

## **NOTICE INVITING TENDER**

**Name of Work** : Rate Contract of Supply, Installation & Maintenance of PCs, Printers, UPS & Scanners at Collectorate, North 24 Parganas and Sub-Divisions for a period of FIVE years on Lease/Rent basis for the year 2012-13

**NIT No. G-16012/2/2012-GEN/18297**

**Date : 11/06/2012**

**Government of West Bengal  
District eGovernance Society  
Office of the District Magistrate  
New Administrative Building  
Rishi Bankim Sarani  
Barasat, North 24 Parganas  
Kolkata-124**

**Government of West Bengal  
District eGovernance Society  
Office of the District Magistrate  
New Administrative Building  
Rishi Bankim Sarani, Barasat  
North 24 Parganas**

**NOTICE INVITING TENDER**

NIT No. G-16012/2/2012-GEN/18297

Date : 11.06.2012

District eGovernance Society, North 24 Parganas (DeGS-N24P) invites offers from reputed Agencies/OEM having sufficient experience and credentials for successful completion of similar nature of work, preferably in a Govt./PSU/Local Bodies setup for the Rate Contract of Supply, Installation & Maintenance of PCs, Printers, UPS & Scanners at Collectorate, North 24 Parganas and Sub-Divisions for a period of FIVE years on Lease basis.

1.	Brief description of material	Rate Contract of Supply, Installation & Maintenance of PCs, Printers, UPS & Scanners at Collectorate, North 24 Parganas and Sub-Divisions for a period of FIVE years on Lease basis
2.	Tender document Fee	₹ 5000/- (Rupees Five Thousand Five Hundred only)
3.	Earnest Money Deposit.	₹ 100000.00 (Rupees One Lac only) in the form of DD from any Scheduled bank in favour of "District e-Governance Society, North 24 Parganas" payable at Kolkata
4.	Last date & time of Tender Submission	02.07.2012 upto 02.00 PM
5.	Date & time of opening of Tender	02.07.2012 upto 03.00 PM
6.	Last date & time of submission of pre-bid query	22.06.2012 upto 03.00 PM
7.	Pre-Bid Meeting	25.06.2012 upto 03.00 PM
8.	Venue of Pre-Bid Meeting, Tender Submission & Opening of Tender	District e-Governance Society, North 24 Parganas New Administrative Building, Rishi Bankim Sarani, Barasat, North 24 Parganas, Kolkata-124

Complete information & Tender document is also available on website <http://north24parganas.gov.in>. Interested bidders may print the document from the website and submit the bid along with the cost of the document in the form of demand draft of ₹5000/- (Rupees Five Thousand five Hundred only) of any Nationalised Bank.

In case of any information or queries the interested bidder may communicate with following officials.

1. Mr. Randhir Kumar, IAS, ADM(G) (033-25846205, admg24p@gmail.com)
2. Mr. B.Chakraborty, SSA (033-25846241, 9434308385, dio-nprg@nic.in)

Pre-Bid Query will be submitted to Mr. Mr. B.Chakraborty, SSA, ADIO as per format in original.



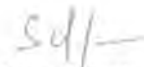
**District Magistrate  
&  
Chairman  
District eGovernance Society  
North 24 Parganas**

No. G-16014(11)/1/2012-GEN /18338(6)

Date : 11.06.2012

Copy forwarded for information and wide publication through notice board :-

7. The Addl. District Magistrate (D), Zilla Parishad, North 24 Parganas
8. The Addl. District Magistrate (LR), L&LR, North 24 Parganas
9. All SDOs, North 24 Parganas
10. The DIO, NIC, North 24 Parganas to upload in the district website
11. The Dy. Director, I&CA, North 24 Parganas
12. The NDC, North 24 Parganas



**District Magistrate  
&  
Chairman  
District eGovernance Society  
North 24 Parganas**

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## 1. REQUEST FOR PROPOSAL

### BRIEF SCOPE OF WORK

District eGovernance Society, North 24 Parganas [DeGS-N24P] (A Registered Society under society Act) invites tenders from bidders who qualify as per criteria listed below. The tender is invited for the Rate Contract on Lease basis for supply, installation & maintenance of PCs, Printers, Scanners, UPS & other Computer Peripherals in Collectorate, North 24 Parganas and allied offices under this district for a period of FIVE years. The tender has to be submitted in TWO PARTS namely TECHNO-COMMERCIAL & PRICE.

### QUALIFICATION CRITERIA

1. Bidder shall be either OEM or System Integrators of OEMs. For this tender, definition of OEM means manufacturer of each group mentioned below.
  - a. Group I PC's (Desktop & Thin Client Fanless)
  - b. Group II Printers
  - c. Group III UPS
  - d. Group IV Scanners
2. Bidder shall have at least ₹ 25 Crores annual turnover in last three consecutive financial years. A copy of the audited Balance Sheet & Profit & Loss Account shall be submitted as proof in this regard.
3. OEMs of equipment (Groups I, II, III & IV) to be offered must have registered offices and service centres in Kolkata region. Undertaking from OEM whose product they are quoting that the equipment will be delivered within 30 days.
4. Bidder must have executed at least one Annual Maintenance Contract (AMC) or Facility Management Services (FMS) for one or more installations consisting of more than 100 PCs/Peripherals in India.
5. Preferably the bidder should have sufficient no of certified engineers for each quoted Hardware & Networking and must have his service personnel in Kolkata so that any call reported is attended within stipulated response time. Detailed list of Service personnel along with address, name of contact person and contact number to be submitted.
6. Bidder must have executed at least one lease OR rental orders in the last 4 years in any Government/PSU/Local Bodies organisations. The total value of order must be ₹ 25 Lakhs or more (Documentary evidence to be submitted).
7. Bidder to produce up to date photocopies of VAT, Service Tax, PAN card. All such clearance certificates shall remain valid on the date of submission of tender.
8. The bidder shall have Quality Certification (ISO 9001:2008).
9. The bidder shall submit Bank Solvency certificate of Rs.3 Crore (Rupees Three Crore).

## 2. GENERAL INSTRUCTIONS FOR THE BIDDERS

- 2.1 Tender documents (non-transferable) will be downloadable from 13<sup>th</sup> June, 2012 in the district website (<http://north24parganas.gov.in>). The tender fee of ₹5000/- in the form of a Demand Draft in favour of "District eGovernance Society, North 24 Parganas" payable at Kolkata shall have to be deposited along with tender documents.
- 2.2 Last date of submission is 02.07.2012 up to 14.00 Hours and technical bids shall be opened at 15:00 Hours on 02.07.2012.
- 2.3 Earnest Money Deposit (EMD) for the tender is ₹100000/- (Rupees one Lakh only).
- 2.4 Tender Fee and EMD are to be submitted through separate Demand drafts.

## 3. INSTRUCTIONS & GUIDELINES TO BIDDERS

### 3.1 INTRODUCTION

District eGovernance Society-North 24 Parganas(DeGS-N24P) having registered office at 1<sup>st</sup> Floor, New Administrative Building, R.B.Sarani, Barasat, Kolkata-124, West Bengal (hereinafter referred to as "DeGS, N24P" which, expression shall include its successors and assigns), invites offers for Leasing of Equipments /Services in DeGS, N24P, as per requirements and Commercial Terms and Conditions detailed in the tender documents.

### **3.2 RATE CONTRACT UNDER LEASING SCHEME**

Lease Period under the Leasing scheme shall be FIVE years and the Total Price shall be for the complete scope as per technical specifications, inclusive of comprehensive on-site maintenance including repair/replacement of parts during the lease period, insurance and any other incidental charges. The taxes like Lease Tax/ Right-To-Use (RTU) Tax will be payable extra as per actual. Lease Period of Five years shall start from the date of successful installation by Bidder and acceptance by DEGS-N24P at respective locations.

