

**Information to Bidder for the “Procurement of IT Hardware (Tablet and Printer) through GeM for KIOSK under RailWire Saathi Project”**

**Ref: GeM Bid No. GEM/2019/B/223626 dated 30.04.2019**

1. The item/items in this bid should be quoted as per the technical specifications. *The details of the specifications along with consignee/site details are also available on website [www.railtelindia.com](http://www.railtelindia.com)*
2. In the specification wherever support for a feature has been asked for, it will mean that the feature should be available without RailTel requiring any other hardware/software/licenses. Thus, all hardware/software/licenses required for enabling the support/feature shall be included in the offer.
3. OEM or Authorized distributor/Partner of OEM should have a registered office in India to provide sales and 24x7 support in India. The certificate to this effect should be submitted. The bidder should be either OEM or his authorized dealer/distributor.  
  
In case of the authorized distributor/partner certificate from the OEM to this effect should be submitted. If OEM is quoting then OEM should submit the certificate.
4. Equipment offered shall have complete data sheets and detailed description on OEM web sites.
5. Bidder shall submit the detailed BOM of the equipment offered duly verified and certified by the respective OEM. The bidder should provide detailed price break up (taxes etc.) of the cost of the equipment along with the bid.
6. GSTIN ID of vendor should be provided from where goods will be supplied.
7. Delivery period: **30 days** from the date of PO/LOA.
8. Inspection: Pre-shipment/pre-dispatch inspection shall be carried out at manufacturer’s/supplier’s works by RailTel’s authorized representative.
9. The details of the consignee are filled in the GeM bid. *The location where material is to be installed is available on RailTel website (Annex-IV).*
10. **Tender Cost & Earnest Money Deposit (EMD)/ Bid Security:**
  - 10.1 **Tender Cost:** Estimated cost of the Tender is **Rs. 1,16,62,884/-**
  - 10.2 **Earnest Money Deposit (EMD)/ Bid Security:** **Rs. 2,33,500/-** in the form of Pay Order/Demand Draft drawn in favor of RailTel Corporation of India Ltd. payable at New Delhi. The Bid received without EMD will be summarily rejected.
11. This bid complies with “Public Procurement (preference to make in India) Policy Order, 2017 issued by DIPP and Public Procurement Policy for Micro and Small Enterprises (MSEs) order, 2012” issued by MoSME.”  
The bidders claiming the preference have to submit relevant documents prescribed under relevant order.

## 12. Security Deposit/Performance Bank Guarantee:

The successful tenderer shall submit security deposit in the form of DD/FDR or irrevocable Bank Guarantee from any scheduled bank for due fulfillment of contract as per the details given below:

- i. Security Deposit/Performance Bank Guarantee @ 10% of total value of Purchase Order is required to be submitted within 30 days of issue of Purchase Order with validity of 3 months beyond warranty period as per format (Annex-V).
- ii. The security deposit/PBG shall be submitted to Corporate Office Gurugram,
- iii. A separate advice of the BG will invariably be sent by the BG issuing bank to the RailTel's Bank through SFMS and only after this the BG will become acceptable to RailTel. It is therefore in own interest of bidder to obtain RailTel's bank IFSC code, its branch and address and advise these particulars to the BG issuing bank and request them to send advice of BG through SFMS to the RailTel's Bank.

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

## 13. Eligibility Criteria for OEM:

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

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

- d. The OEM should have cumulative turnover of minimum 150% of tendered value or above during the last 3 financial years (i.e. current year and three previous financial years). The bidder should provide Audited Balance Sheets / annual reports as documentary evidence or other such documents so as to establish the financial soundness of their company for the preceding three financial years. In case of photocopy of Balance Sheet, the same should be certified true copy by Chartered Accountant with his membership number.

**14. Eligibility Criteria for Bidder:**

- a. The tenderer should have executed order of supply/ provision of **Desktop/Laptop/Tablet/Printer** during last preceding 3 financial years (i.e. current year and three previous financial years) as on opening of bid, as per following:

(A) Single order of atleast 35% of tendered value.

