



Telangana State Technology Services Ltd.,

1st Floor, BRKR Bhavan, C-Block, Tankbund Road,
Hyderabad – 500063, Telangana State, India.

Phone: (40)23224935, 23226970; **Fax:** 23227458

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Website: <http://www.tsts.telangana.gov.in>, CIN No: U74900TG2015SGC

File Number: TSTS/HWP3/TVCC/0019/2018

Dated : 08/02/2018

To

The Prospective Bidders

Short Tender Notice

Sub:	TSTSL-HWP1- Supply & Installation of All In One desktop, Desktop Computer, MF Printers and Television set – Reg.
Subject	TSTSL invites quotations for - Supply & Installation of All In One desktop, Desktop Computer, MF Printers and Television set for Telangana Vikalangula Cooperative Corporation(TVCC), Malakpet, Hyderabad as per the details given in the Annexure.
Time Schedule	Last date and time for receipt of quotations : 12/02/2018 04:00 PM Date and Time for opening of quotations : 12/02/2018 04:30 PM
1	Bids should be submitted at O/o TSTS, 1 st Floor, BRKR Bhavan, Tankbund Road, Hyderabad
2	Any deviations in format may make the quotation liable for rejection.
3	Quotation should be valid at least for a period of 120 days from the date of bid opening.
4	Managing Director, TSTSL reserves the right to accept or reject any or all the quotations without assigning any reasons thereof and to add, modify or delete any of the terms and conditions without any notice.
5	Conditional bids not acceptable and liable for rejection.
6	L-1 will be arrived considering overall total cost of all the items in a schedule. The bid/tender will be rejected if the bidder has not quoted for all the items in a schedule.
7	No options will be accepted. If the vendor wants to give option, he may submit it as separate bid along with Separate Bid. This will be treated as a separated bid for evaluation.
8	Persistent complaints from the user Department during the warranty period relating to the improper service will be sufficient ground for the TSTSL to blacklist the successful bidder from participating in future tenders.
9	Conditional bids not acceptable and liable for rejection.
10	Eligibility : 1. The Bidder should have minimum One Service centre as on bid calling date in Hyderabad/Secunderabad, Telangana 2. The bidder should submit declaration stating that they are not debarred/blacklisted in Technical bid. 3. The bidder should submitted valid Statutory documents in technical bid :copy of PAN card and copy of GSTN tax registration.
11	Delivery & Installation: 1. Successful Bidder shall deliver within the delivery period. The bidder shall install the goods/services after delivery. For any delays in delivery beyond delivery period mentioned in the purchase order, the vendor will be liable for penalties as mentioned in Clause 13. 2. Successful Bidder shall deliver and install the equipment or has to obtain <u>Site Not Ready Certificate</u> (where ever Site is Not Ready) from User Department officials within in 2 weeks from the due date of Delivery.
12	Payment Terms: For all the items: 1. 90 % payment on delivery & successful installation of items 2. 10% balance amount will be paid after conducting Acceptance Test by TSTS/submission of Performance certificate issued by the user 3. Incase site not ready : 75% of the contract value for that site/location. Note : All the Delivery Challans & Installation Reports/Site Not Ready Certificate/report to be Counter signed by the respective Competent Authority.
13	Penalty for late delivery: For any delay in delivery, the bidder will be liable for penalties as follows: 1. 1% of the late delivered goods for One week or part thereof; 1.5%, for Two weeks or part thereof; 2% for Three weeks or part thereof and so on up to a maximum of 10% on the value of late delivered goods. 2. If any delay is for more than 30 days, TSTSL will reserve the right to cancel the order

