

**Telangana State Technology Services Ltd.,**

HACA Bhavan, 2nd floor, opp. to Public Gardens
5-10-103/40/206, Hyderabad- 500 004, Telangana, India.

Email: mngdirector-tsts@telangana.gov.in

Website: <http://www.tsts.telangana.gov.in>, CIN No: U74900TG2015SGC101517

Tender No: TSTS/HWP1/DTDO-BPLY/016/2019

Date: 13/01/2020

To

The Prospective Bidders

Tender Notice

Sub:	TSTSL-HWP1- Supply of Tablet Devices - Reg
Subject	TSTSL invites bids for – Supply of 66 Nos. of Tablet Devices to three Ashram Schools in Bhupalapally District, Tribal Welfare Development Office, Bhupalapally as per the details given in the Tender document and Annexure.
Time Schedule	Last date and time for receipt of bids : 21/01/2020 04:00 PM Date and Time for opening of bids : 21/01/2020 04:30 PM
1	Bids should be submitted on e-procurement website.
2	Any deviations in format may make the bids liable for rejection.
3	Bids should be valid at least for a period of 180 days from the date of bid opening.
4	Managing Director, TSTSL reserves the right to accept or reject any or all the bids 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	Bidder has to quote for all items mentioned in a schedule of the tender document. L-1 will be arrived considering overall total cost of the all the items. The bid will be rejected if the bidder has not quoted for all the items in schedule.
7	No options will be accepted. If the vendor wants to give options, he may submit as separate bids along with Separate EMDs. These will be treated as a separated bids 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	Tender document Fee : Rs, 5,000/-. The bidder should pay the tender document fee (non-refundable) in the form of Demand Draft from any scheduled Bank on the name of “the Managing Director, TSTSL”. EMD: The vendor should submit EMD for an amount of Rs.30,000/- in the form of online/Bank Guarantee/copy of existing valid EMD at TSTSL valid up to 31/03/2020 from any scheduled bank in favour of The Managing Director, Telangana State Technology Services Limited. The scanned copy of EMD should be uploaded on e-procurement website in technical bid. The original EMD should be submitted before opening of the Financial bids. EMD will be returned to unsuccessful bidders after issue of Orders to L1 bidder. The EMD of the successful bidder will be returned after supply of the items to the Department.
10	Eligibility <ol style="list-style-type: none">1. The bidder should have cumulative financial turnover for Rs. 1 Core or above during last financial years (2016-17, 2017-18 and 2018-19). The audited balance sheets or CA certificate should be uploaded in technical bid.2. MAF from OEMs should be submitted for offered tablet devices.3. Bidder should have 120 Nos. of sales turnover of Tablet Devices during the period 2016-2019.4. The Bidder should have minimum Three Service centre as on bid calling date in Telangana. Details of the service centers and service engineer details should be submitted in Technical Bid.5. The bidder should submit declaration stating that they are not debarred/blacklisted in Technical bid.6. The bidder should submitted valid Statutory documents in technical bid :copy of PAN card and copy of GST registration. Note: failing of submission of the document proofs, the bid is liable for rejection.

