



*Chinta Se Mukti*

**कर्मचारी राज्य बीमा निगम EMPLOYEES' STATE INSURANCE CORPORATION**

**पंचदीप भवन, क्षेत्रीय कार्यालय, पूर्वोत्तर क्षेत्र**

PANCHDEEP BHAVAN, REGIONAL OFFICE, NORTH EAST REGION

**बामुनी मैदाम, गुवाहाटी 781021** BAMUNIMAIDAN, GUWAHATI – 781 021

ई लमे *e-mail – rd-assam@esic.in*

फोन *Phone - 0361-2550357* फैक्स *Fax -2650522*

**TENDER DOCUMENT**

**Tender for Supply and Installation of IT Hardware and other peripherals.**

Date of issue of Tender Document	w.e.f. 03/04/2017 and Extended from 19/06/2017
Last Date & Time for submission of tender Document	03/07/2017 until 13:00 hrs
Last Date for pre-bid clarification	30/06/2017
Date & Time for opening of Bids	03/07/2017 @ 15:30 hrs

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No: 43-G.32/11/1 ISD (Genl) 2016

Dated: 19/06/2017

**TENDER NOTICE**

**Subject: E-TENDER FOR SUPPLY AND INSTALLATION OF IT HARDWARE AND OTHER PERIPHERALS**

1. Sealed tenders are invited under single bid system from established IT Hardware items supplier Firms/Agencies/Companies for supply and installation of IT Hardware and other peripherals items (**Annexure - I**) for the ESIC locations across all the NE States (excluding Sikkim) {**Annexure - II**}.
2. Complete tender document may be downloaded from Central Public Procurement Portal: [www.eprocure.gov.in](http://www.eprocure.gov.in) and <https://esic.eproc.in> & [www.esic.nic.in](http://www.esic.nic.in) and [www.esicner.in](http://www.esicner.in) .
3. The interested supplier Firms/Agencies/Companies, before quoting their rates in respect of supply IT Hardware and other peripherals items as per specifications given in Annexure – I of the tender document, may visit Regional Office, NE Region, Bamunimaidan, Guwahati - 781021 for pre bid enquiry from 27/06/2017 to 30/06/2017 (from 2.30PM to 5.00PM) on any working day, if all the terms and conditions as mentioned in the Tender Notice are acceptable.
4. The bid duly complete in all respects along with the Earnest Money Deposit(EMD) amounting Rs 10,000/- (Rupees Ten Thousand only) by way of Demand Draft in the name of ESIC A/c. No. 1, should be enclosed along with the Bid in a sealed cover super scribing as "**Tender for supply and installation of IT Hardware and other peripherals**" and addressed to The Regional Director (General Branch), Regional Office, NE Region, Bamunimaidan, Guwahati - 781021, may be dropped in the tender box kept at the above address, latest by 1300 hours on or before 03/07/2017. The envelope must indicate the name and address of the bidder. The tender shall not be accepted beyond the stipulated date and time under any circumstance whatsoever.
5. The bids will be opened on 03/07/2017 @ 15.30 hrs in the presence of the representatives of firms/Agencies/Companies who wish to be present.
6. The Regional Director, reserves the right to cancel the tender at any time or relax/amend/withdraw any of the terms and conditions contained in the Tender Documents without assigning any reason, thereof. Any inquiry after submission of the quotation will not be entertained.
7. Bidders shall not be permitted to withdraw their tender till the finalization of the tendering process/award of contract to firm (s).

**GENERAL INSTRUCTIONS FOR THE TENDERING COMPANY/FIRM/AGENCY**

1. The tendering Firm/Agency/Company must fulfill the following specifications/conditions:
  - a) The Registered Office or Branch Office of the Company/Firm/Agency should be located in Guwahati.
  - b) The tendering Firm/Agency/Company should have its own Bank Account, TAN/TIN Number and shall be registered with Sales Tax departments. The tendering Firm/Agency/Company, to whom the tender shall be awarded, will be required to submit their bank account number so that the payment shall be transferred electronically in its respective bank accounts.
  - c) The IT Hardware and other peripherals items supplying company/Firm/Agency should be a reputed supplier having at least two years' experience for supply IT Hardware and other peripherals Items to Central Government Ministers/Departments/Public Sector Undertakings/MNC/ Reputed Private Organizations etc. Proof of experience certificate, not older than two year should be enclosed.
  - d) The tendering Firm/Agency/Company is also required to submit brochures / technical specifications of each item along with their bid. The bidders should also enclose a duly stamped signed copy of the Terms and conditions of the tender documents conveying acceptance thereof.
  - e) The quoted items should be available in market beyond the contract period for minimum of 02 years.
  - f) The tendering Firm/Agency/Company should submit a self-attested copy of the income tax returns for the last two financial years.
  - g) The successful bidder shall have to deposit a Performance Security of 10% (ten percent) of the value of the contract by way of demand draft/banker cheque in the name of ESIC A/C No.1