Pro rata lease rental charges will be payable for the quarter in which installations & acceptance takes place. Details of acceptance procedure, if any, are enclosed separately along with technical specifications. Bidder shall be responsible for comprehensive on-site maintenance of the supplied equipments & services during the entire lease period. Payments shall be released on quarterly basis, as per Payment terms and other Commercial Terms & Conditions.

The summary of requirements is enclosed in Section 8.0 and quantities mentioned are indicative only. The rates for the various items will be finalized centrally and orders will be placed for the projected quantities from respective places. The bi-partite lease agreement will be signed centrally. The payment of lease charges will be from the place unit/office which has placed the order.

The placement of orders for the leasing of items covered in this enquiry will also be available to authority for a period of one year on the finalized rates. DEGS-N24P, at its discretion may ask the Bidder for the latest specifications in this period at the same rental charges.

### **3.3 TENDERER TO INFORM HIMSELF FULLY**

3.3.1 The bidder shall closely peruse all the clauses, specifications and requirements etc., indicated in the tender documents, before quoting. Should the bidder have any doubt about the meaning of any portion of the tender specifications or find discrepancies or omissions in the specifications or if the tender documents are found to be incomplete or require clarifications on any of the technical aspects, scope of work etc., he shall at once contact the official inviting the tenders, for clarifications, as per Clause 3.11.12 before submission of the tender.

3.3.2 Bidders are advised to study all the tender documents carefully. Any submission of tender by the bidder shall be deemed to have been done after careful study and examination of the tender documents and with the full understanding of the implications thereof.

### **3.4 PROCEDURE FOR SUBMISSION & OPENING OF BIDS**

3.4.1 Bids shall be accepted by the official inviting the tenders, in two parts, as described below, on or before the due date & time indicated in the Tender Notice.

## **PART-I**

### **EMD & TECHNO-COMMERCIAL BID**

This part shall consist of the following:

- 1) Tender Fee in the form of Pay Order/ Bank Draft of Rs.5000/- (Rupees Five Thousand only) in favour of "DeGS-N24P" payable at Kolkata. In the absence of submission of tender Fee, the offer will be summarily rejected.
- 2) EMD in the form of Pay Order/ Bank Draft of ₹ 100000/- (Rupees One Lakh only) in favour of "District eGovernance Society-North 24 Parganas" payable at Kolkata. In the absence of submission of EMD, the offer will be summarily rejected.
- 3) Bounded volume, with numbered pages, of:
  - i. Technical offer/ details including literature/leaflets. The bidder can offer only as per technical specifications of the equipments. The Authority reserves the right to accept or reject the technical offer. Price bids of only techno-commercially short listed Bidders and meeting qualification criterion will be opened.

- ii. No Deviation Certificate as per enclosed format.
- iii. Checklist of PRICE BID (Unpriced Copy) as per enclosed format.
- iv. Enclosures as defined in checklist of enclosures.

## **PART-II**

### **PRICE BID**

Price bid containing PRICES only is to be submitted (in the enclosed Price Schedule format only). Prices shall be quoted in Indian Rupees only. Bidder has to give details of applicable taxes clearly in the price bid formats. The changes in the tax rates will be applicable as per actual, subject to documentary evidence during the complete lease period.

Price Bid should not contain any technical details and/or Commercial Terms & Conditions as the same are supposed to be contained in PART-I only, so that the same can be evaluated before opening of Price Bid(s).

### **3.5 MARKING ON ENVELOPE**

Part-I and Part-II offers shall be submitted in two separate sealed envelopes with bidder's distinctive SEAL and super-scribed as follows:

**PART-I :**

- 1. TENDER ENQUIRY NO. AND ITEM DESCRIPTION
- 2. DUE DATE OF OPENING
- 3. EMD & TECHNO-COMMERCIAL BID.

**PART II :**

- 1. TENDER ENQUIRY NO AND ITEM DESCRIPTION
- 2. DUE DATE OF OPENING
- 3. PRICE BID as per enclosed Format.

Un-sealed envelopes or envelopes not super-scribed as above may not be accepted/considered.

### **3.6 BID SUBMISSION**

3.6.1 Bids shall be addressed to the following official inviting Bids by designation:

**The Chairman  
District eGovernance Society-North 24 Parganas,  
National Informatics Centre,  
New Administrating Building, 1st Floor,  
Barasat, Kolkata-124  
Telephone no. : 033-25846241  
Email : dio-nprg@nic.in**

NOTE : Bidders are requested to be in touch with our website <http://north24parganas.gov.in> for corrigendum notice, if any.

3.6.2 Bids shall be dropped in the **TENDER BOX** located in District eGovernance Society-North 24 Parganas[**DeGS-N24P**], National Informatics Centre, New Administrating Building, 1st Floor, Barasat, Kolkata-124 up to 15:00 Hrs of Due Date only.

3.6.3 Bids submitted by post shall be sent by "REGISTERED POST" only and shall be posted with due allowance for any postal delay. Bids shall be submitted latest by 11.00 Hrs. of the due date. Any proposal received by DEGS-N24P after the deadline for submission of proposal shall be summarily rejected and returned unopened to the bidder.

### **3.7 BID OPENING**

3.7.1 PART-I (EMD & Techno-commercial bid) may be opened on the due date and time as specified in the Enquiry Letter, in the presence of bidders who may like to attend. Part-II (Price Bid) shall be opened subsequently. However, Authority reserves the right to open both the parts simultaneously i.e. Part-I and Part-II together.

3.7.2 In case of public opening, date and time of Price Bid (Part-II) opening shall be intimated to the technically and commercially acceptable bidders only.

- 3.7.3 Authority also reserves the right to open the earlier i.e. superseded price bids, if any, submitted by the bidder(s), if required.
- 3.7.4 Not more than two representatives will be permitted to be present for the tender opening.
- 3.7.5 No correspondence shall be entertained from the bidders after the opening of Price Bid(s).
- 3.7.6 Standard pre-printed conditions of the bidders attached to the offer will not be accepted and only those mentioned in the body of his offer will be considered.
- 3.7.7 Unsolicited bids shall not be entertained. Unsolicited revised Price Bids also, shall not be entertained at any stage of the tendering process and will lead to automatic disqualification of the party's bid.
- 3.7.8 Literature, Pamphlets other than what is specified need not be enclosed. All such enclosures shall be considered as unread and also will not be considered as part of the quotation.
- 3.7.9 Manufacturer's name, trade Mark or Patent No., if any, should be specified.
- 3.7.10 Authority reserves the right to negotiate, if required.

### **3.8. VALIDITY OF OFFER**

Offer shall be kept valid for TWELVE months from the due date of tender opening (Part-I) for Authority's acceptance.

### **3.9 DEVIATIONS**

Bids shall be submitted strictly in accordance with the requirements and terms & conditions of the Tender Enquiry. Bidders have to submit a "No Deviation Certificate" in Part-I of the offer as per sample enclosed.

**Technical & Commercial - No deviation is acceptable.**

### **3.10 LANGUAGE & CORRECTIONS**

- 3.10.1 The bidder shall quote the rates in English language and international numerals only. The metric system of units shall be used, for the purpose of tender.
- 3.10.2 Bidder shall fill the tender documents as per formats enclosed in this tender enquiry. All entries and signatures in the bid shall be in **BLUE/BLACK INK** only. Each page of the bid shall be signed and stamped using official seal of the company by the bidder.
- 3.10.3 All entries shall be filled in neat and legible handwriting. No over-writings, erasures and corrections are permitted and may render such bids liable for rejection.
- 3.10.4 However, if any cancellations, corrections and insertions are in the bid, the same shall be duly attested by the bidder.

