

अनुसंधान अभिकल्प एवं मानक संगठन	
RESEARCH DESIGNS & STANDARDS ORGANISATION	
मुख्यालय – लखनऊ	HEADQUARTERS - LUCKNOW
निविदा प्रपत्र	TENDER DOCUMENT
निविदा क्रमांक संख्या –	RDSO/COMP/4.11.56
Tender No.	
निविदा खोलने की तारीख एवं समय:	14-SEP-2017 15:00 Hrs
Date & Time of Opening of Tender	
कार्य का नाम	तीन वर्षों की अवधि के लिये अनुसंधान अभिकल्प एवं मानक संगठन के सभी निदेशालयों में स्थापित पीसी तथा बाह्य उपकरणों इत्यादि के लिये व्यापक वार्षिक अनुरक्षण सेवा
Name of Work	Comprehensive AMC of All PCs & peripherals of All directorates of RDSO for a period of 3 years
Price of Tender Document	Rs. 3,000/- only
निविदा प्रपत्र का मूल्य	
Estimated Cost of Works	Rs. 26,27,577/- only (Exclusive of Taxes)
कार्य की अनुमानित लागत	
Earnest Money	Rs. 52,560 Only
बयाना राशि	

Note: Tenderers are requested to study the tender document very carefully before submission and each page of full tender document should be signed at the time of submission.

INDEX

S No.	Item	Page No.
1.	Check List of items to be complied by tenderer	3
2.	Form-I (Offer Letter)	4
3.	Instructions to Tenderer & General Conditions of Contract	5-9
4.	Special Conditions of Contract	10-13
5.	Annexure –I (Details) of Tendered Quantity)	14
7.	Annexure –II (Directorate Wise List)	15
8.	Annexure –III (Critical Components List)	16
9.	Form -2: Memorandum of Association of the Tenderers	17
10	Form -3 :Deviation from Tenders Papers	18
11.	Form -4 : Schedule of Prices	19
12.	Form – 5 : Credential of Tenderer	20-22
13.	Form -6 (Declaration Form for Downloaded Tender Document)	23
14.	End of Tender Document	24

CHECKLIST OF ITEMS TO BE COMPLIED BY TENDERER/S

S NO	Check List Items	Whether Complied (Y/N)
1.	Submission of tender document duly signed in ink at every page and stamped to signify that the tenderer has read and understood the contents and conditions of tender.	Yes/No
2.	First Sheet (Offer-Letter) Form -1 of Page no. 4 of Tender document	Yes/No
3.	Partnership deeds, Power of Attorney, if any, constitution of firm and copies of connected legal documents as per clause 17 (Page 8 of Tender Document)	Yes/No
4.	Full and clear postal address along with phone numbers.	Yes/No
5.	a. Earnest Money in prescribed form mentioned in tender document as per clause 6.1 (Page 6 of Tender Document)	Yes/No
	b. Cost of tender document, if down loaded, in prescribed manner as per clause 11.1 -11.3 (Page 8 of Tender Document)	Yes/No
	c. Proof of GSTIN as per clause 3.3 (Page 5 of Tender document)	Yes/No
6.	Validity of the tender offer is 90 days from date of opening of tender.	Yes/No
7.	Documents/ Credentials to be enclosed for eligibility criteria as mentioned in clause no. 1.15 (Page 13 of Tender Document)	Yes/No
	A. Work Order/ Agreement and proof of successful completion of work of the similar type of projects carried out in previous in any organisation Tenderer should submit List of works completed and in following format: a) Description of works b) Organization for whom executed c) Approximate value of contract d) Payment received against the contract at the time of award e) Date of award f) Date of scheduled completion of work g) Date of actual start h) Date of actual completion i) Final value of contract j) Final payment received against the contract	Yes/No
	B. Proof of the financial turnover for the past three years (current and three previous financial years) as per clause no. 1.15.3 (Page 13 of Tender document)	Yes/No
	C. (i) List of current and past clients (related with this bid requirement)	Yes/No
	(ii) List of qualified personnel who will be part of this project along with their qualification and experience.,	Yes/No
D. Any other relevant documents.	Yes/No	
8.	Corrections, if any, to be attested by the tenderer with signature in ink and stamp.	Yes/No
9.	Form – 2 (MEMORANDUM OF ASSOCIATION OF THE TENDERER) of Page 17 of Tender document	Yes/No
10.	Form -3 (Deviation from tender papers on page 18 of Tender Document)	Yes/No
11.	Form-4 (Schedule of Prices) of Page 19 of Tender document	Yes/No
12.	Form -5 (Tenderer's Credential) of Page 20-22 of tender document	Yes/No
13.	Form -6 at Page 23 Signed Declaration for downloaded tender document	Yes/No

Note:

- The above check list is not exhaustive. The tenderer must go through carefully the entire document and submit the tender complying with all the conditions/ provisions/ instructions mentioned therein irrespective of the fact that they have been highlighted in the check list or not.
- Tenderer must submit documentary evidence in proof of their eligibility/ credential along with their offer. Otherwise the tender shall be summarily disqualified.