11	<p>Delivery & Installation:</p> <ol style="list-style-type: none"> 1. Successful Bidder shall deliver and install the goods/services within the delivery and installation period. For any delays in delivery and installation beyond delivery & installation period mentioned in the purchase order, the vendor will be liable for penalties as mentioned in Clause 13. 2. PO consisting of 1-5 locations , vendor has to 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 week days from the due date of Delivery and installation. 				
12	<p>Payment Terms: For all the items:</p> <ol style="list-style-type: none"> 1. 90 % payment on delivery & successful installation of items 2. 10% Balance will be paid after submission of Performance Certificate from the User/User Department. 3. Incase site not ready : 75% of the contract value for that site/location. <p>Note:All the Delivery Challans & Installation Reports/Site Not Ready Certificate/report to be Counter signed by the respective Competent Authority.</p>				
13	<p>Penalty for late delivery : For any delay in delivery, the bidder will be liable for penalties as follows:</p> <ol style="list-style-type: none"> 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, TSTS will reserve the right to cancel the order without giving any notice and EMD will be liable for forfeiture. 				
14	<p>After Delivery : The items are to be installed.</p>				
15	<p>Up time: The bidder should attend & resolve to the breakdown call within 48 hours. If any spare parts are to be replaced the call shall be completed within 96 Hours including holidays from the date of attending the call. Failing which penalty is applicable as per terms & conditions.</p>				
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" data-bbox="354 1045 1513 1186"> <thead> <tr> <th data-bbox="360 1045 613 1115">Item</th> <th data-bbox="620 1045 1507 1115">Penalty beyond permissible down time for every day or part thereof and soon.</th> </tr> </thead> <tbody> <tr> <td data-bbox="360 1123 613 1186">All Items</td> <td data-bbox="620 1123 1507 1186">0.5% cost of the items at that site subject to a maximum of total equipment cost at that site.</td> </tr> </tbody> </table> <p>Note: The penalty amount will be recovered from the amounts payable to the bidder by TSTS. Once this amount is exhausted, 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% cost of the items at that site subject to a maximum of total equipment cost at that site.
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17	<p>Bidding Procedure(Schedule-wise): Bids should be submitted in two parts namely, “Technical bid” and “Financial bid on e-procurement website. The bidder should upload 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. Tender document fee receipt or submit Demand Draft in original. 3. EMD 4. MAF from OEM 5. Firm Turnover: Audited balance sheets / CA certificate 6. Sales Turnover – PO/work order copies 7. Service Centers details: Form P1 8. Declaration regarding not black listed form P2 9. Form T1 (Undertaking) 10. Form T2 (Technical compliance of offered items) 11. Technical datasheets, certifications, literature etc for the offered items 12. Un-Priced form F1 13. PAN card and GST Tax certificates 14. Any other documents as per tender document, if any <p>Financial Bid : Online –procurement website</p>				

18	<p>Transaction fee: All the participating bidders who submit the bids have to pay an amount @ 0.03% of their final bid value online with a cap of Rs. 10,000/- for quoted value of purchase up to Rs.50 crores and Rs.25000/- if the purchase value is above Rs.50 crores & GST Applicable as levied by Govt. of India on transaction fee through online in favour of MD, TSTSL. The amount payable to TSTSL is non refundable.</p> <p>Corpus Fund: Successful bidder has to pay an amount of 0.04% on quoted value through demand draft in favour of Managing Director, TSTSL, and Hyderabad towards corpus fund at the time of concluding agreement.</p>
19	Transaction Fee Payable to The Managing Director, Telangana State Technology Services Ltd, Hyderabad
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	<p>Bids shall be submitted online on www.eprocurement.telangana.gov.in platform</p> <ol style="list-style-type: none"> 1. The participating bidders in the tender should register themselves free of cost on e-procurement platform in the website www.eprocurement.telangana.gov.in. 2. Bidders can log-in to e-procurement platform in Secure mode only by signing with the Digital certificates. 3. The bidders who are desirous of participating in e-procurement shall submit their technical bids, price bids as per the standard formats available at the e-market place. 4. The bidders should scan and upload the respective documents in Technical bid documentation as detailed mentioned in bid document including EMD. The bidders shall sign on all the statements, documents certificates uploaded by them, owning responsibility for their correctness/authenticity. 5. The rates should be quoted in online only
22	<ol style="list-style-type: none"> 1. After uploading the documents, the copies of the uploaded statements, certificates, documents, original EMD in respect of Bid Security (except the Price bid/offer/break-up of taxes) are to be submitted by the bidder to the O/o The Managing Director, TSTSL, HACA Bhavan, Opp. to public gardens Hyderabad as and when required. 2. Failure to furnish any of the uploaded documents, certificates, will entitled in rejection of the bid. The TSTSL shall not hold any risk on account of postal delay. Similarly, if any of the certificates, documents, etc., furnished by the Bidder are found to be false / fabricated / bogus, the bidder will be disqualified, blacklisted, action will be initiated as deemed fit and the Bid Security will be forfeited. 3. TSTSL will not hold any risk and responsibility regulating non-visibility of the scanned and uploaded documents. 4. The Documents that are uploaded online on e-market place will only be considered for Bid Evaluation. 5. Important Notice to Contractors, Suppliers and Department users 6. In the endeavor to bring total automation of processes in e-Procurement, the Govt. has issued orders permitting integration of electronic Payment Gateway of ICICI/Axis Banks with e-Procurement platform, which provides a facility to participating suppliers / contractors to electronically pay the transaction fee online using their credit cards.
23	Note: This tender call is issued on e-procurement market place at www.eprocurement.telangana.gov.in . All the terms and conditions are to be read jointly as mentioned in the e-procurement market website and in this document.
24	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.
25	Delivery Locations: 1. Ashram School (Girls), Kaleshwaram(22 Nos.), 2. Ashram School (Girls), Tadwai(22 Nos.), 3. Ashram School (Girls), Medaram(22 Nos.)
26.1	<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 06 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 TSTS (Once this amount is exhausted, the bidder will be debarred from participating in tenders till the time he recoups the penalty amount).
26.2	<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 Department 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 Department of the pending termination, in sufficient time to permit the Department 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 5 years of operation after installation at the Purchaser's sites (b) are necessary to comply with specifications.
26.3	<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

