

RASHTRIYA ISPAT NIGAM LIMITED
Visakhapatnam Steel Plant
(A Govt of India Enterprise)



Branch Sales Office – LUDHIANA

Address : 19-Feroze Gandhi Market, Opp. Ludhiana Stock Exchange, Ludhiana-141001
Phones : 0161-2433464, 2774207 Fax : 2528558 E-Mail : rinlludhiana@gmail.com

LTE No. VSP/MKTG/LDH/2014-15/06

Dated: 11.12.2014

Sub: **Limited Tender Enquiry (LTE) for ANNUAL MAINTENANCE CONTRACT (AMC) OF COMPUTERS & ITS PERIPHERALS AT BRANCH SALES OFFICE & STOCKYARD, Ludhiana.**

1. Sealed quotations are invited by RINL from the reputed and experienced agencies for maintenance of Computers and its peripherals with and without parts at Branch Sales Office and Stockyard, Ludhiana. The details of Computer Systems available at RINL, Ludhiana are enclosed at Annexure – I. The tender will be received up to 3.00 p.m. on **20.12.2014** and will be opened at **3.30 p.m.** on the same date.

DETAILS OF THE WORK IN BRIEF: **Limited Tender Enquiry (LTE) for ANNUAL MAINTENANCE CONTRACT (AMC) OF COMPUTERS & ITS PERIPHERALS AT BRANCH SALES OFFICE & STOCKYARD, Ludhiana.**

PERIOD OF CONTRACT : The Contract will be for one year from the date of LOI.

2. Tender document/documents with detailed terms & conditions can be obtained from the Office of Sr. Branch Manager, Branch Sales Office, Ludhiana on all working days till 01.00 p.m. dated **20.12.2014** free of cost. It can also be down loaded from company's website www.vizagsteel.com for participation in the tender. The filled in tender documents shall be accepted at Branch Sales Office, Ludhiana upto 3.00 p.m. on **20.12.2014**. The tenders shall be accompanied by EMD of **Rs 1000/-** (Rupees five hundred only) in the form of Demand Draft/Pay Order of Nationalized Bank in favor of 'RASHTRIYA ISPAT NIGAM LIMITED' payable at Ludhiana should be submitted along with the tender. DD/Pay Order of Co-operative Bank will not be accepted. EMD should be submitted along with declaration by the bidder. Tenders without EMD will NOT be considered.
3. Interested Parties may visit our office and discuss with the undersigned to assess the nature of work and volume of work and inspect the COMPUTER SYSTEMS before quoting on all working days, except Sundays and Holidays between 10.00 AM to 05.00 p.m. with prior intimation.
4. Tender received in the Tender Box in the Branch Sales Office will be opened in the presence of Tenderers who are present on the date and time.

Tender Receipt : Date 20.12.2014 Time 03.00 PM at Branch Sales Office, Ludhiana
Tender Opening: Date 20.12.2014 Time 03.30 PM at Branch Sales Office, Ludhiana

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5. Tenderer should submit the quotations in two parts, one for Technical Bid with EMD along with signed with seal annexure I, II & III. Second part will be the Price Bid, which will be opened for tenderers whose Technical bid is accepted. Both the covers should be put in another cover, all super scribing the Tender No./Date and Due Date of opening and also "Quotation for Annual Maintenance Contract (AMC) for maintenance of COMPUTERS & ITS PERIPHERALS at Branch Sales Office and Stockyard, Ludhiana and shall be sent to or dropped in the tender box at our office of:

The Sr. Branch Manager
Rashtriya Ispat Nigam Limited
Branch Sales Office
19-Feroze Gandhi Market, Opp. Ludhiana Stock Exchange, Ludhiana-141001

6. Incomplete Quotations will be rejected.
7. RINL / VSP reserves the right to reject any or all the tenders without assigning any reason thereof. Decision of RINL Management will be final & binding.