Signature of tenderer(s)

Date

RESERACH DESIGN & STANDARDS ORGANISATION
GOVERNMENT OF INDIA: MINISTRY OF RAILWAYS
MANAK NAGAR: LUCKNOW-226011

संगणक स्कंध COMPUTER WING

First Sheet (Offer-Letter)

Form-I

Tender No: Comp/4.11.56

Name of work: Comprehensive AMC of All PCs & peripherals of all directorates of RDSO for a period of 3 years

The President of India,
Acting through Director (Computer),
Computer Wing, Carriage Directorate,
RDSO, Lucknow

I/We _____

1. have read the various conditions to tender attached hereto and agree to abide by the said conditions;
2. agree to keep this offer open for acceptance for a period of 90 days from the date fixed for opening the same and in default thereof, I/We will be liable for forfeiture of my/ our full amount of Earnest Money; and
3. offer to do the above works for Director/Computer, RDSO, Manak Nagar, Lucknow in the attached schedule and hereby bind myself/ ourselves to complete the works within the time limits specified in the conditions of the tender.
4. I/We also hereby agree to abide by the General Conditions of Contract (GCC) 2014 with all correction slips and special conditions of contract and to carry out the works according to the specifications of materials up-to-date and works laid down by the Railway for present contract.
5. Declare that I/we have gone through the rates, regulations of Tender and IRS General Conditions of Contract, Special conditions, Specifications and other particulars embodied mentioned in tender document and have fully understood and agree to abide by them.
6. A sum of Rs.52,560/- (Rupees Fifty Two Thousands Five Hundreds Sixty only) is herewith forwarded towards Earnest Money Deposit in prescribed manner. The full value of the Earnest Money Deposit shall stand forfeited without prejudice to any rights or remedies in case my/our tender is accepted and if:
 - a. I/We do not execute the Contract Documents within seven days after receipt of notice issued by Railway that such documents are ready; or
 - b. I/We do not commence the work within ten days after the receipt of orders to that effect.
7. Until a formal agreement is prepared and executed, acceptance of this tender shall constitute binding contract between us subject to modifications as by be mutually agreed to between us and indicated in the letter of acceptance (LoA) of my/our offer for this work.

TENDERER(S):

Tenderer(s)' address

Date:

Signature of the witnesses (with name and address)

- 1.
- 2.

TENDER FORMS (SECOND SHEET)

Instructions to Tenderer & General Conditions of Contract

1. Instructions to tenders and conditions of tender: The following documents form part of Tender / Contract:
 - (a) Tender forms – First Sheet and Second Sheet
 - (b) Special Conditions/Specifications (enclosed)
 - (c) Schedule of approximate quantities (enclosed)
 - (d) Standard General Conditions of Contract and Standard specifications for materials and works of Railway as amended/corrected up to correction slips up-to-date mentioned in First Sheet of Tender Form, copies of which can be seen through URL: http://www.indianrailways.gov.in/railwayboard/uploads/directorate/civil_engg/General_Conditions_of_Contract_July_2014_22_07_14.pdf or obtained from the office of the office of Director General, RDSO, Lucknow on payment of prescribed charges.
 - (e) All general and detailed drawings pertaining to this work which will be issued by the Engineer or his representatives (from time to time) with all changes and modifications.
2. Technical Specifications for the work: The total tendered inventory for the work can be seen in the office of Director General, RDSO at any time during the office hours.
- 3.1 Before submitting a tender, the tenderer will be deemed himself by actual inspection of site and locality of works, that all conditions liable to be encountered during the execution of the works are taken into account and that rates he enters in the tender forms are adequate and all inclusive to accord with the provisions in clause-37 of the Standard General Conditions of Contract for the completion of works to the entire satisfaction of RDSO Administration.
- 3.2 Tenderers will examine the various provisions of The Central Goods and Services Tax Act, 2007(CGST)/Integrated Goods & Services Act, 2017(IGST)/Union Territory Goods and Services Act, 2017(UTGST)/ respective state's State Goods and Services Act (SGST) also, as notified by Central/State Govt. & as amended from time to time and applicable taxes before bidding. Tenderers will ensure that full benefit of Input Tax Credit (ITC) likely to be availed by them in duly considered while quoting rates.
- 3.3 The successful tenderer who is liable to be registered under CGST/IGST/UTGST/SGST Act shall submit GSTIN along with other details required under CGST/IGST/UTGST/SGST Act to railway immediately after the award of contract, without which no payment shall be released to the contractor. The contractor shall be responsible for deposition of applicable GST to the concerned authority.
- 3.4 In case the successful tenderer is not liable to be registered under CGST/IGST/UTGST/SGST Act, RDSO shall deduct the applicable GST from his/their bills under reverse charge mechanism (RCM) and deposit same to the concerned authority.
- 3.5 The tenderer shall quote his rates in commercial bid as per the Performa Schedule/s for all works in accordance with the tender requirements. The tenderer should note that TENDERS ARE LIABLE TO BE REJECTED IF NOT SUBMITTED AS PER DETAILS GIVEN IN SCHEDULE / SCHEDULES.
- 3.6 The rates tendered in for the schedule/s attached to the tender and accepted by RDSO, LUCKNOW shall form the basis for payment for works done by the contractor.