OR

(B) Two orders of atleast 20% each of tendered value.

OR

(C) Three orders of atleast 15% each of tendered value.

Satisfactory Performance certificate issued by customer/s for the Purchase Orders/ Work Orders should be enclosed.

- b. The bidder should have minimum cumulative turnover of 150% of tendered value or above during the last 3 financial years (i.e. current year plus three previous financial years). The bidder should provide Audited Balance Sheets / annual reports as documentary evidence and for current year, the Statutory Auditor's certificate for turnover of current year up to the date of bid opening for which Balance Sheet may not be available. In case of photocopy of Balance Sheet the same should be certified by Chartered Accountant as true copy.
- c. Bidder should have authorization specific to this tender from respective OEM as per Annex-III.

**15. Purchaser's Right to Vary Quantities:**

The Purchaser reserves the right to increase or decrease the ordered quantity up to 25 percent at the time of placement of contract. The purchaser also reserves the right to increase the contracted quantity up to 25 % during the currency of the contract at the contracted rates. Bidder is bound to accept the order accordingly.

## **16. SPLITTING OF QUANTITY-**

### **16.1 DELETED**

**16.2** In case bidder claims PMA, Government of India Guideline/Instruction regarding splitting of order to Local supplier shall be applicable. Govt. Guidelines in regard to MSME shall be followed.

## **17. WARRANTY:**

**17.1** The materials are to be warranted for **One year** from date of delivery to the consignee. The tenderer shall warrant that stores to be supplied shall be new and free from all defects and faults in material, workmanship and manufacturing and shall be of the highest grade and consistent with the established and generally accepted standards of materials of the type ordered and shall perform in full conformity with the specifications and drawings.

The supplier shall be responsible for any defects that may develop under the conditions provided by the contract and under proper use, arising from faulty materials, design or workmanship such as corrosion, inadequate quantity of material to meet equipment requirements, inadequate contact protection, deficiencies in design and/ or otherwise and shall remedy such defects at his own cost when called upon to do so by the Purchaser who shall state in writing in what respect the stores are faulty.

### **17.2 SLA:**

After having been notified of the defects / service requirement during warrantee period, Seller has to complete the required Service / Rectification within time limit of max. 7 days. If the Seller fails to complete service / rectification within defined time limit, a penalty of 0.5% of Unit Price of the product shall be charged as penalty for each week of delay from the seller & upto max. of 100% of Unit Price of the product.

Seller can deposit the penalty with the Buyer directly else the Buyer shall have a right to recover all such penalty amount from the Performance Security (PBG) or from the running bills.

## **18. Delivery Period**

The supplier will have to supply the material within **30 days** of issue of confirmed LOA/PO including installation thereof. If material is not supplied within the approved delivery period then penalty of 0.5% of the undelivered / uninstalled quantity per week to the maximum to the 10% of the contract value will be levied.

**19. Long Term Maintenance Support:**

Tenderer (OEM) shall provide maintenance support after successful completion of the warranty obligations for a minimum period of **3 years**. The long term maintenance support shall be comprehensive and include all hardware and software of equipment supplied against this contract. RailTel should be extended the benefits of periodical software patches/updates made by OEM on the system from time to time for equipment security/performance without any additional cost to RailTel.

Buyer reserves the right to enter into AMC @ 3.5% of ordered value of equipment before 30 days of expiry of warranty period. In case bidder refuses to enter into AMC, PBG will be forfeited.

Separate agreement for AMC (Long term Maintenance Support) before expiry of warranty period shall be entered into with OEM/the authorized partner of OEM by RailTel. A fresh Bank Guarantee valid for **3 years** and 4 months for 10% of the Long Term Maintenance Support cost of five years, shall be required to be submitted by bidder for due fulfillment of long term maintenance support obligation.