(Naresh Kumar)
SR.BRANCH MANAGER

Distribution:

1. All Sr. Branch Managers/Branch Managers of Northern Region
2. All RMs with a request to display in the Notice Board and to give wide publicity and to send to all Sr. BMs/BMs in your Region.
3. All Concerned Parties performing the job
4. DGM (Corporate Communications) with a request to incorporate this LTE, tender documents with detailed terms and conditions, in our website and Govt tender site www.govttenders.nic.in

**Annexure I to Limited Tender Enquiry No.VSP/MKTG/LDH/2014-15/06
dated 11.12.2014**

DATE OF OPENING OF TENDER: 20.12.2014 AT 3.30 PM

DETAILS OF PCs/Accessories AT BSO/STOCKYARD Ludhiana AS ON 11.12.2014

S.No.	Equipment Description	No
1	Computers (Desk top) along with net working (Under 3Yrs Warranty) (Only Regular Service is required, For parts etc. AMC agency has to co-ordinate with hp)	7
2	Computers (Desk top) along with net working	6
3	Laptop NX6320	1
4	Printer (Laserjet/inkjet)	10
5	Scanner	3

QUOTATION

(TO BE WRITTEN/TYPED ON ISSUED TENDER DOCUMENT OR ON TENDERER'S LETTER HEAD)

Sub: Quotation against LIMITED TENDER ENQUIRY No. LTE No. VSP/MKTG/LDH/2014-15/06 dt: 11.12.2014

From:

To

RASHTRIYA ISPAT NIGAM LIMITED
VISAKHAPATNAM STEEL PLANT
BRANCH SALES OFFICE, Ludhiana

We quote below our best rates:

Ref No: LIMITED TENDER ENQUIRY No. VSP/MKTG/LDH/2014-15/06 dated 11.12.2014.

DETAILS OF TENDER				
Brief of tender work	(MAKE IF APPLICABLE)	MODEL No IF APPLICABLE.	LOCATION	LUMP SUM RATES QUOTED PER YEAR EXCLUDING SERVICE TAX (Rs)
MENTIONED IN PART A	<u>MENTIONED IN PART A</u>	<u>AS PER PART A</u>	LUDHIANA	

PART A**DETAILS OF COMPUTERS AT BSO & STOCKYARD, LUDHIANA AS ON 11.12.2014****WITHOUT PARTS**

S.No	Equipment Description	No	Rate quoted(lump sum) per year excluding service tax .
1	Computers (Desk top) along with net working	7	
2	Laptop NX6320	0	
3	Printer (Laserjet/inkjet)	0	
4	Scanner	0	

WITH PARTS

S.No	Equipment Description	No	Rate quoted(lump sum) per year excluding service tax .
1	Computers (Desk top) along with net working	6	
2	Laptop NX6320	1	
3	Printer (Laserjet/inkjet)	10	
4	Scanner	3	

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SERVICE TAX APPLICABLE : YES/NO

IF YES, SERVICE TAX REGN. NO :
(Copy enclosed)

VALIDITY OF OFFER : 30 DAYS (THIRTY) FROM THE DATE OF
OPENING OF TENDER

Period of Contract : Contract will be valid for one year from the date
of LOI.

I/We abide by the Terms and Conditions of **Limited Tender Enquiry for
Annual Maintenance Contract (AMC) OF COMPUTERS & ITS PERIPHERALS at
Branch Sales Office and Stockyard, Ludhiana** invited by RINL / VSP.

NOTE: Declaration form is enclosed.

Signature of the Tenderer

Seal of the Tenderer

DECLARATION

(TO BE WRITTEN/TYPED ON THE TENDERER'S LETTER HEAD)

Sub: Declaration against LIMITED TENDER ENQUIRY No. VSP/MKTG/LDH/2014-15/06, dated 11.12.2014

I/We have gone through the Terms and Conditions of **Limited Tender Enquiry for Annual Maintenance Contract (AMC) OF COMPUTERS & ITS PERIPHERALS at Branch Sales Office and Stockyard, Ludhiana** invited by RINL / VSP and abide by the same. I/We hereby declare that I/We visited and inspected the COMPUTER SYSTEMS at VSP's premises/Branch & Stockyard and satisfied myself/ourselves before submitting this Tender about the conditions etc and have accordingly quoted.

Signature of the Tenderer

Seal of the Tenderer

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DETAILS OF TENDERER

(TO BE WRITTEN/TYPED ON THE TENDERER'S LETTER HEAD)

Sub: Details against LIMITED TENDER ENQUIRY No. VSP/MKTG/LDH/2014-15/06 dated 11.12.2014

1. NAME OF THE TENDERER :
2. DETAILS OF CONTACT PERSONS
ALONG WITH NAME & DESIGNATION :
3. TELEPHONE NUMBERS :
4. FAX NUMBERS :
5. MOBILE NUMBERS :
6. E-MAIL :
7. WEBSITE :
8. SERVICE TAX REGISTRATION NO :
9. ANY OTHER DETAILS, IF ANY :