### **3.11 REJECTION OF BID AND OTHER CONDITIONS**

- 3.11.1 The PC's (PC01L & PC02L) shall be of same OEM. No mix and match is allowed.
- 3.11.2 The UPS (UP01) shall be of same OEM. No mix and match is allowed.
- 3.11.3 The laser printers (LP01, LP02 & LP03) shall be of same OEM. No mix and match is allowed.
- 3.11.4 The Scanners (SC01 & SC02) shall be of same OEM. No mix and match is allowed.
- 3.11.5 Any format not properly filled, partially filled or not filled will make the bid liable for rejection. Bidders are requested to note that all columns, rows and spaces provided to fill up the data must be filled with relevant data without fail. In case any bidder fails to do so or fills up irrelevant data, DEGS-N24P is not bound to seek clarifications on such items and will be free to reject the tender summarily.
- 3.11.6 If required, DEGS-N24P is entitled to ask for any equipment for sample evaluation and all bidders are requested to note that they shall provide equipment exactly as per specification without any charge and precondition(s) to DEGS-N24P. Upon completion of such evaluation DEGS-N24P shall return the equipment to the bidder.

- 3.11.7 Equipment offered must have **current certifications** as detailed in relevant sections. Future expectations of certification, conditional certifications, variation in certification and certification for equipment different from the make and model offered in the bid is not acceptable.
- 3.11.8 Locations and tentative number and type of equipment to be supplied are indicated under heading **“SUMMARY OF REQUIREMENTS AND LOCATION DETAILS”** as **Annexure-X**.
- 3.11.9 No change in specifications, clauses of contract, Terms and Conditions, etc. shall be entertained by DEGS-N24P under any circumstances.
- 3.11.10 Enclosures consisting of all specified documents shall be bound and cross-referenced with respect to relevant clause of this tender document. This shall be submitted along with the technical bid as a separate volume. **A check list of such documents has also been incorporated into the tender to guide the bidders.**

Any clarification pertaining to this tender enquiry must be submitted in writing to the undersigned on or before 22.06.2012 through email.. DEGS-N24P will not entertain or respond to bidders' queries received after 22.06.2012.

Amendments made prior to submission of bid will be provided in the form of Addenda/Corrigendum to the Bidding Documents and will be posted in the district website (<http://north24parganas.gov.in>) in Tender Notification section under the original tender enquiry number.

- 3.11.14 Canvassing in any way concerning this tender, wrong declaration, incorrect information, misleading or incorrect certifications, etc. shall make the Bidder debarred to participate in this tender and also for a further period of 3 years in any tender of any of the DEGS-N24P units.
- 3.11.15 The Authority reserves to itself, full rights for the following without assigning any reasons, whatsoever:
  - a) to reject any or all the bids.
  - b) to increase or decrease the quantities.
- 3.11.16 Late bids are liable to be rejected.
- 3.11.17 The offer is liable to be rejected, if it is found after the Price Bid Opening that the Checklist of Price Bid submitted by the bidder, as a part of Part-I offer, is different from the Price Bid.
- 3.11.18 If the bidder deliberately gives wrong information in his bid, Authority reserves the right to reject such a bid at any stage or to cancel the Order/Contract, if awarded and forfeit the EMD/ security deposit/ Performance Bank Guarantee, if any.
- 3.11.19 If the Prices/Rates of one or more of the enquired equipments have not been quoted, the offer is liable to be rejected.
- 3.11.20 Non-compliance with any of the requirements and instructions of the Tender Enquiry may result in the rejection of the bid.

### **3.12 TENDER EVALUATION**

- 3.12.1 Totals/ Gross Total of Prices should be indicated both in words as well as in figures. If there is a difference between price quoted in words and figures or if there is any other price discrepancy, higher value(s) will be considered for evaluation and lower values will be considered for ordering.
- 3.12.2 Though offer of higher warranty/configuration/rating, than what is required as per tender specifications, may be accepted, no extra weight age or preference will be given for the same.
- 3.12.3 Prices of optional items, if any, shall not be considered for Price evaluation and comparison, unless stated otherwise. The Lease Tax / RTU Tax shall be extra at actual and will not be considered for price evaluation and comparison.
- 3.12.4 DEGS-N24P will claim depreciation as per provisions of the Income Tax Act
- 3.12.5 After finalizing the techno-commercial offers, DEGS-N24P may adopt Reverse Auction process for arriving at the lowest price offer.
- 3.12.6 The evaluation will be on the basis of total Lease Charges for all the items having specification numbers from PC01 to SC02. Further the tender is **NOT divisible**.



3.12.7 Additionally, in the case of Item specification numbers PC01, PC02, LP01, LP02, LP03, UP01, SC01 and SC02 DEGS-N24P may exercise the option of 'Fore-closure' before the expiry of the lease period in a few cases.

### 3.12.8 Evaluation Scoring Guidelines

#### 3.12.8.1 Evaluation of Techno-Commercial Bid (Assessment will be done by Technical Team)

Bid Quality	Marks	Evaluation method	Marks
<b>Organization Capacity</b>			
Organization of the bidder	15	Neatness of the Bid document, typing quality, binding	5
		Presence absence of index/page no	5
		Original bid document signed and stamped	5
Proof of job carried out	50	Similar SI job of at least ₹ 25 Lakhs in a single order preferably in Government/PSU as clause no 2 of eligibility criteria	50
<b>Financial Profile</b>			
Turnover per annum (of Bidder or Parent Company) as mentioned in eligibility criteria, minimum 50 Crores	150	Turnover = 10 -20 Crore	100
		Turnover = 20- 30 Crore	130
		Turnover > = 30 Crore	150
<b>Customer support infrastructure</b>			
Call Centre	50	Details of call centre with working during office hours only	20
		Call centre with 24 hours working	50
Customer support management procedure	35	No details of customer support management procedure	0
		Highest Score	35
<b>Support manpower availability at Kolkata</b>			
H/w quoted, Windows/ Linux & Network Engineers	100	Score 25 marks for every qualified engineer details along with certification provided	100
<b>Total Marks</b>	<b>400</b>		<b>400</b>

### CRITERIA FOR QUALIFYING TECHNO-COMMERCIAL BIDS

- Bidders must secure minimum 80% marks in TECHNO-COMMERCIAL BIDS evaluation for qualifying for financial evaluation of the bid. Financial bids of only those bidders who get qualified will be opened.
- Marks for each row/sub-row in all tables of Annexure-IX for the quoted items will be as 'Higher' = 100%, 'Equal' = 80%, 'Lower' =40%, 'Inconvenient' = 20 % and 'Non-Quote/No Mention/Otherwise' = 0.

### Evaluation of Financial Bids

The marks and rank scored in the techno-commercial bid shall be treated as qualification for financial bid opening only. However, marks and rank scored in the techno-commercial bid shall be taken in consideration in case of price offered found in financial bid equal for more than one bidder.

## 4. TERMS & CONDITIONS FOR BIDDERS

### COMMERCIAL TERMS AND CONDITIONS FOR BIDDERS

#### 4.1 GENERAL

The words incorporating singular shall include plural and vice-versa, in the words importing masculine gender shall include feminine and vice-versa and the words importing persons shall include bodies; corporate, limited liability companies, partnership and other legal entities.

#### 4.2 EXECUTIVE SUMMARY

##### About DEGS-N24P

District eGovernance Society-North 24 Parganas (DEGS-N24P) is a registered society to govern any eGovernance activity in the Collectorate and all the offices in the district under the control of District Magistrate.

#### **Expectations from Bidders**

Bidder is required to give a total solution & services as per specifications enclosed. The full working of all IT Equipments and Services is the responsibility of the Bidder. In case any extra item is required for complete functioning of the system, the same must be quoted.