- 3.7 The rates quoted by the contractor shall take into account the difficulties and delays encountered in the course of work and nothing extra on these accounts shall be paid for.
- 3.8 The rates are exclusive of any taxes.
- 3.9 Should the tenderer be unable to comply with any condition/s referred to in Tender Documents, he shall mention all such proposed departure/s clearly.
- 3.10 The quantities shown in the attached schedule are given as a guide and are approximate only and are subject to variation according to the needs of the Railway. The Railway does not guarantee work under each item of the schedule.
- 4 Tenders containing erasures and/or alterations of tender documents are liable to be rejected. Any correction made by tender(s) in his their entries must be attested by him / them.
- 5 The works are required to be completed within a period of 36 months, i.e. 3 years, from the date of issue of acceptance letter.
- 6.1 Earnest Money: (a) The tender must be accompanied by a sum of Rs.52,560 as earnest money deposited in cash or FDR (Fixed Deposit Receipt)/Banker's Cheques/Demand Drafts in favour of Executive Director/Finance, RDSO, Lucknow, and payable at Lucknow executed by State Bank of India or any of the Nationalized Banks or by a Scheduled Bank failing which the tender will be summarily rejected.
- 6.2 The Tenderer(s) shall keep the offer open for a minimum period of 90 days from the date of opening of the Tender. It is understood that the tender documents has been sold/issued to the Tenderer(s) and the Tenderer(s), is/are permitted to tender in consideration of the stipulation on his/their part that after submitting his/their tender subject to the period being extended further if required by mutual agreement from time to time, he will not resile from his offer or modify the terms and conditions thereof in a manner not acceptable to Director General, RDSO, Lucknow, should the tenderer fail to observe or comply with the foregoing stipulation, the amount deposited as Earnest Money for the due performance of the above stipulation, shall be forfeited to the Railway.
- 6.3 If the tender is accepted, the amount of Earnest Money will be retained and adjusted as security Deposit for the due and faithful fulfilment of the contract. This amount of Security Deposit shall be forfeited if the tenderer(s)/Contractor(s) fail to execute the Agreement Bond within 7 days after receipt of notice issued by Railway that such documents are ready or to commence the work within 15 days after receipt of the order to that effect.
- 6.5 The Earnest Money of the unsuccessful tenderer(s) will, save as hereinbefore provided, be returned to the unsuccessful tender(s) within a reasonable time but the Railway shall not be responsible for any loss or depreciation that may happen to the Security for the due performance of the stipulation to keep the offer open for the period specified in the tender documents or to the Earnest Money while in their possession nor be liable to pay interest thereon.
- 7 Performance Guarantee:**
The procedure for obtaining **Performance Guarantee** is outlined below:
- (a) The successful bidder shall have to submit a **Performance Guarantee (PG) within 30 (thirty) days** from the date of issue of **Letter of Acceptance (LOA)**. Extension of time for submission of PG beyond 30 (thirty) days and up to 60 days from the date of issue of LOA may be given by the Competent Authority to sign the contract agreement. However, a *penal interest of 15% per annum shall be charged for the delay beyond 30 (thirty) days, i.e. from 31" day after the*

date of issue of LOA. In case the contractor fails to submit the requisite PG even after 60 days from the date of issue of LOA, the contract shall be terminated duly forfeiting EMD and other dues, if any payable against that contract. The failed contractor shall be debarred from participating in re-tender for that work.

- (b) The successful bidder shall submit the Performance Guarantee (PG) in any of the following forms, amounting to 5% of the contract value:
- (i) A deposit of Cash;
 - (ii) Irrevocable Bank Guarantee;
 - (iii) Government Securities including State Loan Bonds at 5% below the market value;
 - (iv) Deposit Receipts, Pay Orders, Demand Drafts and Guarantee Bonds. These forms of Performance Guarantee could be either of the State Bank of India or of any of the Nationalized Banks;
 - (v) Guarantee Bonds executed or Deposits Receipts tendered by all Scheduled Banks;
 - (vi) A Deposit in the Post Office Saving Bank;
 - (vii) A Deposit in the National Savings Certificates;
 - (viii) Twelve years National Defence Certificates:
 - (ix) Ten years Defence Deposits;
 - (x) National Defence Bonds and
 - (xi) Unit Trust Certificates at 5% below market value or at the face value whichever is less.
- Also, FDR (free from any encumbrance) in favour of "Executive Director (Finance), R.D.S.O., Lucknow" may be accepted.

NOTE: The instruments as listed above will also be acceptable for Guarantees in case of Mobilization Advance.

