise details are as:

S.No	Description	Qty. (in Nos.)	Unit price (Per Unit per annum) (excl. tax)	Total Price (excl. taxes)

1	Desktop with attached Printer (No. of printer is 20)	35		
2	Laptop	05		
3	Fax Machine	01		
Total				
Tax GST @-- %				
Grand Total (incl. taxes)				

- i) Bidders may visit the offices for survey prior to submission of their offer. For visit, bidder to contact Sh. Sudhanshu Kumar/Manager/IT, Mob No. 9717644016, email id: sudhanshu.kumar@railtelindia.com.
- ii) It may also be noted that the above mentioned quantities may be increased/decreased as per requirement and same shall be revised on 1st of every quarter.

-
-
-

Annexure-II

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._____ (hereinafter called the tenderer) for the purpose of the Tender documents for the work of _____

as per the tender No._____ of (-----Railway), 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 this 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 electronic-tender portal. I/We have verified the content of the document from the website and there is no addition, no deletion or no alteration to the content of the tender document. In case of any discrepancy noticed at any stage i.e. evaluation of tenderers, execution of work or final payment of the contract, the master copy available with the railway Administration shall be final and binding upon me/us.
4. 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.
5. **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.**
6. **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.**
7. 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 year on entire IR. Further, I/we (*insert name of the tenderer*)** _____ and all my/our constituents understand that my/our offer shall be summarily rejected.
8. 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, alongwith forfeiture of EMD/SD and Performance Guarantee besides any other action provided in the contract including banning of business for five year on entire IR.

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.

-

-

Annexure-III

-

-

-

Performa for Performance Bank Guarantee

PERFORMANCE BANK GUARANTEE BOND

(On Stamp Paper of Rs. One Hundred)

(To be used by approved Scheduled Banks)

In consideration of the RailTel Corporation of India Limited, Delhi IT Park , Block-III, 6TH Floor, Shastri Park, New Delhi-110053 (Herein after called RailTel) having agreed to exempt (Hereinafter called "the said Contractor(s)") from the demand, under the terms and conditions of an Agreement No. dated made between and for (hereinafter called " the said Agreement") of security deposit for the due fulfillment by the said Contractor (s) of the terms and conditions contained in the said Agreement, or production of a Bank Guarantee for Rs. (Rs. only). We, (indicate the name of the Bank) hereinafter referred to as " the Bank") at the request of Contractor(s) do hereby undertake to pay the RailTel an amount not exceeding Rs. Against any loss or damage caused to or suffered or would be caused to or suffered by the RailTel by reason of any breach by the said Contractor(s) of any of the terms or conditions contained in the said Agreement.

1. We, Bank do hereby undertake to pay the amounts due and payable under this Guarantee without any demur, merely on demand from the RailTel stating that the amount is claimed is due by way of loss or damage

2. We, bank undertake to pay to the RailTel any money so demanded notwithstanding any dispute or disputes raised by the Contractor(s) / Supplier(s) in any suit or proceedings pending before any court or Tribunal relating thereto our liability under this present being, absolute and unequivocal.

We, Bank further agree that the Guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Agreement and that it shall continue to be enforceable till all the dues of the RailTel under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till RailTel certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said Contractor(s) and accordingly discharges this Guarantee. Unless a demand or claim under the Guarantee is made on us in writing on or before the (1) We shall be discharged from all liability under this Guarantee thereafter.

This Guarantee will not be discharged due to the change in the Constitution of the Bank or the Contractor(s) Supplier(s).

Dated the _____ day of _____ 2021

for _____

(Indicate the name of the Bank)

Witness

1. Signature

Name

2. Signature

Name

Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization. Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specification and / or terms and conditions governing the bid. Any clause incorporated by the Buyer such as demanding Tender Sample, incorporating any clause against the MSME policy and Preference to make in India Policy, mandating any Brand names or Foreign Certification, changing the default time period for Acceptance of material or payment timeline governed by OM of Department of Expenditure shall be null and void and would not be considered part of bid. Further any reference of conditions published on any external site or reference to external documents / clauses shall also be null and void. If any seller has any objection / grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

This Bid is governed by the [General Terms and Conditions](#), conditons stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---Thank You---