#### **4.3 SUPPLY CONDITION**

All equipment supplied and installed at the stipulated locations shall be NEW and conforming to the contract technical specifications. The certificate of newness is to be furnished. The Bidder has also to produce a certificate from his principal OEM for back-to-back support for the complete lease period for all items as per the enclosed format.

#### **4.4 LOCATION & CONSIGNEE**

The tentative list of consignees and respective locations with quantity and type of equipment to be delivered is detailed in Section 8.0.

#### **4.5 DELIVERY**

Delivery (i.e. Supply and installation) period shall start from the date of placement of firm order. Item wise "Delivery and Installation period" shall be as detailed below and it will be counted from the date of Order:

<b>Item</b>	<b>Delivery Period</b>	<b>Installation Period (From delivery date)</b>
All items	4 weeks	2 weeks

#### **4.6 RATES**

Rates to be quoted are net **F.O.R.** destination inclusive of freight, handling and packing charges, transit insurance, installation, regular insurance and on-site comprehensive maintenance including spares at stipulated locations during the entire lease period and shall remain FIRM without any variation till completion of the lease contract. However, taxes like **Lease Tax / VAT** and Service Tax will be payable as per actuals.

Rates are to be quoted as per Price Bid Format providing details of prevailing rates of taxes and duties. Bidders, in their own interest, are requested to check up the different tax tariff like "Right to use" etc. at stipulated locations. After opening of Price Bid, no request for any corrections in the quoted rates/tariffs etc. will be entertained.

#### **4.7 PAYMENT TERMS**

The Lease agreement will be signed centrally; however, the payment of lease charges will be made on quarterly basis after completion of each quarter and submission of invoices(s) in triplicate to the respective payment centres from where the payments will be directly released. Payment will be released within 30 days of submission of verified invoices.

Bidder has to complete installation at the locations to be identified by DEGS-N24P along with Order. The lease quarterly payment will be due after completion of the quarter from the date of successful completion of installation & acceptance by DEGS-N24P. However, 1st quarter lease payment will be proportionate as per installation dates of various equipments.

#### **4.8 BANK CHARGES**

Unless otherwise specified, the Bank charges, if any, shall be to the account of Bidder.

#### **4.9 PENALTY FOR LATE DELIVERY**

For the delay in delivery, penalty shall be levied at the rate of **0.5% per week (or part there of) subject to maximum of 5%** of the total lease rent for entire lease period for the equipment(s) not delivered in time as per delivery schedule. This penalty will be deducted from the first quarter rental charges, in case the penalty amount to be deducted is more than the first quarter rental charges, the same will be adjusted from the consecutive quarter.

#### **4.10 Downtime calculation for IT Equipment**

Bidder shall be responsible for running the Equipment at the uptime of 98% per month. The support level required on various items is as per the table below:

Sl. No.	Item Code	Support Level Required
1	All Other Items	8 x 6

The deduction for downtime will be calculated for the uptime below the minimum level for each equipment as mentioned below:

Downtime in Collectorate HQ	Downtime in Sub-Divisions under this district	Deduction factor
0 to 2%	0 to 5%	0.00
2 to 5%	5 to 8%	1.00
5 to 10%	8 to 13%	1.25
Above 10%	Above 13%	1.50

#### Working calculation for deduction

<b>Let downtime in a month</b>	= A hours
<b>Downtime percentage [PC's &amp; Peripherals]</b>	= $A \times 100 / (8 \times 30) = B$
<b>Deduction factor according to the table</b>	= D
<b>Monthly equipment lease charges</b>	= Equipment Quarterly lease / 3 = M Rupees
<b>Amount of deduction</b>	= $M \times B \times D / 100$ Rupees

**Note :** If the uptime for equipment/system falls below 95% continuously for 3 months, the system/equipment shall have to be replaced by the Bidder, without any extra charge.

#### 4.11 MAINTENANCE

Maintenance service shall cover services, repairs and replacements necessary to keep the equipments in good working order on reasonable use of the equipments during the lease period. Preventive maintenance, wherever required, should be carried out to keep the equipments in good working conditions. Maintenance shall include, but not limited to, all plastic and/or rubber parts, UPS batteries, Notebook batteries, adapters and printer/plotters heads. However it will NOT include inkjet cartridges, toner cartridges, drum cartridge and ribbons.

The bidder shall replace all UPS & Notebook batteries after every 2.5 years and whenever the batteries get faulty.

#### 4.12 TRAINING CHARGES

Training of Collectorate personnel will be part of the contract. During installation at respective locations the associated Collectorate users will be guided on the configuration being made and usage.

#### 4.13 INDEMNITY

Bidder shall fully indemnify and keep indemnified the Authority against all claims which may be made in respect of the use of System / Software / Item(s) / services supplied / rendered by the Bidder, for infringement of any rights protected by patent, registration of designs or trademarks and legality of the Software. However the Bidder will have no obligation for any claim of infringement arising from third party products not supplied in the order, modifications and technical information/ instructions advised by Authority and use of products prohibited by product manuals.

All such claims in this regard will be settled as per Indian Laws. In the event of any such claims being made against the Authority, Authority will inform in writing to the Bidder who shall at his own risk and cost either settle any such dispute or conduct any litigation that may arise there from.

#### 4.14 INSURANCE

Insurance for the complete Systems/Goods shall be arranged by the Bidder at his own risk and cost during transit, movement, storage and throughout the period of lease. Authority, under any circumstances, will not be responsible for any loss/damage/theft of any Systems/goods, due to any reasons, whatsoever. Claim(s) etc., if any, will be dealt with the underwriters directly by the Bidder.

Evidence of insurance policy shall be submitted to DEGS-N24P. If the bidder fails to renew the policy before the expiry, DEGS-N24P may renew the insurance and adjust from the due lease rentals

#### 4.15 NOT APPLICABLE

#### **4.16 CONFIDENTIALITY**

Bidder and its representatives shall, at all times, undertake to maintain complete confidentiality and integrity of all data, information, software, drawings & documents, etc. Belonging to the Authority and also of the Systems, procedures, reports, input documents, manuals, results and any other company documents discussed and/or finalized during the course of execution of the order/contract.

#### **4.17 FORCE MAJEURE**

Bidder shall not be responsible for delay in delivery resulting from acts/events beyond his control, provided notice of the happening of any such act/event is given by the Bidder to the Authority within 15 days from the date of its occurrence. Such acts/events shall include but not be limited to acts of God, war, floods, earthquakes, strikes, lockouts, epidemics, riots, fire or Governmental regulations superimposed after the date of order/contract.

#### **4.18 RISK PURCHASE**

Authority shall reserve the right to terminate the order/contract and purchase from elsewhere at the risk and cost of the Bidder, either the whole or part of the Systems/goods, which the Bidder has failed to deliver within the stipulated delivery period or if the same were not available, the best and the nearest available substitute(s) thereof. The Bidder would be liable to compensate the Authority for any loss, which the Authority may sustain by reason of such purchase. This clause will be operated only after completion of delivery period including extended period with penalty.

#### **4.19 PATENTS & TRADEMARKS**

Bidder shall at all times indemnify the Authority against all claims which may be made in respect of the Systems/goods/Software supplied by the Bidder, for infringement of any right protected by patent, registration of designs or trade marks and legality of usage of Software. In the event of any such claims being made against the Authority, Authority will inform the Bidder who shall at his own cost either settle any such dispute or conduct any litigation that may arise there from.

#### **4.20 SUB-CONTRACTING**

Order/contract or any part thereof shall not be sub-contracted, assigned or otherwise transferred without prior written consent of the Authority which will not be unreasonably withheld.