- (c) The Performance Guarantee shall be submitted by the successful bidder after the **Letter of Acceptance (LOA)** has been issued, but before signing of the contract agreement. This P.G. shall be initially valid up to the stipulated date of completion plus 60 days beyond that. In case, the time for completion of work gets extended, the contractor shall get the validity of P.G. extended to cover such extended time for completion of work plus 60 days.
- (d) The value of PG to be submitted by the contractor will not change for variation up to 25% (either increase or decrease). In case during the course of execution, value of the contract increases by more than 25% of the original contract value, an additional Performance Guarantee amounting to 5% (five percent) for the excess value over the original contract value shall be deposited by the contractor."
- (e) The Performance Guarantee (PG) shall be released after physical completion of the work based on "Completion Certificate" issued by the competent authority stating that the contractor has completed the work in all respects satisfactorily. The Security Deposit shall, however, be released only after expiry of the contract period and after passing the final bill based on "No Claim Certificate" from the contractor.
8. Rights of the Railway to deal with tender: The authority for the acceptance of the tender will rest with the Railway. It shall not be obligatory on the said authority to accept the lowest tender or any other tender and no tenderers(s) shall demand neither any explanation for the cause of rejection of his/their tender nor the Railway to assign reasons for declining to consider or reject any particular tender or tenders.
9. If the tenderer(s) deliberately gives/give wrong information in his/their tender or creates/create circumstances for the acceptance of his/their tender, the Railway reserves the right to reject such tender at any stage.
10. If the tenderer(s) expires after the submission of his/their tender or after the acceptance of his their tender, the Railway shall deem such tender cancelled. If a partner of a firm expires after the submission of their tender or after the acceptance of their tender, the Railway shall deem such tender as cancelled, unless the firm retains its character.

- 11.1 Tender documents (not transferable) can be purchased from the office of the Director Computer on any working day between 10.00 hrs and 12.00 hrs w.e.f. 8.8.2017 onward upto 14.9.2017 on submission of written request along with Crossed Demand Draft of Rs. 3,000/- (Rupees Three thousand only) in favour of Executive Director (Finance), RDSO payable at Lucknow issued by any of nationalised banks of India.
- 11.2 Tender documents can be purchased in cash by depositing the requisite amount DCPM/NR/Charbagh/LKO in favour of Executive Director (Finance), RDSO, Lucknow. The necessary original money receipt can then be used for purchasing tender documents and a photocopy thereof (money receipt) should be furnished while participating in tender.
- 11.3 Alternatively, the tender document can also be downloaded from the website of RDSO i.e. www.rdso.indianrailways.gov.in . Tenderers are requested to submit cost of tender document (in case of downloaded) and requisite Earnest Money in favour of Executive Director (Finance), RDSO, Lucknow and payable at Lucknow along with tender documents, in the manner prescribed in Para 11.1. & 11.2 (whichever is applicable) above, and without which the tender is liable to be summarily rejected. Tenderers should keep their offers valid for 90 days from the date of opening of tender
- 12 Tender must be enclosed in a sealed cover, superscripted "Tender No Comp/4.11.56 Tender Offer Comprehensive AMC of All PCs & peripherals of All directorates of RDSO for a period of 3 years" and must be sent by registered post to the address of Director/Computer, RDSO, Lucknow so as to reach his office not later than 12.00 Hours on 14.9.2017 or deposited in the blue coloured tender box in centralized tender room situated at RPF Thana, RDSO, Manak Nagar Lucknow not later than 14:30 hrs on the 14.9.2017. This Special box will be sealed at 14:30 hours on 14.9.2017. The tender will be opened at 15:00 Hours on the same day.
13. Noncompliance with any of the conditions set forth therein above is liable to result in the tender being rejected.
- 14 Execution of Contract Documents: The successful Tenderer(s) shall be required to execute an agreement with the President of India acting through RDSO, Lucknow for carrying out the work according to General conditions of Contract, Special conditions/specifications annexed to the tender and specification for work and materials of Railway as amended/corrected up to correction slip mentioned in tender form (First Sheet).
- 15 **In case of any contradiction between special condition and general condition the provision of special conditions will prevail upon general conditions to the extent of contradiction.**
- 16 **Partnership deeds, Power of Attorney etc.:** The tenderer shall clearly specify whether the tender is submitted on his own or on behalf of a partnership concern. If the tender is submitted on behalf of a partnership concern, he should submit the certified copy of partnership deed along with the tender and authorization to sign the tender documents on behalf of partnership firm. If these documents are not enclosed along with tender documents, the tender will be treated as having been submitted by individual signing the tender documents. The Railway will not be bound by any power of attorney granted by the tenderer or by changes in the composition of the firm made subsequent to the execution of the contract. It may, however recognize such power of attorney and changes after obtaining proper legal advice, the cost of which will be chargeable to the contractor.
- 17 The tenderer whether sole proprietor, a limited company or a partnership firm if they want to act through agent or individual partner(s) should submit along with the tender or at a later stage, a power of attorney duly stamped and authenticated by a Notary Public or by Magistrate in favour of the specific person whether he/they be partner(s) of the firm or any

other person specifically authorising him/them to submit the tender, sign the agreement, receive money, witness measurements, sign measurement books, compromise, settle, relinquish any claim(s) preferred by the firm and sign "No Claim Certificate" and refer all or any disputes to arbitration.