	without giving any notice and EMD, if applicable, will be liable for forfeiture.				
14	After Delivery The Bidder shall install the items and TSTS will conduct Acceptance Test(AT)				
15	Up time: The bidder should attend & resolve to the breakdown call within 24 Hours. If any spare parts are to be replaced the call shall be completed within 96 Hours excluding holidays from the date of attending the call. Failing which penalty is applicable as per terms & conditions.				
16	<p>If down time is more than the permissible down time following penalties shall apply (for every day beyond permissible window time penalty shall be imposed as mentioned below in the table</p> <table border="1"> <tr> <td>Item</td> <td>Penalty beyond permissible down time for every day or part thereof and soon.</td> </tr> <tr> <td>All Items</td> <td>0.5% of the total cost of the equipment at that site subject to a maximum of total equipment cost at that site.</td> </tr> </table> <p>Note: The penalty amount will be deducted from the amounts payable to the bidder by TSTSL. Once this amount is exhausted, penalty the bidder will be debarred from participating in tenders till the time he recoups the penalty amount.</p>	Item	Penalty beyond permissible down time for every day or part thereof and soon.	All Items	0.5% of the total cost of the equipment at that site subject to a maximum of total equipment cost at that site.
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17	<p>Bidding Procedure : Bids should be submitted in two parts namely, “Technical bid” and “Financial bid” in separate covers. The bidder should submit all the required formats and documents as mentioned in the tender document.</p> <p>Technical Bid:</p> <ol style="list-style-type: none"> 1. Bid Letter Form 2. Service Centers details: Form P1 3. Deceleration regarding not black listed form P2 4. Form T1 (Undertaking) 5. Form T2 (Technical compliance of offered items) 6. Technical datasheets, certifications, literature etc for the offered items 7. PAN card and GST Certificate copies 8. Any other documents as per tender document, if any <p>Financial Bid : Separate sealed cover</p>				
20	Bidders are requested to submit the bids after issue of amendments/clarifications duly considering the changes made if any. Bidders are totally responsible for incorporating/complying the changes/amendments issued if any, before bid submission time & date.				
21	TSTSL /User Department reserves their right in not considering the bid of a bidder, if such bidder was a previous supplier and had a past bad track record or their earlier performance was unsatisfactory or the Department noticed regarding unsatisfactory performance of the offered OEM brand items which were procured earlier on any count.				
22	Delivery Locations : O/o TVCC, Malakpet Hyderabad Ph. 040 24545660/661, mail: mdtgvc@gmail.com				
23.1	<p>Service Level Agreement</p> <p><u>Maintenance Service:</u></p> <ol style="list-style-type: none"> 1. Free maintenance services including spares shall be provided by the supplier during the period of warranty. User, at its discretion may ask the Supplier to provide maintenance services after warranty period, i.e. Annual maintenance and repairs of the system at the rates indicated by bidder in its proposal and on being asked so, the Supplier shall provide the same. The cost of annual maintenance and repairs cost (after warranty period), which will include cost of spares replaced, shall be paid in equal quarterly installments at the end of each quarter. 2. The maximum response time for maintenance complaint from any of the destination (i.e. time required for supplier’s maintenance engineers to report to the installations after a request call/mail is made or letter is written) shall not exceed 48 hours failing which action will be initiated on the supplier and the supplier will be blacklisted without any further Notice. 3. The Supplier will accomplish preventive and breakdown maintenance activities to ensure that all hardware, and firmware execute without defect or interruption for at least required up time. 4. In case up time is less than the stipulated up time, penalty as indicated in the tender document shall be imposed on the supplier. 5. The amount of penalty if any, will be recovered at source from the performance guarantee during the warranty or from annual maintenance charges payable as the case may be or the penalty amounts will be deducted from the amounts payable to the Supplier by TSTSL(Once this amount is exhausted, the bidder will be debarred from participating in tenders till the time he recoups the penalty amount). 				