#### **4.21 TERMINATION OF THE ORDER/ LEASE AGREEMENT & ITS CONSEQUENCES**

- 4.21.1 The Authority will issue a written notice of non-compliance to the Bidder and after a rectification period of One month, termination and fore-closure clauses will be applicable.
- 4.21.2 Authority reserves the right to terminate the order/contract, either wholly or in part, upon situations arising due to non-compliance of stipulations of the Order/contract, by the Bidder, at the risk and cost of the Bidder.
- 4.21.3 Authority reserves the right to terminate the order/contract or a portion thereof for the stores not so delivered within the stipulated period, at the risk and cost to the Bidder and the Bidder shall be liable to the Authority for any excess costs thereof.
- 4.21.4 Bidder shall continue the performance of the order/contract under all circumstances, to the extent not cancelled.
- 4.21.5 Authority reserves the rights to cancel the lease agreement in case the equipment and services are not found to be satisfactory by the Authority.
- 4.21.6 Fore-closure: In case of fore-closure of the lease agreement by the Authority, pro-rata compensation will be payable. Compensation will be equivalent to percentage of outright purchase cost and proportionately linked to balance lease period.
- 4.21.7 Consequences: As soon as the lease agreement is cancelled / terminated by the Authority, no lease rent will be payable to the Bidder.

#### **4.22 SETTLEMENT OF DISPUTES**

- 4.22.1 Except as otherwise specifically provided in the Order/Contract, all disputes concerning questions of the facts arising under the Order/Contract, shall be decided by the Authority, subject to written appeal by the Bidder to the Authority, whose decision shall be final to the parties hereto.
- 4.22.2 Any disputes or differences shall be to the extent possible settled amicably between the parties hereto, failing which the disputed issues shall be settled through arbitration.

4.22.3 However, the Bidder shall continue to perform the Order/Contract, pending settlement of dispute(s).

#### **4.23 ARBITRATION**

In all cases of disputes emanating from and in reference to this contract, the matter shall be referred to the arbitration. All disputes or differences between the parties will be resolved through arbitration governed by "The Arbitration and Conciliation Act, 1996" as amended from time to time. The venue of arbitration shall be in Kolkata.

#### **4.24 ACCEPTANCE OF LOI / ORDER**

Letter of Seller/ Contractor/ Bidder's acceptance of the LOI / Order / Contract is to be submitted within one week of issue date of LOI / Order. This will be submitted along with the Performance Bank Guarantee of the value of 10% of the Total Annual Lease Rent for all the equipment valid for a period of one year.

#### **4.25 SHIFTING OF EQUIPMENT FROM A LOCATION TO OTHER**

After initial installation as per location details given by DEGS-N24P, shifting of equipment from one location to another shall be the responsibility of the Bidder. The entire requisite works like dismantling of equipment, packing, transportation and transit insurance shall be the responsibility of the Bidder. A mutually agreed cost can be paid by DEGS-N24P to the Bidder on this account. The time given for shifting and installation of equipment at new location will be mutually agreed and time taken beyond that period will be treated as downtime.

#### **4.26 ADDITIONAL FACILITY REQUIRED IN FUTURE ON IT EQUIPMENT**

In case any additional facility is required on the IT equipment requiring upgrade, the Bidder shall provide the same at mutually agreed terms.

#### **4.27 TERMINAL PAYMENT**

DEGS-N24P shall have the right to acquire or surrender all the equipments at the end of the lease period. In case DEGS-N24P decides to acquire the equipments, a nominal charge of Re.1.00 per equipment will be paid as terminal payment. In case of termination or surrender of equipments by DEGS-N24P at the end of the lease period, Bidder will remove the equipment from Authority's premises at his own risk and cost after due permission from DEGS-N24P.

#### **4.28 LIMITATION OF LIABILITY**

The Bidder's liability will be limited to the scope of this contract only.

#### **4.29 ETHICAL STANDARD**

Bidders are expected to observe the highest standard of ethics during the procurement and execution of this Contract. In pursuit of this policy, the Authority will reject a proposal for award if it finds out that the Bidder being considered for award has engaged in corrupt or fraudulent practices in competing for the Contract. For the purposes of this provision, the terms set forth below are defined as follows:

- c) "Corrupt practice" means the offering, giving, receiving, or soliciting of anything of value to influence the action in the procurement process or in Contract execution ;and
- d) "Fraudulent practice" means a misrepresentation of facts in order to influence a procurement process including collusive practices designed to establish bid prices at artificial, non-competitive levels to deprive the Authority of the benefits of competition;

By signing the Bid Forwarding Letter, the Bidder represents that for the software it supplies, either it is the owner or has authorization from the owner of the Intellectual Property Rights in the software. Wilful misrepresentation of these facts shall be considered a fraudulent practice without prejudice to other remedies that the Authority may take.

#### **4.30 INTEGRITY (Not Applicable)**

#### **4.31 OTHER CLAUSES**

- a) Bidders must offer all the software, licenses and support for complete solution. All Licenses must be in the name of DEGS-N24P. Licenses must clearly mention their validity period and renewal policies.
- b) The bidder shall include and provide all other Hardware or Software items that are not explicitly mentioned herein but are required to full-fill the intended specifications.
- c) No item shall be offered whose end-of-sale has been declared by the OEM or has been declared to be under phase out.

## **5.0 LEASE AGREEMENT**

Based on the finalized terms and conditions, DEGS-N24P will consider signing of Bipartite Lease Agreement ONLY with Bidder after placement of LOI.

## **6.0 TECHNICAL SPECIFICATIONS**

### **ENCLOSED AS ANNEXURE-IX**

## **7.0 BRIEF SCOPE OF WORK –TECHNICAL**

The broad scope of work includes the following:

- a) Installation and configuration of all the hardware & software items supplied under Rate Contract.
- b) The supplier shall assign a qualified Project Manager having at least 10 years of experience to supervise the installation and deployment of all the items across all the DEGS-N24P locations. The engineers deployed to carry out the installation should have following minimum qualifications/certifications:
  - 1) MCSE certified engineers to carry out installations of PCs and Thin Client.
  - 2) For installation of Linux, the engineers should have sufficient proven experience.
  - 3) For installation of network devices, the engineers should have CCNP or equivalent certification.
- c) Comprehensive maintenance of all the hardware and software for the entire contract period. For all hardware and software like OS, CALs, backup Software, the supplier shall provide onsite support.
- d) The successful bidder shall post minimum one qualified Resident Engineer at all those locations wherever installation base of the Equipments is more than 100. At certain locations, if required for meeting the SLA requirements, the successful bidder shall post additional Resident Engineers.
- e) The Resident Engineer posted at DEGS-N24P locations should have following minimum qualifications & experience:
  - 1) 3 years diploma in electronics / computers / hardware.
  - 2) At least 2 years experience in maintenance of PCs, Servers, Printers, etc.
  - 3) MCSE certification for engineers providing support on Notebooks, PCs & Windows based Servers.
  - 4) CCNA certified for engineers providing support on Network Devices
  - 5) Before posting engineers at DEGS-N24P locations, the supplier/service provider shall submit the CV of engineers to respective DEGS-N24P locations for vetting and acceptance.
- f) Support to users for installation, reinstallation, troubleshooting and other problems/ issues related to commonly used software like OS, email, MSOffice, Antivirus, Adobe Acrobat, Add-ons, upgrades should be provided by the Resident Engineer(s) during the contract period.
- g) Sharing of desktop, printers and configuration on network should be provided by the Resident Engineer(s) during the contract period.
- h) Dismantling, Assembling and Data transfer in case of shifting of systems from one user to another within premises should be provided by the Resident Engineer(s) during the contract period.
- i) The supplier/Bidder shall maintain sufficient number of spares at each location.

For installation, a brief scope of work is given as under. However, if any activity or component is required for the completeness or successful functioning of any item, the same shall also be part of the scope of supply and work.