- 18 Employment/Partnership, etc., of Retired Railway Employees:(a) should a tenderer be a retired engineer of the Gazetted rank or any other Gazetted officer Working before his retirement, whether in the executive or administrative capacity, or whether holding a pensionable post or not, in the Engineering or any other department of any of the railways owned and administered by the President of India for the time being, or should a tenderer being partnership firm have as one of its partners a retired engineer or retired Gazetted Officer as aforesaid, or should a tenderer being an incorporated company have any such retired engineer or retired officer as one of its Directors, or should a tenderer have in his employment any retired Engineer or retired Gazetted Officer as aforesaid, the full information as to the date of retirement of such Engineer or Gazetted Officer from the said service and in case where such Engineer or Officer had not retired from Government service at least 2 years prior to the date of submission of the tender as to whether permission for taking such contract, or if the contractor be a partnership firm or an incorporated company, to become a partner or Director as the case may be, or to take the employment under the contractor, has been obtained by the tenderer or the Engineer or Officer, as the case may be from the President of India or any officer, duly authorised by him in this behalf, shall be clearly stated in writing at the time of submitting the tender. Tenders without the information above referred to or a statement to the effect that no such retired Engineer or retired Gazetted Officer is so associated with the tenderer, as the case may be', shall be rejected.
- 19 Should a tenderer or contractor being an individual on the list of approved Contractors, have a relative(s) or in the case of partnership firm or company of contractors one or more of his shareholder(s) or a relative(s) of the shareholder(s) employed in gazetted capacity in the Engineering or any other department of the Railway, the authority inviting tenders shall be informed of the fact at the time of submission of tender, failing which the tender may be disqualified/rejected or if such fact subsequently comes to light, the contract may be rescinded in accordance with the provision in clause 62 of the General Conditions of Contract.
- 20 In case of manual tendering, tenderers are advised to submit printed copy of duly filled tender documents and related papers in A4 size only. (Railway Board's Circular no. 2016/CE-I/CT/SI/4 dt 19/7/2017)

(Signature)
(Designation)
RDSO/Lucknow

Signature of Tenderer(s) Date.....

**RESERACH DESIGN & STANDARDS ORGANISATION
GOVERNMENT OF INDIA: MINISTRY OF RAILWAYS
MANAK NAGAR: LUCKNOW-226011**

SPECIAL CONDITIONS OF CONTRACT (SCC)

1.0 SCOPE OF WORK: -

The work involves "Comprehensive Maintenance Services for the PC, Printers, UPS etc. installed in RDSO for a period of 3 years" are listed in Annexure 1 attached at the end of this chapter.

The comprehensive services include:

- Corrective and comprehensive maintenance including carrying out necessary repairs and provision & free replacement of worn-out/ defective components/ parts, which includes, hard disks, Motherboards, RAM, SMPS, assemblies, network interface of Printers (if any), print heads etc., but does not include the consumable items only such as ink/ toner cartridges, ribbons, paper forms or magnetic tapes, batteries of UPS, as required to keep the equipment in good & working order during the duration of the contract.
- To attend break down of the equipment within 24 hours from the time of lodging the complaint.
- To attend user requests, including trouble shooting, for any supports required from him regarding Antivirus software or any application level software provided by RDSO.

1.1 The contractor shall arrange one qualified maintenance technician per 150 PC or part thereof to be present at RDSO for full working day. Out of them, one should be Group Leader with having the minimum qualification of Diploma in Computer Applications and 3 years post-qualification experience in computer maintenance. The onsite maintenance technician should possess either of the following qualification:

- (a) B.E./ B. Tech.
- (b) 3 years Diploma in Computer Science or Engineering
- (c) One Year experience in Computer Maintenance after passing Matriculation.

Identity cards, as per format mutually decided before the execution of contract, shall be issued to all contractors' engineers, at contractor's cost, at RDSO.

1.2 Supply of leads, cables and connectors are included in comprehensive maintenance and requisite installing of all operating system (Provided by RDSO) along with third party driver software, if any, which may be required for all PC systems and its peripherals would be a part of the comprehensive maintenance. However, every effort will be made to make available necessary CDs of system etc. to the contractor.

1.3 The contractor should maintain an inventory of critical components/equipment, as mentioned in Annexure-III, in every respect, at RDSO, at any point of time during the contract period. The inventory shall be used as replacement for defective equipment. However, the complete inventory, as mentioned in Annexure-II, should be available on first day of every month. In case of any shortfall in inventory, a penalty of Rs. 200/= per item per day shall be levied. It will be the sole responsibility of the contractor to arrange for replacement parts throughout the period of contract. The defective components/ parts shall be the property of the contractor. The replacement part should be of equivalent, as per OEM's specification, or higher configuration.

1.4 In case the equipment (monitor, keyboard, printer etc.) is beyond repair by the contractor, the equipment shall be replaced with equivalent or higher configuration at contractor's cost, after taking approval of RDSO.