Signature of the Tenderer

Seal of the Tenderer

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Terms and Conditions for Annual Maintenance Contract of Computers & its Peripherals at at Branch Sales Office & Stockyard, Ludhiana against LTE / NBT VSP/MKTG/LDH/2014-15/06;
Dated:11.12.2014

:Details against LIMITED TENDER ENQUIRY No. VSP/MKTG/LDH/2014-15/06 dated 11.12.2014

1.0 PREAMBLE:

1.1 The LTE for Annual Maintenance Contract of Computers & its Peripherals at BSO & Stockyard, Ludhiana

“ the complaints will be attended / repaired at our office as and when required. If necessary the agency will take the system to their service centre for repairs and deliver the same back to the RINL site after repairs using their own resources”.

For supply items / service rendered, the same shall suitably be modified at para-1.1.

1.2 The agency will be responsible for AS PER ANNEXURE for Annual Maintenance of Computers & its Peripherals at Branch Sales Office & Stockyard, Ludhiana within the contract period.

1.3 The Contract shall be valid for one year with effect from the date of issue of LOI.

1.4 The agency shall carryout preventive maintenance once in a month for the ALL systems.(applicable for AMCs only and for supply items / service rendered delete this para)

1.5 The agency will be responsible for attending the calls for maintenance as and when required.(applicable for AMCs only and for supply items / service rendered delete this para)

1.6 The agency must ensure that the system (mention the name of the system) will be returned in the full working condition on the expiry of the AMC. .(applicable for AMCs only and for supply items / service rendered delete this para)

1.7 The agency will be fully responsible for any damage to the man and machine that occurs due to faulty workmanship during the period of contract. .(applicable for AMCs only and for supply items / service rendered delete this para)

1.8 If the repair demands the shifting of the system a standby has to be provided at free of cost.(applicable for AMCs only and for supply items / service rendered delete this para)

1.9 The agency should attend the fault within one hour of notice and if necessary, he should provide standby System, so that work is not affected. If the contractor defaults in any service as above, Rs.100/- per day or part thereof will be recovered towards penalty till the fault is attended, subject to maximum of contract value. Decision of RINL will be final and binding on the Contractor. .(applicable for AMCs only and for supply items / service rendered delete this para)

1.10 The AMC includes all expenditures including spare parts, maintenance charges, visit charges and all other charges. (applicable for AMCs only and for supply items / service rendered delete this para)

1.11 The rates should be quoted on lump sum basis per year for the system, covering all charges as mentioned above but excluding Service Tax. Service Tax, if applicable will be paid extra over and above quoted rates provided the agency have valid Service Tax registration number. Service Tax is to be shown separately. Other Statutory charges (if any) other than mentioned above will be to the a/c of agency.

1.12 Payment will be made on half yearly basis after satisfactory completion of work with due recommendation of Sr BM/RM. Payment will be made within 7 days from the date of submission of bill.

1.13 The Service Tax (if any, applicable) will be paid provided the bill contains the following details: -

- (i) Service Tax registration No. and jurisdictional Range
- (ii) The name and address of provider of service
- (iii) Description, classification and value of taxable service
- (iv) Service Tax and Education Cess and Higher Education Cess payable thereon.
- (v) The Company shall recover the Service Tax paid in case CENVAT credit is disallowed due to any reason attributable to the Contractor.

1.14 The agency shall maintain the logbook in the manner prescribed by RINL/VSP and observations, if any, shall be acknowledged by RINL/VSP.

1.15 Tenderer should give full details like: Contact Person, Telephone Numbers, Fax Numbers, Mobile Numbers, and E-mail, if any.

2.0 INSTRUCTIONS TO THE TENDERER:

- 2.1 Tenders will be submitted in a sealed cover mentioning the relevant information like the Name of the Tenderer, Tender No. & Tender Opening Date/Time etc. on the cover in bold letters. The tenders shall be accompanied by EMD in the form of DD in favour of RINL, payable at LUDHIANA.
- 2.2 Tender will be submitted in Tender document issued by RINL/VSP wherever required or on the letter head of the Tenderers where no tender document is specified.
- 2.3 Tenderers will quote the Rates in figures and also in words and corrections, if any, will be initialed. In case of any discrepancy in words and figures, the rate quoted in words will govern and will be treated as final.
- 2.4 If due to any reason the Tender receipt date is postponed to any other date, the details will be intimated by displaying a Notice on the Notice Board of the company where Tenders are accepted and also the same will be intimated by post to all those parties who have obtained the Tender documents from BSO / RO.
- 2.5 The Tender Opening will normally be done after closing Time of the Tender in the presence of the Tenderers who are present unless due to unforeseen/unavoidable circumstances the Opening of Tenders is postponed. The slit for dropping of the documents will be sealed immediately after the time specified for receipt of tenders in

the Notice inviting Tender. The time to be followed is as per the clock available at BSO/RO. In case the tender is not opened due to any exigency, the next following working day will be the opening day and Tenders will be opened in the presence of Tenderers who choose to be present for witnessing the Tender opening and no intimation in this regard will be sent to the Tenderers individually this time.