## 7.1 Installation of PCs (Group-I)

- a) Inventory & Configuration verification against Ordered Specifications
- b) Installation of OS
- c) Partitioning (wherever required and asked for)
- d) Installation of Software packages provided by DEGS-N24P (like Antivirus, MS Office XP/2007, Adobe Acrobat, etc.)
- e) Installation of latest OS Service Pack & security patches
- f) Network Configuration
- g) Printer Driver installation & configuration
- h) Email Client configuration
- i) Internet configuration
- j) Data migration from old system to the new system

## 7.2 Installation of Printers (Group-II)

- a) Inventory & Configuration verification against Ordered Specifications
- b) Perform power on self test
- c) Network Configuration
- d) Driver Installation on client machines
- e) Perform system & verification test

## 7.3 Installation of Scanners (Group-III)

- a) Inventory & Configuration verification against Ordered Specifications
- b) Perform power on self test
- c) Installing Scanner software on a client machine
- d) Perform system & verification test

## 7.4 Installation of UPS (Group-IV)

- a) Inventory & Configuration verification against Ordered Specifications
- b) Connecting batteries
- c) Perform power on self test
- d) Perform system & verification test
- e) Verify backup time on full load
- f) Connecting load to the UPS
- g) In case of all online UPS, Bidder shall inform DEGS-N24P at least 1 (one) month before delivery about switchgear, space, cabling and any civil work requirements.

## 8.0 SUMMARY OF REQUIREMENTS & LOCATION DETAILS

The tentative summary of all requirements details are attached as Annexure.

## 9.0 PAYMENT CENTRE & ADMINISTRATION OF CONTRACT

The tender envisages supply and installation of equipments at different locations as per tentative consignee list enclosed. The administration of contract will be at respective locations. As part of this rate contract, the rates will be finalized centrally and orders will be placed by respective units / divisions for their requirements. The detail of various locations where delivery & supply is to be affected is also enclosed. The Bidder is to clearly understand that the service is to be provided on site at all the locations as detailed in relevant section and payment towards lease charges is to be collected from the place of placement of order as per details enclosed below:

### No. Unit / Division Address

1. Collectorate, Barasat, North 24 Parganas
2. Sub-Division, Bidhannagar, Saltlake, North 24 Parganas
3. Sub-Division, Barrackpore, North 24 Parganas
4. Sub-Division, Bongaon, North 24 Parganas
5. Sub-Division, Basirhat, North 24 Parganas

## 9.1 Documents (Two sets) to be submitted for claiming Quarterly

### Rental Charges:

#### A) In the First Quarter

- Copy of Bipartite Lease Agreement
- Copy of Insurance valid for 1 year.
- Proof of Delivery / Installation Certificates signed by DEGS-N24P Coordinator.
- Original copy of Certificate signed by DEGS-N24P Coordinator certifying only non-availability figures for the quarter.
- Invoice.

**B) All Subsequent Quarters**

- Original copy of Certificate signed by DEGS-N24P Coordinator certifying only non-availability figures for the quarter.
- Invoice.

**C) Annually**

- Copy of Renewal of Insurance valid for the next one year.

**10.0 CHECKLIST OF ENCLOSURES**

Sl. No.	Annexure to be attached	Format attached as annexure	Whether attached or not (Yes/NO)
01.	<b>Authorization letter from OEMs of Group I</b> ✓ PCs ✓ Including 5 years warranty support.	Annexure I	At the time award
02.	<b>Authorization letter from OEMs of Group III</b> ✓ Printers ✓ Including 5 years warranty support with back to back support from OEM (Letter to this effect to be attached)	Annexure I	At the time award
03.	<b>Authorization letter from OEMs of Group VII</b> ✓ Scanners ✓ Including 5 years warranty support with back to back support from OEM (Letter to this effect to be attached)	Annexure I	At the time award
04.	<b>Authorization letter from OEMs of Group V</b> ✓ UPS ✓ Including 5 years warranty support with batteries.	Annexure I	At the time award
05.	Presence Chart	Annexure II	
06.	Annual Turnover Chart & copies of Audited Balance Sheets		
07.	NO DEVIATION CERTIFICATE	Annexure IV	
08.	Copy of major orders received in last 2 years	Annexure V	
09.	Copy of AMC/FMS contracts of more than 200 PCs/Peripherals	Annexure VI	
10.	EMD of ₹100000/- (Rupees One Lakh only) Enclosed		
11.	Income Tax Clearance Certificate		
12.	Proof Of Clause No 4 Of Qualification Criteria		
13.	Certificate Of Incorporation Of OEM of Group I items		
14.	Copy Of Purchase Orders Giving Proof of Lease Rental Orders		
15.			
16.	Certifications proof (Ref. Technical Specifications)		
17.	Checklist of Price Bid	Annexure VIII	



**AUTHORIZATION BY OEM**

Date: \_\_\_\_\_

To

**The Chairman  
DEGS-N24P  
Barasat, KOLKATA-124**

Subject : **Letter of Authority**

Tender Ref. No. :

Dear Sir,

We hereby authorize \_\_\_\_\_ who has all India presence and fulfills the requirements of the tender enquiry ref. no. \_\_\_\_\_ dated \_\_\_\_\_ to quote/ negotiate and service the equipment as required in the above tender enquiry.

This authorization is valid only for the following equipment for which we are the OEM:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

The authorized agency would ensure reliable service during complete lease period. In case of any default we would do alternative arrangement on the same terms and conditions as negotiated and finalized in this tender enquiry.

(Authorized Signatory)

For \_\_\_\_\_

Note: This 'Letter of Authority' should be issued on the letterhead of OEM and enclosed in Part-I.

## PRESENCE CHART

Sl. No.	Location	Presence (Yes/No)	If not present then covered from which place	No. of Employees at that location	Number of MSCE/MSCA certified employees at that location
01.					
02.					
03.					
04.					

## Annual Turnover Of Bidder

Sl. No.	Financial Year	Turnover (In Rs. Crores)
1.	2007-2008	
2.	2008-2009	
3.	2009-2010	

**NO DEVIATION CERTIFICATE**

This is to certify that our offer is exactly in line with your tender enquiry . This is to expressly certify that our offer contains no deviation either Technical or Commercial in either direct or indirect form.

**Signed By** : \_\_\_\_\_  
**Name** : \_\_\_\_\_  
**Designation** : \_\_\_\_\_  
**Organization** : \_\_\_\_\_  
**Date & Place** : \_\_\_\_\_  
**Phone/Fax/Mobile/Email** : \_\_\_\_\_  
**Stamp & Seal** : \_\_\_\_\_

**COPY OF MAJOR ORDERS RECEIVED IN LAST 2 YEARS**

<b>Sl. No.</b>	<b>Organisation Name</b>	<b>Type of Order (Leasing / Outright Sale)</b>	<b>Number of delivery places</b>	<b>Number of PCs/Servers/Printers/ Switches/UPS/Scanners</b>
1				
2				
3				
4				
5				

**ORDER COPY OF AMC/FMS CONTRACT OF MORE THAN 100 PCS/PERIPHERALS**

<b>Sl. No.</b>	<b>Organisation Name</b>	<b>Number of cities AMC/FMS spanned.</b>	<b>Number of PCs/Servers/Printers/ Switches/UPS/Scanners managed</b>
1			
2			
3			
4			
5			

**Checklist of Price Bid**

Un-priced copy of the Price bid is to be enclosed (as per attached format)

## Hardware & Operating System with accessories: Minimum Guiding Specification

An integrated network backbone along with a mini data centre has been buildup in the Collectorate of North 24 Parganas through DeGS, North 24 Parganas to bring the entire Governance of collector under National eGovernance Plan (NeGP) in phase manner. Accordingly, it has been decided to provide a minimum ICT infrastructure (PC/Thin client, Internet, Intranet and Voice over IP[VoIP]) to each and every employee of this Collectorate.