1.4.1 The meaning of equivalent configuration, as mentioned in Clause 1.4 above, is minimum system hardware architecture (Identification of a system's physical components and their interrelationships) of the defective equipment.

1.4.2 If hard disk of PC Systems is required to be formatted, its backup of data is to be taken by contractor on a separate hard disk, provided by contractor, and contractor will restore the same.

1.5 NATURE OF SERVICES

1.5.1 The contractor shall guarantee 95% up time for each equipment along with its peripheral i.e., maximum down time for each system shall be 5%. The down time in days shall be calculated six-monthly.

1.5.2 Uptime efficiency shall be calculated six-monthly as
Uptime efficiency = $(\text{Uptime} \times 100) / (\text{Total System time in the Six months})$
Uptime = System Time - Downtime

1.5.3 Whenever any equivalent replacement is provided by the contractor against any equipment under breakdown, the equipment will be treated as up.

1.5.4 Future enhancement/addition in system: In case the PC's are upgraded by provision of adding RAM or hard disk at RDSO's procurement cost, then the contractor should co-operate and render necessary assistance & support.

1.5.5 Addition of web-camera, Optical Drives, RAM/additional hard disks/drives/similar accessories/ other physical storage drives may be added time to time in the existing configuration and will not attract any additional AMC charges.

1.5.6 Any change of parts/configuration in the existing items mentioned in Form-4 will not attract additional AMC charges. However AMC charges will be regulated for addition/deletion of items on pro-rata basis.

1.6 The fault message, will be recorded digitally, through online Computerised web application provided by RDSO, by the users giving details of time/date, Machine ID and when the service personnel visited the site, nature of repairs carried out and time/ date when equipment repaired/re-commissioned to the entire satisfaction of RDSO. The contractor shall maintain a complete inventory documentation of equipment, log of defects noticed, details of repairs carried out, by whom, cards/spares/parts repaired/replaced etc. for each equipment. The online entries of all service call reports, provided by contractor, shall be done by Contractor. The service call reports shall be got countersigned by RDSO Computer Wing's representative.

1.7 RDSO Administration shall afford access to the site for the purpose of this contract to the contractor's engineer. The work shall be supervised by the nominated official of RDSO who are familiar with the equipment and Railway programmes.

1.8 During the high level meetings in RDSO, at least one maintenance engineer has to be present till the end of meeting to attend unforeseen problems developed in the PC system & to rectify it immediately, even on holidays. In case of requirement of maintenance engineers on holidays, he will be provided one day rest in lieu of that.

1.9 **PENALTIES:** There are number of important web based applications running online environment, therefore contractor must ensure 95% uptime for all equipment. Liquidated

damages on shortfall in system availability will be payable by the contractor as per the rates indicated hereunder:

- 1.9.1 For failure of each complete PC system, peripherals or part thereof Rs. 200/- per working day or part thereof, beyond the limit of 5% downtime for that system calculated six-monthly.
- 1.9.2 After receipt of complaint, the Contractor's personnel shall attend the site within 24 hours excluding weekly and gazetted holidays in RDSO beyond which a penalty of Rs. 500/- per working day or part thereof shall be levied for late attendance.
- 1.9.3 In case of un-resolved complaint more than five working days old, the contractor shall provide a working stand by equipment, which shall be taken back only after the original equipment is repaired/replaced. The deviation in this clause can only be done with the approval of Director (Computer).
- 1.9.4 Deficiency of number of maintenance engineers, required as per clause 1.1, present at the site for full working day will be treated as absence. For absence, a penalty of Rs.300 per engineer per working day shall be levied besides the other penalties as applicable. The normal working hours of RDSO are from 9:00 hours to 17:30 hours. The maintenance engineers will be well versed in the maintenance of the other peripherals also. If a maintenance engineer is absent without suitable replacement and its information, or coming late, or leaving the office early, it will be treated as absence.
- 1.10 In case of defective equipment, for which any stand by equipment is not provided, even after expiry of a period of two months from the date of complaint, a penalty of sum of purchase cost of equipment as mentioned in RDSO's Purchase Order plus 20% damage charges apart from penalty, as per clause 1.9.1, for defective period shall be recovered from the bills.
- 1.11 Contractor's personnel shall follow all security procedures as prescribed by Railways for entry of personnel or bringing in or taking out the material concerning to this contract. A copy of material gate pass issued by concerned user's directorate for the materials taking out should be submitted by contractor before taking out the material from RDSO's premises.
- 1.12 Repairs necessitated by damage resulting from accident, environmental and electrical conditions beyond normally accepted limits will not be covered under Comprehensive Maintenance Services.
- 1.13 **Payment terms:**
 - (i). At the end of six-months, contractor will verify the systems under AMC jointly with RDSO's representative duly signed by gazetted officer of concern directorate and submit verification sheets with the bill.
 - (ii) From second period of six-months onwards Contractor shall submit a statement of variation of hardware with respect to previous six-months.
 - (iii) The maintenance charges will be paid six-monthly by RDSO and shall be payable at the end of every six-months.
 - (iv) Computer Wing will send the bill with verification sheets, to the finance for payment. Payment for a part of the month will be made proportionately on the basis of 30 days a month.