- 2.6 Tenders will be accepted in the Tender Box kept at RINL/VSP, LUDHIANA. For details please see Notice Board or visit company's website [www. vizagsteel.com](http://www.vizagsteel.com).
- 2.7 Before submission of Tenders, the Tenderers may visit the office from where the tender is floated to assess the nature of work and volume of work etc. No Complaint/Claim on this account will be entertained after submission of Tender.
- 2.8 Tenderers have to keep their prices valid as stipulated in Tender Document. Tenders received with validity period lesser than the stipulated time are liable for rejection. Incase of non finalization of tender even after expiry of one month period, Party shall extend their offer validity as required by the company
- 2.9 Incomplete Tender or Tenders submitted with qualifying condition or with conditions at variance when compared to Terms and Conditions of Tender are liable for rejection.
- 2.10 Tenderer sending their Tenders by Mail/Courier will do so solely at their own Risk and RINL/VSP will not be responsible for any loss in transit or postal delay.
- 2.11 The Tenderer should sign all the pages of the Tender document as a token of acceptance.
- 2.12 If it comes to the notice of RINL/VSP at any stage right from request for tender document that any of the certificates/documents submitted by bidders are found to be false/fake/doctored, the party will be debarred from participation in all VSP tenders for a period of 5 years including termination of contract, if awarded. EMD/Security Deposit etc. if any, will be forfeited. The Contracting Agency in such cases shall make good to RINL/VSP any loss or damage resulting from such termination. Contracts in operation anywhere in RINL/VSP will also be terminated with attendant fallouts like forfeiture of EMD/Security Deposit, if any, and recovery of risk and cost charges etc. Decision of RINL/VSP Management will be final and binding.

3.0 SUBMISSION OF TENDER DOCUMENTS:

- 3.1 Tender will be submitted in Tender document issued by RINL/VSP wherever required or on the letterhead of the Tenderer where no Tender Document is specified.
- 3.2 Tender document duly filled in and signed and put in a sealed cover mentioning the Tender Number on top of closed cover should be put in the Tender Box.
- 3.3 Tender Documents shall be submitted in a sealed envelope super scribing, the Tender Notice Number/Date and Date of Tender Opening/Time. The Tenderers are requested to submit such sealed envelopes in the Tender Box kept at the designated place as mentioned in the Notice inviting Tender.

4.0 EVALUATION OF TENDER & ISSUE OF LOI:

- 4.0 Tenders will be evaluated on lowest rates quoted by the parties.
- 4.1 LOI will be issued to L-1 rate agency based on internal evaluation.

5.0 GENERAL terms and Conditions:

- 5.1 The successful tenderer has to give his acceptance to the LOI within one week from the date of issue of LOI.
- 5.2 The successful tenderer has to open their local office within 15 days from the date of issue of LOI incase the local office is not available.
- 5.3 The security deposit shall be Rs 5000/- or 5% value of the contract which ever is less and shall be submitted within 15 days from the date of issue of LOI in the form of DD in favour of RINL , payable at Ludhiana. In case of failure to submit the SD in prescribed time, the EMD submitted shall be forfeited. The EMD of the successful tenderer shall be returned after submission of stipulated SD in the contract. Incase of unsuccessful tenderers the EMD shall be refunded as soon as possible.
- 5.4 At the end of the contract period, the SD amount shall be released to the party based on the certification of the dealing officer for proper performance of the contract and with the due recommendations of the respective Sr BM/RM.
- 5.5 The Company at its entire discretion may terminate the contract without any notice to the Tenderer in case there is any malafide intention noticed during the contract period.
- 5.6 Tenderer will not be entitled to claim any compensation of whatsoever nature if termination/cancellation is imposed by RINL/VSP for any reason.
- 5.7 Any damage caused to RINL/VSP's property or its contractor's personnel within RINL/VSP's premises by the Tenderer during the operation of the contract will be to his account and are recoverable.
- 5.8 In case of non-performance or part performance of the agency on any reasons there of, work or part work may have to be got done by other agency at Risk and Cost. In such case, the losses incurred by RINL/VSP have to be recovered from the agency or from the amount due to the agency in any other contract with VSP.