A significant number of users have already been provided such infrastructure and rest users shall be equipped through this tender process. The requirement matrix attached as annexure will show the exact scenario of this tender.

**Item Code** : PC01  
**Item Name** : Desktop PC

Sl. No.	Component / Performance / Utility	Min. Specification (asked for – by the Dept.)	Specification (Quoted / Applicable – by the Bidder)	Examine Config ( Higher / Equal / Lower / Inconvenient) by the Dept.	Judgment on Acceptance (Yes / No ) by the department
1	Processor	Core-i5-650 (3.2GHz, 4MB L3 cache) or higher			
2	Motherboard	Motherboard and FRU parts should be of OEM's make & part no.			
3	Chipset	Intel Q57 or higher Intel Chipset			
4	RAM	4GB dual channel DDR3 1066 MHz expandable to 8 GB			
5	HDD	500 GB SATA or higher 7200 rpm with Pre Failure Alert			
6	Optical Drive	16X or more DVD+/-RW SATA			
7	Monitor (Asset Controlled)	17" TFT (OEM make) with Aspect ratio 5:4 and min. resolution of 1280*1024 TCO 05 compliant			
8	Graphics	Intel GMA HD integrated graphics			
9	Keyboard	Minimum 104 keys (Same make as PC)			
10	Mouse	2/3 Button Optical Scroll Mouse (Same make as PC)			
11	Audio	Integrated Intel High Definition Audio, AC'97/20-bit audio with internal speakers			
12	Ethernet	Integrated (on-board)10/100/1000Mbps RJ45 port with WOL, PXE & ASF (Alert Standard Format) 2.0 OS independent software to monitor & analyse network connection			
13	PCI Slots	Minimum 2 PCI-E slots			
14	Ports	Minimum 1 Serial, 6 USB (Ver 2.0), VGA, Speaker, Microphone, Headphone, 1 parallel port (in case of motherboard not supporting parallel port then separate card to be installed in the cabinet)			
15	Software	Windows 7 Professional 64 bit (with roll back to 32 bit) with latest service pack, Restore / Recovery CD & with OS media CD with each PC (in absence of OS Media CD OEM pack of OS to be supplied), a software to provide data recovery to restore user data, settings, applications and Operating System in the event of a software crash or virus infection. The latest system drivers should be available on OEM's website for the entire lease period.			
16	Form Factor	Micro ATX Desktop			
17	Diagnostic Tool / Software	OEM's Diagnostic tool for hardware diagnostics			
18	Preloaded Management Software	Have preloaded client of management software having following features: 1. Remote software deployment 2. Remote patch deployment/management 3. Asset Tracking, Inventory Management (Software & Hardware) 4. Data and settings Migration tool 5. Out of band management supporting remote: Asset Tracking, Inventory Management, Power Control, Remote Diagnosis			
19	Security	Removable media boot control, Serial, Parallel & USB Interface Control, Power-On Password, Setup Password, should give alert on management console and desktop on tampering the system. Should come with integrated Trusted Platform Module (TPM) 1.2 Security Chip.			
20	Certifications	OS Certification from Microsoft For OEM : ISO 9001 (Latest version) ERTL / FCC - EMC class B Latest version of IEC-60950-1 / IS 13252 / UL-60950 ACPI (Latest Version) compliant RoHS compliant, Energy Star 5.0 compliant			
21	Warranty	OEM warranty (labour, parts, on-site) for the entire contract period			



Item Code : PC02  
Item Name : THINCLIENT PC FANLESS

Sl. No.	Component / Performance / Utility	Min. Specification (asked for – by the Dept.)	Specification (Quoted / Applicable – by the Bidder)	Examine Config ( Higher / Equal / Lower / Inconvenient) by the Dept.	Judgment on Acceptance (Yes / No ) by the department
1	Processor	x86 Processor dual core 1.8 GHz or higher without Fan			
2	Firmware Features	HTML, JAVA JSP support, JavaScript, XML, Active X, Sun JRE, Media Player, Adobe Flash Player, Acrobat Reader 10			
3	Browser	Latest MS IE8 with all JAVA plug-ins including Flash Players			
4	RAM	2 GB DDR3 upgradable to 4GB			
5	Flash Memory	4GB Flash			
6	Monitor	18.5" TFT Monitor, TCO 05 compliant			
7	Keyboard	Minimum 104 keys			
8	Mouse	2/3 Button Optical Scroll Mouse			
9	Audio	Output 1/8 inch mini, full 16-bit stereo			
10	Ethernet	Integrated (on-board)10/100/1000 Mbps RJ45 port			
11	PCI Slots	Minimum 1 PCI slot			
12	Ports	Minimum 1 Serial, 1 Parallel, 6 USB (Ver 2.0), VGA			
13	Software	MS Windows Embedded Standard 2009 or Higher			
14	Management Software	Remote Management Agent			
15	Protocols	RDP, ICA, DHCP, DNS, PPP, PPPoE, WOL, HTTP, WINS Terminal Emulations and Default features of embedded OS			
16	Compliance	Energy Star and ERTL compliant			
17	Power	External adapter with Y cable power cord			
18	Mounting	VESA mount kit for TFT monitor			
19	Same make	Thin Client, Monitor, Keyboard and Mouse should be from same OEM Make.			
20	Warranty	OEM warranty (labour, parts, on-site) for the entire contract period			

**Item Name** : LaserJet Printer - A4 Mono(Low End)  
**Item Code** : LP01

Sl. No.	Component / Performance / Utility	Min. Specification (asked for – by the Dept.)	Specification (Quoted / Applicable – by the Bidder)	Examine Config ( Higher / Equal / Lower / Inconvenient) by the Dept.	Judgment on Acceptance (Yes / No ) by the department
1	Print Speed	15 PPM (A4, normal) or higher			
2	Processor speed	250 Mhz or higher			
3	Connectivity	USB 2.0			
4	Print Resolution	600 x 600 dpi or higher			
5	Media Size	A4, A5, letter, executive, legal			
6	Paper Trays	One (1) or more			
7	RAM	2 MB or higher			
8	Duty Cycle	5000 Pages per month			
9	OS Compatibility	Windows XP, Windows -Vista, Windows 7 & Linux			
10	Compliance	Energy Star compliant			
11	Warranty	OEM warranty (labour, parts, on-site) for the entire contract period			

**Item Code** : LP02  
**Item Name** : LaserJet Printer - A4 Mono(High End)

Sl. No.	Component / Performance / Utility	Min. Specification (asked for – by the Dept.)	Specification (Quoted / Applicable – by the Bidder)	Examine Config ( Higher / Equal / Lower / Inconvenient) by the Dept.	Judgment on Acceptance (Yes / No ) by the department
1	Print Speed	25 PPM ( A4, normal) or higher			
2	Processor speed	400 Mhz. or higher			
3	Duplex Printing	Required			
4	Connectivity	Ethernet LAN and USB 2.0			
5	Print Resolution	600 x 600 dpi or higher			
6	Media Size	A4, A5, letter, executive, legal			
7	Paper Trays	One (1) or more			
8	RAM	32MB or higher			
9	Duty Cycle	18000 Pages per month			
10	Print Language Support	PCL 5e, PCL 6, PostScript 3 / PostScript 3 Emulation			
11	OS Compatibility	Windows XP, Windows -Vista, Windows 7 & Linux			
12	Management	The printer should be remotely manageable through a Standard web browser.			
13	Compliance	Energy Star compliant			
14	Warranty	OEM warranty (labour,parts,on-site) for the entire contract period			