**Regional Director**

**GENERAL TERMS & CONDITIONS**

1. The selected tendering Firm/Agency/Company services would be required to supply IT Hardware and other peripherals items to the specified location on all working days between 9.00 AM to 5.30 PM. In case the location is not ready the items may be delivered to the nearest ESIC location in consultation with the Regional Office, IT Cell.
2. The Selected tendering Firm/Agency/Company shall also provide the name and mobile number of a **Single Point Of Contact**, who can be contacted at any time, even beyond the office hours and on holidays.
3. Order for items shall be placed on requirement basis and its delivery must be ensured within **fifteen days** of receipt of the supply order. Bills in triplicate for the items supplied by the selected firm(s) should be raised for payment. Payment shall be released only after it is ensured that the terms/quantity/quality of items supplied is to the entire satisfaction of this office. If any items are found to be defective, or not of the desired quantity etc. the same shall be replaced by the selected firm (s) immediately for which no extra payment shall be made.
4. Liquidated damages: Any delay in supply of the items. Replacement of defective items within stipulated delivery period it is treated as delayed and ESIC would have the right to invoke penalty as per standard norms of contract i.e. **@ 1.25 % of the total work value for every week of delay or part thereof as L.D subject to a maximum of 5 % of the cost of work.**
5. In case of any disagreements so as to the interpretation of any clause or otherwise, relating to the contract, that may arise during or after the execution of the contract, and. Also in the event of any dispute the matter shall be referred to the person(s) to be appointed or nominated by Regional Director whose decision regarding interpretation shall be final. The proceedings of the arbitration shall be carried out only in Guwahati. Jurisdiction of legal disputes, if any, arising during the currency of contract will be settled in Courts of Guwahati.
6. Regional Director, NE Region, Guwahati shall be the sole authority to cancel/amend any order, as per requirement.
7. The bills raised by the selected tendering Firm/Agency/Company should have all tax registration numbers printed on bill. The bill shall be signed by the authorized signatory of the firm. Validity of the tax registration during the currency of contract shall be sole responsibility of the tendering Firm/Agency/Company. The bill shall be raised indicating permissible taxes separately.
8. The tendering Firm/ Agency/ Company shall be bound by the details furnished by him/her to the Regional Director, NE Region, Guwahati while submitting the tender or at subsequent stage. Upon selection of the tendering Firm/Agency/Company ,if at any stage, the documents furnished by him/her is found to be false or the quality of the articles are found of poor quality /different specifications .it would be deemed to be breach of terms of contract, the contract shall be cancelled and performance security shall stand forfeited.
9. The selected firms(s) shall not be allowed to transfer, assign, pledge or subcontract its rights and liabilities under this contract to any other agency without prior written consent of the ESIC, NE Region. If it is found that the firm has given sub-contract for supply of IT Hardware and other peripherals items on the basis of procurement /supply order, the contract shall stand cancelled & the performance security shall stand forfeited.
10. The successful bidder is required to comply with all the statutory laws of the land.

11. The conditional/incomplete bids shall not be considered and shall be declared un-responsive.
12. All entries in the tender form should be legible and filled clearly in prescribed Bid Form only. If the space furnishing the information is found insufficient, a separate sheet duly signed by the authorized signatory may be attached. No overwriting or cutting or other than issued forms is permitted in the bid forms. In such cases, the tender shall be declared un-responsive.
13. The tender documents should be sealed and clearly super scribed with the words, **TENDER FOR SUPPLY AND INSTALLATION OF IT HARDWARE AND OTHER PERIPHERALS.**

## Important Instructions for Vendors

All bidders/contractors are required to procure Class-IIIB Digital Signature Certificate (DSC) with Both DSC Components i.e. Signing & Encryption to participate in the E- Tenders.

Bidder should get registered at <https://esictenders.eproc.in>.

Bidder needs to submit Bid Processing Fee charges of Rs. 2495/- (non-refundable) in the form of Demand Draft from any scheduled bank, in favor of M/s. C1 India Pvt. Ltd. payable at New Delhi for participating in the Tender.