23.2	<p><u>Licensing considerations:</u> The software or hardware(as a case may be) mentioned in Purchase order will be used throughout Telangana or user's sites even outside Telangana</p>
23.3	<p><u>Spare Parts:</u></p> <ol style="list-style-type: none"> 1. The Supplier may be required to provide any or all of the following materials, notifications and information pertaining to spare parts manufactured or distributed by the Supplier . 2. Such spare parts as the TSTSL may elect to purchase from the Supplier , provided that this election shall not relieve the Supplier of any warranty obligations under the PO. 3. In the event of termination of production of the spare parts, an advance notification to the TSTSL of the pending termination, in sufficient time to permit the TSTSL to procure needed requirements 4. The Supplier shall ensure availability of spares in stock at his nearest service centre for immediate delivery such spare parts as: (a) are necessary for a minimum of 3 years of operation after installation at the Purchaser's sites (b) are necessary to comply with specifications.
23.4	<p><u>Warranty :</u></p> <ol style="list-style-type: none"> 1. The Supplier warrants that the goods and services supplied under the PO are new, unused, of the most recent or current models, and that they incorporate all recent improvements in design and materials unless provided otherwise in the PO. The Supplier further warrants that all goods and services supplied under this PO shall have no defect arising from design, materials or workmanship or from any act or omission of the Supplier , that may develop under normal use of the supplied goods in the conditions prevailing in the country of final destination. 2. The warranty period shall be as stated in bid document. The Supplier shall, in addition, comply with the performance guarantees, if any, specified under the PO. If, for reasons attributable to the Supplier , these guarantees are not attained in whole or in part, the Supplier shall, make such changes, modifications, and/or additions to the goods or any part thereof as may be necessary in order to attain the contractual guarantees specified in the PO at its own cost and expenses and to carry out further performance tests. 3. The equipment supplied should achieve required up time. 4. TSTSL /user shall promptly notify the Supplier in writing of any claims arising under this warranty. 5. Upon receipt of such notice, the Supplier shall, within the period specified and with all reasonable speed, repair or replace the defective goods and services or parts thereof, without costs to the user. 6. If the Supplier , having been notified, fails to remedy the defect(s) within a reasonable period, the TSTSL /user may proceed to take such remedial action as may be procurement of hardware for the Department necessary, at the Supplier 's risk and expense and without prejudice to any other rights which the TSTSL/user may have against the Supplier under the PO.
23.5	<p><u>Training:</u> For each hardware and software component installed, the Supplier may be required to train the user Department personnel to enable them to effectively operate the total system.</p>
24	Variation of quantities +/- 100%

i/c. General Manager

Bid Formats

Bid Letter Form

From:

(Registered name and address of the bidder.)

To: Telangana Technology Services Limited,
Boorgula Ramakrishna Rao Bhavan, B-block, 4th floor,
Tank bund Road, Hyderabad, TS. PIN: 500 063, India.

Sir,

Having examined the bidding documents and amendments there on, we the undersigned, offer to provide services/execute the works including supply, delivery installation of hardware, firm wares and software as the case may be, in conformity with the terms and conditions of the bidding document and amendments there on, for the following project in response to your tender call no TSTS/HWP3/TVCC/0019/2018 08/02/2018. We undertake to provide services/execute the above project or its part assigned to us in conformity with the said bidding documents for an amount quoted in financial bid accordance with the schedule of prices attached herewith and coverage options made by TSTSL or its user organization.

If our bid is accepted, we undertake to;

- a. provide services/execute the work according to the time schedule specified in the bid document,
- b. obtain the performance guarantee of a bank in accordance with bid requirements for the due performance of the contract, and
- c. agree to abide by the bid conditions, including corrigendum, if any, which remain binding upon us during the entire bid validity period and bid may be accepted any time before the expiration of that period.

We understand that you are not bound to accept the lowest or any bid you may receive, nor to give any reason for the rejection of any bid and that you will not defray any expenses incurred by us in bidding.

Date & Place:

Signature of Bidder & Stamp

Form P1 - Details of Service Centers in Telangana State

S.N	District	Full Address of service center	Contact person with phone No.	No. of support engineers their details : Name, Qualification and Experience
A	B	C	C	D
1				
2				
3				

Date & Place:

Signature of Bidder & Stamp

Form P2 - Declaration Regarding Clean Track Record

To,
The Managing Director
Telangana State Technology Services Limited
4th Floor, B Block, BRKR Bhavan,
Tankbund Road, Hyderabad 500063, , India

Sir,

I have carefully gone through the Terms & Conditions contained in the Tender Document TSTS/HWP3/TVCC/0019/2018 08/02/2018. I hereby declare that my company/Consortium Partners has not been debarred/ black listed as on Bid calling date by any Central or State Government / Quasi Government Departments or Organizations in India for non-satisfactory past performance, corrupt, fraudulent or any other unethical business practices. I further certify that I am competent officer in my company to make this declaration.