ANNEXURE I

- a) Maintenance service shall consist of preventive and corrective maintenance of the computer system/LAN.
- b) Maintenance service shall cover prevention, detection, vaccination and removal of any kind of virus.
- c) Apart from the breakdown call, one mandatory visit shall be made every WEEK on a convenient date to ensure smooth functioning of the System. An entry of the same has to be made in the Complain/System Log Book available with the AMC In-Charge.
- d) Cleaning of all components of the system, checking for the loose connections/dry solders and making them good. Checking the healthiness of the hardware components by using standard diagnosis. Checking for virus and cleaning of the affected parts using the latest available anti-virus software original version, checking for proper earthing and healthiness of any other protective devices provided for the safety of the equipment/data/user.
- e) The rates quoted shall be against each item in the enclosed annexure and should be inclusive of taxes and duties. Service tax shall be paid extra as applicable. The contractor is required to submit a copy of the Service Tax registration certificate and PAN on award of the contract.
- f) Scope of work: The scope of work includes but not limited to following and shall be as per the conditions given below and as per the instructions of the VSP personnel.

The scope of maintenance covers personal computers including floppy disk drives, monitors, hard disk drives, Mother-Boards, SMPS, Ethernet LAN cards, UTP cables, connectors, power cords, Hubs and power supply adapter for

Hub, DAT drives. Whenever required, the contractor shall provide the necessary spare parts/replacement (of parts like Hard Disk Drives, RAM, Mother-Board, SMPS, CD/DVD-ROM) free of cost. The defective parts after replacement will be the property of the contractor. The scope of the maintenance contract does not include plastic parts and replacement of consumables like floppies, CDs, printer ribbons, printer toners and ink cartridges.

The contractor shall provide both preventive and breakdown maintenance service on all working days of VSP during the normal working hours of the Branch Office and Stockyard Office and if required provide an Engineer on holidays and beyond working hours on call which will be intimated by the Branch to ensure proper working of the computers and to give an uptime of not less than 97%. The uptime shall be computed for each PC/equipment by summing the available time for every 3(three) months period for which the payment is made. The down time, which is the time taken by the party for putting the system into normal working condition after receiving call about the breakdown of a PC or an equipment covered by this contract is to be calculated as per the appropriate entries made in the Log-Book/Complaint Register which is maintained at the VSP Office by the concerned in-charge.

In case the Downtime exceeds 3% (or Uptime is less than 97%) for the quarter, the AMC Contractor will be liable for deduction of 5% of half yearly AMC Charges for the relevant half yearly basis .Also, the problems/breakdowns reported to the AMC Agency should be attended within 24 Hrs from the reporting time (as entered in the System/complaint Log-Book) failing to this 24 Hrs time Stamp would attract a penalty equivalent to the proportional Daily AMC Charges for the equivalent no. of days of Non-Attendance of the problem.

G)The firm must have expertise in on-site maintenance and repair of servers, clients, stand alone computers, laser/inkjet printers, net work components, scanners peripherals and other hardware parts and accessories. The firm also must have expertise in LAN trouble shooting, under Novell/Window NT environment.

H)AMC contractor shall ensure that the computer system are not down and is attended to under the maintenance contract with in 4 to 6 hours of the communicating to the Customer Support Department. As far as possible, the repairs would be carried out on-site itself. However, in case the equipment is taken to the workshop, the firm would provide a stand-by for the same. If the contractor backing out in mid term without any explicit consent of RINL or if the repairs are not carried out within a reasonable time specified, RINL reserves the right to get the rectification/replacement/services done by any external agency and charge it to the contractor.

I)VSP reserves the right to terminate the contract at any time during the contract period without assigning any reason whatsoever by informing the contractor in writing.

J) RINL/VSP reserves the right to reject/cancel any or all the tenders and/or to distribute the order to one or more parties without assigning any reason whatsoever and the decision of RINL/VSP in the regard shall be final and binding.

K) RINL/VSP will not be responsible for any loss or delay in submission of tender documents sent by post/courier. Offers received by FAX stands rejected.

L) All suits or proceedings relating to any dispute or any claim arising out of or in the course of performance of the contract will be filed only in the appropriate court at Chandigarh.

M) This tender/contract is not transferable.