Along with the Demand Draft, Bidder needs to send a covering Letter mentioning about the Payment Details, Company Name, Address, Payment towards ESIC Bid Processing Fees (Mention the Tender ID and Tender Title). The payment should reach at the below mentioned address, one day before the due date and time of Bid Submission:

Kind Attn: Mr. Mohit Chauhan  
C1 India Pvt. Ltd.  
301, Gulf Petro Chem Building, 1st Floor,  
Udyog Vihar, Phase – 2,  
Gurgaon, Haryana - 122015

**Note: Payment will be approved only after physical receipt of Demand Draft.**

**Helpdesk Numbers**  
**Employees' State Insurance Corporation**  
**E-Procurement Portal**

HELPDESK NUMBERS ARE OPEN BETWEEN 0930 HRS to 1800 HRS IST  
MONDAY TO FRIDAY (Exclusions: HOLIDAYS)

Please email your issues at [esichelpdesk@c1india.com](mailto:esichelpdesk@c1india.com)  
before you call helpdesk.

This will help us serving you better.  
Contact Nos. and email IDs of helpdesk officers:

Name	Email	Phone Numbers
1. Mr. Elavarasan Raghunathan	<a href="mailto:elavarasan.raghunathan@c1india.com">elavarasan.raghunathan@c1india.com</a>	+91-022-66865600/10/11/ +91-8655995550
2. Ms. Anjali Thombare	<a href="mailto:anjali.thombare@c1india.com">anjali.thombare@c1india.com</a>	+91-022-66865600/10/11
3. Mr. Ashish Kumar	<a href="mailto:ashish.kumar@c1india.com">ashish.kumar@c1india.com</a>	+91-0124-4302035/ +91-9971556555
4. Mr. Vijay Kalra	<a href="mailto:vijay.kalra@c1india.com">vijay.kalra@c1india.com</a>	+91-0124-4302034/ +91-9711770455
5. Mr. Saurav Gautam	<a href="mailto:saurav.gautam@c1india.com">saurav.gautam@c1india.com</a>	+91-124-4302037/ +91-9911874555
6. Mr. Partha Ghosh	<a href="mailto:partha.ghosh@c1india.com">partha.ghosh@c1india.com</a>	+91-8811093299
7. Mr. Mohit Chauhan	<a href="mailto:mohit.chauhan@c1india.com">mohit.chauhan@c1india.com</a>	+91-124-4302033

(Payment related queries only)

FOR ESCALATIONS CONTACT  
Email

Name	Email
1. Mr. Ashish Goel	<a href="mailto:ashish.goel@c1india.com">ashish.goel@c1india.com</a>
2. Mr. Nimesh Bhardwaj	<a href="mailto:nimesh.bhardwaj@c1india.com">nimesh.bhardwaj@c1india.com</a>
3. Mr. Achal Garg	<a href="mailto:achal.garg@c1india.com">achal.garg@c1india.com</a>

### **"Special Terms and Conditions"**

1. ESIC, NE Region shall not be responsible for any financial loss or other damage or injury to any item or person deployed/supplied by the successful bidder in the course of their performing the duties to this office in connection with purchase order/supply order for IT Hardware and other peripherals items.
2. The Regional Director, ESIC, NE Region reserves the right to relax/withdraw any of the terms and conditions mentioned in the tender documents if doing so is in the interest of ESIC.
3. The Tender should be dropped only in the designated tender box kept at the ground floor of ESIC, Regional Office, Guwahati – 21. The closing time and date for acceptance of tenders shall be **13.00 hours on/before by 03/07/2017**. No tender received later the stipulated date & time or form other modes/ Place shall be entertained & shall be declared un-responsive.
4. The tenders will be opened on **03/07/2017 at 15.30** hours in the presence of bidding Firm/Agency/Company or their authorized representatives who wish to be present at the time of opening of bids.
5. The ESIC reserves the right to place an order for supply of any items mentioned in the Bid or otherwise to any other firm (s) in emergency/unavoidable situation.
6. This office shall have the full authority to reject any / all offer(s) without assigning any reason thereof. Any enquiry after submission of the quotation will not be entertained.

## CERTIFICATE

1. I, \_\_\_\_\_ Son/ Daughter/ Wife of Shri \_\_\_\_\_ Proprietor/ Director/  
Partner/Authorized signatory of the agency/Firm, mentioned above, is competent to sign this declaration and  
execute this tender document.
  
2. I have carefully read and understood all the terms and conditions of the tender and undertake to abide by  
them.
  
3. The information / documents furnished along with the above application are true and authentic to the  
best of my knowledge and belief. I/We am/ are well aware of the fact that furnishing of any false  
information / fabricated document would lead to rejection of my tender at any stage besides liabilities  
towards prosecution under appropriate law.
  