Yours faithfully,

(Signature of the Bidder)

Name & Designation

Seal & Date:

Business Address:

Form T1 - Sub: Undertaking of authenticity for Hardware

This has reference to Hardware items are being supplied against Tender No TSTS/HWP3/TVCC/0019/2018 08/02/2018. We hereby undertake that all the components /parts/assembly/software used in the Hardware shall be original new components /parts/assembly/software from respective OEMs of the products and that no refurbished /duplicate/second hand components/parts assembly/software are being used or shall be used.

In case we are found not complying with above at the time of delivery or during installation, for the Hardware / Software already billed, we agree to take back the Hardware/ Software/Peripherals if already supplied and return the money if any paid to us by you in this regard.

Authorized Signatory

Name & Designation.

Technical Bid Format - Form T2

All in One Desktop : 1 No.

Parameter	Description of Specifications	Offered Configuration and Compliance Y/N
Make & Model		<<specify>>
Processor Tech.	Intel Core i7 processor or equivalent or higher	
Chipset Tech.	Compatible Chipset	
RAM	8GB RAM or higher	
Hard drive	2TB SATA HDD or Higher	
DVD Drive	DVD writer or higher	
Audio	Integrated HD Audio	
Network Interfaces	10/ 100/ 1000 Network interface, Wireless LAN Wireless:802.11 b/g/n and Bluetooth V4.0 or higher	
Graphic controller & Display	HD graphics adopter, 23 inches TFT color display or higher	
Input devices	Wireless 104 Keys Multimedia Keyboard and wireless Optical Scroll Mouse	
Ports	1 X USB 3.0 , 2 X USB 2.0 ports or higher, HDMI Port, and Audio ports	
Power Supply	OEM power Supply	
Web Cam	Yes	
compliance	ISO 9001:2000 for OEM or higher	
Speakers	Internal Speakers	
Operating System	Pre-Loaded Windows 10 64 Bit or higher with product key License/sticker and genuine license	
Anti Virus Software	Pre-Loaded with latest version of Antivirus Symantec/MacAfee/ /Kaspersky/Trend Micro/Checkpoint/Quick heal/K7/Etrust/Equivalent with following features anti-virus,USB protection, Antispyware, Anti-malware, Firewall, Intrusion Prevention Browser protection with single management console with 3Years subscriptions with support updates and patches	
Accessories	With required accessories, connecting cables and driver media	
Warranty	1 Year comprehensive Onsite warranty on Computer, Os & Antivirus.	

Desktop Computer : 1 No.

Parameter	Specifications	Compliance and REMARKS
Make & Model	<< Specify>>	
Processor Technology	X86 processor with 3.0Ghz, Turbo speed 3.5 GHz or higher, 6MB Cache or higher, 4 cores/threads or higher. The Processors should not be mentioned in end-of-life declaration by OEM as on bid calling date.	
Chipset Technology	Compatible Chipset	
Motherboard	OEM Motherboard with TPM 2.0 or higher	
RAM	4 GB DDR4 @ 2400MHz or higher RAM scalable up to 32 GB RAM	
Hard drive	1TB SATA HDD	
DVD Drive	OEM DVD RW	
PCI Slots & Bays	2 PCI or more & 2 Nos. of bays or More	
Audio	Integrated HD audio	
NIC	On-board 10/100/1000Mbps NIC with Wake-on-Lan	
Graphic & Display Monitor	Integrated HD Graphic Controller, OEM 19.5 inch or higher Color LED/TFT Monitor < Specify Model >	
Keyboard	OEM 104 Keys Keyboard < Same make as PC >	
Mouse	OEM 2 button Optical Scroll mouse < Same make as PC >	
Ports	2 X USB 2.0 or higher ports, 2 X USB 3 ports or higher. Two USB ports should be at front side. HDMI/Display Port, RJ45 and front & rear audio in & out ports	
Form Factor	Tower/MT Model/SFF/slimline	
Power Supply	85% or higher Energy Efficient Surge protected Power supply	
Certification	For OEM : ISO 9001 : 2008 or higher	
OS Certification	MS Windows 10	
General Certification	EPEAT India Registered	
Operating System	Preloaded MS Windows 10 Professional 64 bit with media, product key sticker and genuine license	
Anti virus Software	Pre-Loaded with latest version of Antivirus : Symantec/MacAfee/Bit defender/ Kaspersky / Trend Micro/Checkpoint /Quickheal / K7/Etrust/eScan with following features anti-virus, USB protection, Antispyware, Anti-malware, Firewall, Intrusion Prevention Browser protection with single management console with 3Years subscriptions with support updates and patches	
Accessories	With required connecting cables and driver media and OS Media should be supplied	
Warranty	3 Years Comprehensive onsite Warranty from the date of installation on Desktop, OS and Anti- virus	