	<p>contractual guarantees specified in the PO at its own cost and expenses and to carry out further performance tests.</p> <p>3. The equipment supplied should achieve required up time.</p> <p>4. Department shall promptly notify the Supplier in writing of any claims arising under this warranty.</p> <p>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.</p> <p>6. If the Supplier, having been notified, fails to remedy the defect(s) within a reasonable period, Department 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 Department may have against the Supplier under the PO.</p>
26.4	<p><u>Training:</u></p> <p>The Supplier may be required to train the designated user Department personnel to enable them to effectively use the items.</p>
27	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,
HACA Bhavan, 2nd floor, opp. to Public Gardens
5-10-103/40/206, Hyderabad- 500 004, Telangana, 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/HWP1/DTDO-BPLY/016/2019 Dt. 13/01/2020. 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. 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 - 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/HWP1/DTDO-BPLY/016/2019 Dt. 13/01/2020. 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 Tablet Devices are being supplied against Tender No TSTS/HWP1/DTDO-BPLY/016/2019 Dt.13/01/2020. We hereby undertake that all the components/ parts/assembly/software used in the Hardware shall be original new components/parts/assembly/software from respective OEM of the product 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

Tablet Devices : 66 Nos.

Parameter	Specifications	Compliance Y/N and REMARKS
Make & Model	<<Specify>>	
CPU	1.4 GHz, Quad-Core or higher, 2GB RAM or higher	
Display Size	8.0 inches +/- 5%, HD Display or higher	
Display Type	Capacitive touch screen	
Multi-touch	5-point multi-touch or better	
others	Dolby® Audio, 3.5mm Jack	
Card slot	1 X 16GB SD memory card should be supplied and should be supplied and the slot support up to 128 GB expandable or above	
ROM	16 GB internal storage memory or higher	
WLAN	Dual band Wi-Fi 802.11 ac	
Bluetooth	Bluetooth® 4.1 or higher	
GPS	YES, GPS, A-GPS	
SIM	SIM Slot for 3G & 4G LTE or higher	
Camera	Rear: 8MP Autofocus or above Front: 5MP or higher	
Features & support	G-Sensor, GPRS, A-GPRS and EDGE or equivalent	
Geo Tagging	Yes	
OS	Android™ Lollipop or above	
Type	4600 mAh or higher	
Certifications	ISO 9001:2008	
Accessories	Necessary cables and accessories	
Warranty	One Year Warranty	

SD Card 32GB : 66 Nos.

Parameter	Specifications	Compliance Y/N and REMARKS
Make & Model	<<Specify>>	
CPU	32 GB Micro- SD memory cords compatible for the above tablet devices	

Pouches: 66 Nos.

Parameter	Specifications	Compliance Y/N and REMARKS
Make & Model	<<Specify>>	
Pouch	Good quality leather pouches for the above table devices	

Date & Place:

Signature of Bidder & Stamp

Financial Bid Formats

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	Tablet Devices				66	
2	SD Card 32GB				66	
3	Pouches				66	
Total Price incl. of all taxes						

Delivery period: 2 weeks from the date of receipt of the Purchase Order.

Date

Signature of Bidder & Stamp