1.15 Tenderer's Credentials:

- 1.15.1 The tenderer shall provide satisfactory evidence acceptable to RDSO to show that: He/she is an experienced and established contractor who regularly undertakes comprehensive maintenance of the similar items of work tendered, and has adequate technical knowledge and practical experience in this specific field. The tenderer should be registered with Labour Commissions under Labour Laws as per Government of India. The tenderer has to establish to the full satisfaction of RDSO, his credentials and technical competency for executing the works.
- 1.15.2 The tenderer should furnish attested Certificates from organisations about contractual payment received for the work done as per Para 1.15.1.
- 1.15.3 The tenderer should furnish attested copy of Audited balance sheet for last three years duly certified by the Chartered Accountant for establishing the financial status.
- 1.15.4 He/she should have adequate facilities and field service organisation to provide necessary field and management services required to successfully execute the maintenance work.
- 1.15.5 In addition to the above, further information regarding his credentials or credentials of his associates shall be given by the tenderer as required in the Form-5 of the tender document page no. 20-22.
- 1.15.6 Sufficient documentary proof for information furnished under clause 1.15.1 should be submitted with tender, otherwise, tender will be summarily rejected.

Contractor's signature
(SEAL)

Director / Computer
RDSO, Lucknow

Annexure - I

S.No.	Items	Quantity (Nos)	Description
1.	PC System	1234	Minimum Intel Core 2 duo processor and above with Complete PC systems of all OEMs with keyboard, mouse, Speakers (if any), Optical drives, TFT Monitors size varying from 14" to 19" and standard accessories i.e, web-camera, CD-writer/ DVD-R Drive/ DVD-RW/Combo Drive, Sound Speakers System including sub-woofer/additional hard disks/similar accessories/other physical storage drives (zip-drives, tape drives, optical drives etc.), internal modems etc may be treated in the existing configuration. HDD & RAM may differ.
2.	Printer	601	Dot Matrix Printers (80/132 COL), A4 size of Deskjet, Mono Laser jet, Office jet, Print Scan Copy Fax, Photo Smart, Business inkjet, Multi-Function, All in one of all Major OEM makes.
3.	Scanner	26	Scanner of all major OEM makes including flat bed.
4	Plotter	4	Plotters of different sizes (A1, A0 etc) of all makes,
5	UPS	513	Upto 2 KVA offline of various makes
6	Colour Laser Jet Printer	36	Colour Laser Jet Printers of all OEMs makes and A3 Size LaserJet printer With network Interface Only..
7	Laptop	19	Minimum Intel Core 2 duo /equivalent and above configuration (Pl see above configuration excluding monitors). HDD & RAM may differ.
Total Quantity		2433	

Note:

The above quantity for hardware items are tentative, the actual figures shall be arrived at during joint verification of Equipment after awarding the contract.

Directorate Wise List of Equipment

Annexure - II

Directorate	PC	Printer	Scanner	Plotter	Laptop	UPS	CLJ	Equipment
Administration /01	19	10	0	0	0	0	1	30
Publication & Lib/02	8	3	0	0	0	5	0	16
Hindi/02	6	2	0	0	0	6	0	14
Audit/03	7	1	0	0	0	0	0	8
B&S/04	65	30	0	1	0	67	1	164
Carriage/05	49	18	0	0	0	0	1	68
Computer Wing/06	28	8	0	1	5	18	0	60
UTHS/08	10	9	0	0	0	0	0	19
EL,PS&EMU,EEM/09	80	57	4	0	3	9	2	155
Establishment/10	86	17	2	0	0	1	2	108
Engine Dev./11	50	12	1	0	0	0	8	71
Finance /12	54	38	0	0	0	11	0	103
Geo-Tech /13	42	16	0	0	0	42	0	100
ISO Cell/14	1	0	0	0	0	0	0	1
Medical/15	12	7	0	0	0	13	1	33
M &C/16	72	45	0	0	4	35	0	156
Motive Power/17	112	34	0	0	1	84	2	233
Psy. Technical/18	10	4	0	0	0	2	0	16
QA (Mech)/19	15	10	0	0	0	0	1	26
QA (S & T)/20	11	12	1	0	0	7	0	31
QA (Civil)/21	21	20	3	0	0	16	0	60
Research/22	21	23	5	0	0	12	3	64
Research Elab/22	14	5	1	0	0	0	0	20
Signal/23	42	29	0	0	0	3	0	74
Stores/24	17	4	1	0	0	2	1	25
Telecom/25	32	27	0	0	0	32	0	91
Telecom_TMS/25	13	13	0	0	5	5	3	39
Testing/26	49	17	0	0	0	10	4	80
TI/27	42	9	0	0	0	2	0	53
Track Design/28	41	24	1	0	0	22	0	88
Track Machine/29	44	23	0	1	1	43	3	115
Traffic/30	4	5	0	0	0	0	0	9
Wagon Design/31	80	29	5	1	0	33	0	148
Works Dte/32	9	6	0	0	0	7	0	22
Works Civil Dte/32	11	5	0	0	0	2	0	18
DG Sec/33	5	4	0	0	0	0	0	9
Vigilance/34	5	1	0	0	0	2	1	9
ADG Office/35	3	4	0	0	0	1	0	8
TEN Office/36	14	9	0	0	0	0	0	23
EMS/37	16	7	1	0	0	13	2	39
Central Library/39	9	1	1	0	0	5	0	16
RPF/40	5	3	0	0	0	3	0	11
Total Qty	1234	601	26	4	19	513	36	2433