Quarterly payment for AMC Charges would be made by RailTel after successful completion of AMC Services of that quarter and on the certificate furnished by concerned RailTel representative.

**Note: The acceptance of the above clause is mandatory and specific acceptance from OEM is required to be enclosed as per Annexure-II. Any deviation / non acceptance will lead to rejection of the bid.**

**20. Payment Conditions :-**

- i. 100% payment against full supply OR Supply, Installation & Commissioning.
- ii. 80% payment against part supply OR Supply , Installation & Commissioning of the completed part as the case may be. In case bidder completes the supply order or order for supply , installation and commissioning as the case may be, for one Region , he can claim part payment of 80% against each Region's completed supply / completed installation & Commissioning of the said Region. Balance payment shall be made after full supply or full installation & commissioning. The following documents are to be submitted for payment:
  - a. Original Invoice
  - b. Delivery Challan
  - c. Original Consignee receipt with GRN No.
  - d. Original Inspection Certificate
  - e. Insurance Certificate.
  - f. Warranty Certificate of OEM
  - g. Copy of BG
  - h. Certificate of receipt of Goods & installation thereof from RailTel.

## 21. Offline Submissions:

The bidder is required to submit the following documents offline to RailTel Corporation of India Ltd, Institutional Area, Plot No. 143, Sector 44, Gurugram before **15:00 Hrs of 09.05.19** in a Sealed Envelope. The envelope shall bear 'DO NOT OPEN BEFORE' (due date & time). The offline documents shall be opened at **15:30 Hrs of 09.05.19**

- i. EMD
- ii. MAF/ OEM Authorization Letter (as per Annexure-III)
- iii. BOQ of offered equipment.
- iv. Data Sheet of offered equipment.
- v. Financial and Technical Eligibility Criteria documents.
- vi. Technical Compliance of Specification as per Annex-I.
- vii. Certificate from the End user against the Eligibility criteria for OEM para 13.
- viii. Acceptance from OEM as per Annexure-II against long term maintenance support para 19.

**Note:** 1) The bidder is required to give acceptance of all the clauses mentioned in the **“Information to the Bidders”** document is mandatory. Any deviation / non-acceptance may lead to rejection of the bid summarily.

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

3) This bid is governed by the Specific Additional Terms & Conditions and General Terms & Conditions laid down by the GeM against **GeM Bid No. GEM/2019/B/223626 dated 30.04.2019.**

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

## Technical Specifications

SOR wise details are as:

SOR	Item Description	Units	Total Qty	Distribution			
				ER/Kolkata	NR/New Delhi	SR/Secunderabad	WR/Mumbai
SOR-1	Supply of Tablet having 9.6" display as per Technical specifications of SOR-1 of Information to Bidder.	Nos.	600	141	243	135	81
SOR-2	Supply of Multi-Function, All in one Wireless Colour printer (Print, Copy and Scan) as per Technical specifications of SOR-2 of Information to Bidder.	Nos.	200	47	81	45	27

<b>SOR-1: Tablet having 9.6" display</b>	
<b>Description</b>	
1	Android Tablet
2	1.3 GHz Quad Core Processor
3	1.5GB RAM with 8GB ROM
4	9.6 Inch WXGA Touch Screen Display
5	16GB On-board Storage
6	5MP Rear Camera
7	2MP Front Camera
8	3G/Wi-Fi
9	Bluetooth
10	128GB Expandable Memory
11	5000 mAh Battery

<b>SOR-2: Multi-Function, All in one Wireless Colour printer (Print, Copy and Scan)</b>	
<b>Description</b>	
1	Wireless Printer
2	Multifunctional Type
3	Internal Memory-256 MB
4	Duty Cycle-1000 print monthly (A4)
5	Print Speed Color -16 ppm
6	Print Speed Mono -20 ppm
7	Max Print Resolution(Color)-800x1200 dpi
8	Max Print Resolution(Mono)-1200x1200 dpi
9	Printing Method-Inkjet
10	Print, Copy and Scan

**PROFORMA FOR THE LONG-TERM MAINTENANCE SUPPORT**

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

To  
The Executive Director/Operations,  
RailTel Corporation of India Limited

I / We ..... hereby confirm and accept that against RailTel Tender No. .... , there is a requirement of Long Term Maintenance Support as per Clause 19. We confirm that Long Term Maintenance Support shall be met by us directly or through Authorized partner, as the case may be based on contracts. I / We have gone through the requirement mentioned in the Tender document and shall provide services for the offered supply items.