MF Laser Printers: 2 Nos .

Parameter	Specifications	Compliance and REMARKS
Make & Model	<< Specify>>	
Technology	Laser Mono, Print, Scan, Copy and Fax with duplex printing	
Print	25ppm or higher speed, 600 X 600 DPI or higher resolution,	
Scan	Color, ADF and Flatbed, 14 ppm/ipm speed or higher, TWAIN and WIA compatibility and Standard Scan Utility software	
Copy	25ppm or higher speed, 600 X 600 DPI or higher resolution, Reduce / Enlargement : 25% to 400% or higher	
Fax	33.6kbps speed or higher, 200 X 300 DPI resolution or higher	
RAM	256 MB or higher	
Input Paper Tray	150 sheets or above , ADF : 30 sheets or higher	
Paper Output Tray	100 sheets or above	
Paper size support	A4, A5, letter and legal	
Interfaces	USB 2.0 and 10/100 LAN or higher	
Display unit	Yes	
Option	Power save option: Yes	
OS Compatibility	Windows, Linux, Mac and Print service for Apple Air Print	
Cartridge	With Full toner Cartridge	
Accessories	With required accessories, connecting cables and driver media, Power cables should be supplied	
Warranty	3 Years Comprehensive onsite Warranty	

Television : 1 No.

Parameter	Specifications	Compliance and REMARKS
Size	LED Television with 50 inches diagonal or higher	
Display	Display Type and backlight type : LCD and LED	
Brightness	350 nits or higher	
Resolution	1920 X 1080 (H X V) pixels or higher	
Video signal Support	1080p (30, 50, 60 Hz), 1080/24p, 1080i (50, 60 Hz), 720p (30, 50, 60 Hz), 720/24p, 576p, 576i, 480p, 480i	
Picture Modes	Vivid, Standard, Custom, Photo-Vivid, Photo-Standard, Photo-Custom, Cinema, Game, Graphics, Sports etc. or equivalent	
Features	COLOUR ENHANCEMENT, CONTRAST ENHANCEMENT, MOTION ENHANCER (NATIVE HZ)	
Connectivity Interfaces	In: Composite Video port, 2 Nos. of HDMI ports or higher, HDCP1.4. Out: Digital Audio Ports, Audio headphone output, 1 No. Of USB or Higher with FAT16, FAT32 & NTFS format support	
Audio & Speakers	Dolby® Digital, Dolby® Digital Plus, Dolby® pulse, DTS 2.0+Digital Out or higher, 2 X 10Watts or equivalent	
Sound Modes	Standard/Music/Cinema/Game/Sports or equivalent	

Power Supply	OEM Power supply and Power save option	
Accessories	With necessary accessories, AC adopter, cables including wall mount kit and Remote controller with batteries	
Certifications	CB/UL /BIS/Cul/TUV/KC, Energy Star 6 and above and ISO 9001:2008 or higher for OEM	
Warranty	1 Year comprehensive warranty	

Date & Place:

Signature of Bidder & Stamp

Financial Bid Format

Form F1

Sl.No.	Item details with make and model	Unit Price without taxes (Rs.)	Taxes/ Duties etc on unit price (Rs.)	Unit Price with all taxes (Rs.)	QTY (Nos)	Total price with taxes and duties etc (Rs.)
1	2	3	4	5	6	7
1	All In One Desktop				1	
2	Desktop Computer				1	
3	Mf Laser Printers				2	
4	Television				1	
Total Price incl. of all taxes						

Note: Delivery period: 10 days from the date of receipt of the Purchase Order.

Date

Signature of Bidder & Stamp