Annexure –III

The List of Inventory of critical components/equipment to be maintained at RDSO's site in every respect, at RDSO, at any point of time during the contract period. All inventories should be in working in all aspects

Note : The complete inventory, should be available on first day of every month. Short coming, if any, may attract the penalty as mentioned in clause 1.3. (Page 10)

S No	Items	Minimum Quantity to be kept	Configuration
1.	Complete PC Systems	10	Minimum Intel Core 2 duo and above with minimum 1.5 GB DDR2 RAM & minimum 160GB HDD with TFT Monitor
2.	Printer	5	Laser jet printers
3.	UPS	5	Upto 2 KVA offline

FORM-2
(MEMORANDUM OF ASSOCIATION OF THE TENDERER)
(Including the power of attorney)

FORM -3
(DEVIATION FROM THE TENDER PAPERS)

Clause No. of the tender papers	Deviations offered	Reason for the deviation
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Note: If there is no deviation with respect to tender document “NIL Deviation” should be written in this form. If no text is mentioned in this form, it will be treated as NIL deviation

FORM 4

SCHEDULE OF PRICES**NAME OF THE WORK: "Comprehensive Maintenance Services for the PC, Printers, UPS etc. installed in RDSO for a period of 3 years".**

Col (1) S.No.	Equipment's category Col (2)	Quantity Col (3)	Estimated Cost per unit for a period of 3 years (in Rs.), Exclusive of Taxes Col (4)	Unit Charges in Rs. (Exclusive of Taxes)						Total Charges in Rs. (Exclusive of Taxes)					
				For First Year Col (5)		For II nd Subsequent year Col (6)		For III rd and final year Col(7)		1 year Col (8) = [Col. 3 x Col. 5]		2 Year Col (9) = [Col 3 x (Col 5 + Col 6)]		3Years Col () = [Col 3 x (Col 5 + Col 6 + Col 7)]	
				In Fig.	In Words	In Fig.	In Words	In Fig.	In Words	In Fig.	In Words	In Fig.	In Words	In Fig.	In Words
1.	PC System	1234	1,273												
2.	Laptop PC	19	2,056												
3.	Printer	601	783												
4.	Plotter	4	3,426												
5.	Scanner	26	2,545												
6.	UPS	513	636												
7.	CLJ	36	3,916												
TOTAL		2433													

Note:

The above quantity for hardware items are tentative, the actual figures shall be arrived at during joint verification of Equipment after awarding the contract. Tenderers are requested to strictly quote lump-sum rates for each category of equipment's (irrespective of the configuration of equipment). Rates quoted in any other format are liable to be rejected

Signature of Tenderer with SEAL

5. List of completed projects/works similar to tendered work since current year & last two financial years clause no 1.15.3 (Page 13)

Year	Description of Work	Organisation for whom executed	Approx. value of contract at the time of award,	Date of award	Date of scheduled competition of work	Date of actual start	Date of actual completion	Final value of contract	Remarks
2017-18 (Current Year)									
2016-17									
2015-16									

6. List of works similar to tendered work on hand

Year	Description of work	Organisation by whom awarded	Contract Value	Approximate value of balance work	Date of Award	Remarks
2017-18 (Current Year)						
2016-17						
2015-16						

7. List of Personnel, Organization available on hand and proposed to be engaged for the subject work

8. List of Plant & Machinery available on hand (own) and proposed to be inducted (own and hired to be given separately) for the subject work

9. Give the GSTIN & name of your Bankers and their reference (IFSC No & PAN No etc..)

10. Any other relevant information

Note: This form shall be filled precisely and with full details.

FORM 6

The tenderer will give a certificate as under:

"I/We certify that I/We have checked this downloaded bid documents with the bid documents available online at <http://www.rdsso.indianrailway.gov.in/> and there is no discrepancy/variation/printing mistake and it is further certified that no alteration /modification has been made in the bid documents. I/We accept that the entire responsibility of ensuring that this application form along with other documents is as per original available on website is mine/ours. I/We also agree that if anything contrary is found the decision of RDSO/ Administration will be final and binding on me/us."

And

I/We are submitting a demand draft No. _____, dated _____ issued by _____ towards the cost of tender document.

Or

I/We are submitting a photocopy of cash receipt No. _____ dated _____ issued in favour of Executive (Director) Finance, RDSO, Lucknow depositing the requisite amount with DCPM/NR /Charbagh/Lucknow towards the cost of tender document.

Yours faithfully,

Place _____

Date _____

Signature of the Tenderer

End of Tender Document