(Signature of Firm's Authorized Officer)  
Seal

Signature of witness:

1. ....
2. ....

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

**Dated: .....**

.....  
.....  
.....

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

.....

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

Dear Sir,

We, M/s....., are established and reputed manufacturer and service provider of  
.....(Product details), having our registered office at

.....

We hereby authorise M/s ..... (bidder name), Office  
..... to participate in bid and subsequently upon  
award of the bid to execute the supply and Installation & Commissioning of our range of products  
against your above said bid.

We further extend our warranty for ..... years for our range of products offered by M/s  
..... against the above-said bid.

Thanking you,  
Best regards,

**Authorised Signatory**

**Consignee Details**

SOR	Item Description	Units	Total Qty	Distribution			
				ER/Kolkata	NR/New Delhi	SR/Secunderabad	WR/Mumbai
SOR-1	Supply of Tablet having 9.6" display as per Technical specifications of SOR-1 of Information to Bidder.	Nos.	600	141	243	135	81
SOR-2	Supply of Multi-Function, All in one Wireless Colour printer (Print, Copy and Scan) as per Technical specifications of SOR-2 of Information to Bidder.	Nos.	200	47	81	45	27

*The consignee/site details are available on RailTel website [www.railtelindia.com](http://www.railtelindia.com)*

**Performa for Performance Bank Guarantee**

PERFORMANCE BANK GURANTEE BOND  
(On Stamp Paper of Rs. One Hundred)  
(To be used by approved Scheduled Banks)

In consideration of the RailTel Corporation of India Limited, : Plot No.143, Sector-44, Gurugram-122003

1. (Herein after called RailTel) having agreed to exempt ..... (Hereinafter called “the said Contractor(s)”) from the demand, under the terms and conditions of an Agreement No. .... dated ..... made between ..... and ..... for (hereinafter called “the said Agreement”) of security deposit for the due fulfillment by the said Contractor (s) of the terms and conditions contained in the said Agreement, or production of a Bank Guarantee for Rs. .... (Rs. .... only). We, .....(indicate the name of the Bank) hereinafter referred to as “ the Bank”) at the request of ..... Contractor(s) do hereby undertake to pay the RailTel an amount not exceeding Rs. .... Against any loss or damage caused to or suffered or would be caused to or suffered by the RailTel by reason of any breach by the said Contractor(s) of any of the terms or conditions contained in the said Agreement.
  
2. We, ..... Bank do hereby undertake to pay the amounts due and payable under this Guarantee without any demur, merely on demand from the RailTel stating that the amount is claimed is due by way of loss or damage caused to or would be caused to or suffered by the RailTel by reason of breach by the said Contractor(s) of any of terms or conditions contained in the said Agreement or by reason of the Contractor(s) failure to perform the said Agreement. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs. ....
  
3. We, ..... bank undertake to pay to the RailTel any money so demanded notwithstanding any dispute or disputes raised by the Contractor(s) / Supplier(s) in any suit or proceedings pending before any court or Tribunal relating thereto our liability under this present being, absolute and unequivocal.

The payment so made by us under this Bond shall be a valid discharge of our liability for payment there under and the Contractor(s) / Supplier(s) shall have no claim against us for making such payment.

We, ..... Bank further agree that the Guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Agreement and that it shall continue to be enforceable till all the dues of the RailTel under or by virtue of the said Agreement have been fully paid and its