**Item Code** : LP03  
**Item Name** : LaserJet Printer-A4 Mono (HD)

Sl. No.	Component / Performance / Utility	Min. Specification (asked for – by the Dept.)	Specification (Quoted / Applicable – by the Bidder)	Examine Config ( Higher / Equal / Lower / Inconvenient) by the Dept.	Judgment on Acceptance (Yes / No ) by the department
1	Print Speed	30 ppm( A4, normal) or higher			
2	Processor speed	600 Mhz or higher			
3	Duplex Printing	Required			
4	Connectivity	Ethernet LAN & USB 2.0			
5	Print Resolution	600 x 600 dpi or higher			
6	Media Size	A4, A5, letter, executive, legal			
7	Paper Trays	Two (2)			
8	RAM	128 MB or higher			
9	Duty Cycle	50,000 Pages per month			
10	Print Language Support	PCL 5e, PCL 6, PostScript 3 / PostScript 3 Emulation			
11	OS Compatibility	Windows XP, Windows -Vista, Windows 7 & Linux			
12	Management	The printer should be remotely manageable through a standard web browser.			
13	Compliance	Energy Star compliant			
14	Warranty	OEM warranty (labour, parts on-site) for the entire contract period			

**Item Code** : UP01  
**Item Name** : 700 VA Small UPS

Sl. No.	Component / Performance / Utility	Min. Specification (asked for – by the Dept.)	Specification (Quoted / Applicable – by the Bidder)	Examine Config ( Higher / Equal / Lower / Inconvenient) by the Dept.	Judgment on Acceptance (Yes / No ) by the department
1	Rating	800 VA or above			
2	Technology	Line-Interactive			
3	Nominal Input Voltage	230V single phase			
4	Input Voltage Range	160V AC to 275V AC			
5	Input Frequency	50 Hz +/- 3 Hz			
6	Nominal Output Voltage	230V AC +/- 5%			
7	Output Frequency	50 Hz +/-1 Hz			
8	Output power capacity	Min. 560 watts			
9	Automatic Voltage Regulation	Automatic Voltage Regulation to be provided			
10	Transfer time	< 6ms			
11	Overload capability	110% for 60 minutes, 150% for 5 minutes			
12	Protection	Surge, brownout, sag, short circuit, etc protection required.			
13	Battery Type	Sealed, Maintenance-free, Internally mounted.			
14	Battery make	Panasonic / Rocket /CSB			
15	Communication Port	RS232C or USB Port & necessary communication cables to be provided			
16	Backup	Min. 20 minutes on single PC load			
17	Power Management Software	The UPS should have Power Management Software to view & monitor UPS status, backup time & shutdown scheduling for Windows XP,Vista,7 & Red Hat Linux systems			
18	Battery Refresh	The bidder shall replace all the batteries after every 2.5 years and whenever the batteries get faulty.			
19	Compliance	Latest Version of IEC-60950-1 / IS 13252 / UL-60950			
20	Warranty	OEM onsite, labour, parts warranty for the entire lease period.			

Item Name : **Scanner – A4 Colour(Low End)**  
 Item Code : **SC01**

Sl. No.	Component / Performance / Utility	Min. Specification (asked for – by the Dept.)	Specification (Quoted / Applicable – by the Bidder)	Examine Config ( Higher / Equal / Lower / Inconvenient ) by the Dept.	Judgment on Acceptance (Yes / No ) by the department
1	Type	A4 Color Flatbed Scanner			
2	ADF speed	25 ppm / 50 ipm			
3	Hardware Resolution	600 x 600 dpi			
4	Software	Scanning Software, OCR software to be provided.			
5	OS Compatibility	Windows XP,Vista, Windows 7			
6	Interface	USB 2.0 with requisite cables			
7	Scan to PDF	Scan to searchable PDF facility should be available.			
8	Compliance	Energy Star compliant			
9	Warranty	OEM warranty (labour/parts/on-site) for the entire contract period.			

Item Name : **A4 Flatbed with ADF Color Scanner (Network)**  
 Item Code : **SC02**

Sl. No.	Component / Performance / Utility	Min. Specification (asked for – by the Dept.)	Specification (Quoted / Applicable – by the Bidder)	Examine Config ( Higher / Equal / Lower / Inconvenient ) by the Dept.	Judgment on Acceptance (Yes / No ) by the department
1	Scanner Type	Flatbed with ADF			
2	Image Sensor Type	CCD			
3	Feed	Manual and ADF Ready with paper tray/stacker/chute			
4	ADF capacity	50 pages or higher			
5	Duplex Scanning	Should be duplex ready			
6	Optical resolution	1200 dpi or Higher			
7	Output resolution	1200 dpi or Higher			
8	Scanning speed at 200 DPI to file (Black and White, portrait)	15 PPM or higher			
9	Document size	Flatbed-A4 and ADF-Legal			
10	Interface	Integrated Ethernet and USB 2.0			
11	OCR software	Integrated OCR software. Basic document management, Photo and imaging S/w to be provided			
12	OS Compatibility	Win XP, Win Vista, Windows 7			
13	Daily Duty Cycle	500 documents per day			
14	Scan to PDF	Scan to PDF required			
15	Compliance	Energy Star Complied			
16	Warranty	OEM warranty (labour/parts/on-site) for the entire contract period.			

Item Name : A4 Flatbed with ADF Color Scanner (Network & HD)  
 Item Code : SC03

Sl. No.	Component / Performance / Utility	Min. Specification (asked for – by the Dept.)	Specification (Quoted / Applicable – by the Bidder)	Examine Config ( Higher / Equal / Lower / Inconvenient ) by the Dept.	Judgment on Acceptance (Yes / No ) by the department
1	Scanner Type	Sheet fed, automatic document feeder (ADF), two-sided scanning with ADF			
2	Image Sensor Type	CCD			
3	Feed	Sheet Fed			
4	ADF capacity	50 pages or higher			
5	Processor	2GHz			
6	Memory	512 MB			
7	Harddisk	80 GB			
8	Duplex Scanning	Should be duplex ready			
9	Optical resolution	600X600 dpi			
10	Output resolution	600 dpi or higher			
11	Scanning speed at 200 DPI to file (Black and White, portrait)	40 ppm or 80 ipm			
12	Document size	A4,Legal			
13	Special Features	ultrasonic multi-feed detection, blank page removal, color dropout, long page support, Quick Set scan profiles			
14	Interface	1 Gigabit Ethernet port, 1 Hi-Speed USB port on control panel, 2 rear Hi-Speed USB ports, 1 Hardware Integration Pocket (HIP) Hi-Speed USB port			
15	OCR software	Integrated OCR software. Basic document management, Photo and imaging S/w to be provided			
16	OS Compatibility	Win XP, Win Vista, Windows 7			
17	Daily Duty Cycle	2000 documents per day			
18	Scan to PDF	Scan to PDF required			
19	Compliance	Energy Star Complied			
20	Warranty	OEM warranty (labour/parts/on-site) for the entire contract period.			
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## SUMMARY OF REQUIREMENTS AND LOCATION DETAILS

Sl. No.	Item Code	Item Name	Unit Required		Total
			Collectorate	Bidhannagar Sub-Division	
01	PC01	Desktop PC	23	11	34
02	PC02	THINCLIENT PC FANLESS	150	0	150
03	LP01	LaserJet Printer - A4 Mono(Low End)	14	2	16
04	LP02	LaserJet Printer - A4 Mono(High End)	2	0	2
05	LP03	LaserJet Printer - A4 Mono (HD)	1	0	1
04	UP01	700 VA Small UPS	100	11	111
06	SC01	Scanner – A4 Colour(Low End)	19	0	19
07	SC02	A4 Flatbed with ADF Colour Scanner (Network)	9	2	11
08	SC03	A4 Flatbed with ADF Colour Scanner (Network & HD)	3	0	3

The offer quoted by the selected vendor may likely to be extended apart from stated above to the other subdivisions and additional requirement of Collectorate as per future requirement. The rate should remain valid for one year.

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