4. I, do hereby certified that our firm has neither been blacklisted to by any of the Govt.  
Ministries/Departments/PSUs/PSU Banks with which the firm had contracted for supply of IT Hardware  
and other peripherals Items etc. during the last five years nor has been penalized by such  
Offices/organizations for supply of poor/sub-standard items.

Signature of authorized signatory

Date:  
Place:

Full Name:  
Seal:

### CHECK LIST



## **CHECK LIST**

### **DOCUMENTS TO BE SUBMITTED ALONG WITH THE TECHNICAL BID**

1. Self-attested duly stamped / filled Bid Form.
2. Self-attested duly stamped copy of Tender documents.
3. Self-attested copy of proof of Office Address.
4. Self-attested copy of the Bank account No.
5. Self-attested copy of TIN number allotted to the agency.
6. Self-attested copy of the last year's IT return filed by the agency.
7. Self-attested copy of two years' experience certificate obtained from Govt. Dept. /PSU.
8. Self-attested duly stamped copy of Certificate indicating of non-black listing.
9. Additional, if required.

### Annexure - I

#### INDICATIVE MINIMUM SPECIFICATIONS FOR COMPUTERS, PERIPHERALS ITEMS FOR RATE CONTRACT

SL	ITEM NAME	MINIMUM SPECIFICATIONS MAKE/MODEL/DISCP	TOTAL QUANTITY	RATE PER ITEM	TOTAL RATE(4x5)	REMARKS
1	2	3	4	5	6	7
1	Desktop	<p style="text-align: center;"><b>Processor</b></p> <p><b>Processor</b> : Intel Core i5 or AMD A10 or higher  <b>Motherboard</b> : compatible with processor  <b>RAM</b> : 4GB DDR4-1866/2133 MHz or higher, dual channel expandable up to 32 GB  <b>Hard Disk</b>: 500 GB or higher SATA III HDD, 7200 RPM or higher  <b>Other</b> : minimum 22x DVD writer, Onboard Gigabit (10/100/1000 Mbps) Ethernet Controller with WOL support, Integrated HD audio, USB OEM Keyboard with 104 keys or more and with <b>rupee symbol</b>, OEM USB Optical Scroll Mouse with anti static mouse pad, Min 18.5" Wide LCD monitor  <b>Interfaces</b>: Min 4 nos. SATA onboard, 1 serial port, min 6 USB ports ( 2 front, at least 2 port with USB 3.0) , 1 Line in, 1 line out, 1 RJ-45, 1 VGA, minimum 1 PCIe slot  <b>Operating System</b>: Microsoft Windows 8.1 64 bit or higher (license key or OEM CD/DVD must be available. )  <b>Warranty</b> : 3 years on-site Comprehensive Warranty</p>	26			
2	Additional items essential to be procured with Desktop	<p><b>Antivirus</b> : Single user Latest version antivirus software for windows platform with free upgrade of viruses definition &amp; engine files , capable to remove all existing viruses, adware, spyware &amp; Trojan horses.            Make: Symantec/ Quick heal/ Kaspersky (license key and OEM CD/DVD must be available. ) , compatible with 64 bit Win 8.1</p>	26			
3		<p><b>Wi-Fi Card (PCI card)</b> , driver for PCI card should be compatible with Windows (64 bit) and Linux operating system</p>	26			
4	UPS	500 VA UPS with minimum 30 Minutes Backup	26			
5	Printer (Mono)	<p>Multifunction LaserJet printer with LAN port (RJ45) , Wi-Fi , USB port. Photocopier speed of 25 ppm, single page tray standard            Function: Print, Scan, Copy  <b>OS Support</b>: Windows 8.1 / 8 / 7 / Vista / XP / 2008R2 / 2008 / 2003 / 2012, Various Linux Built-in Duplex Print  <b>Warranty</b> : 3 years on-site Comprehensive Warranty</p>	13			<p><b>Cartridge/toner</b>:            The MRP of the cartridge/toner of the said printer may also be mentioned separately. However the same will not be considered for the bid.</p>
6	MS Office	MS Office 2013 Standard (or higher) with original CD/DVD and license key	26			

## Annexure – II

### [A] List of locations

Sl No.	Name of Location	Nearest ESIC location
1	<b>Barpeta Branch Office &amp; Dy Director Office</b> Barpeta Town, Barpeta, Assam	<b>Amingaon Branch Office</b> , ESI Corporation 2nd Floor Prabha Bhavan Adabari Tiniali, Ghy - 781012
2	<b>Barpeta Dy. Director Office</b> Barpeta Town, Barpeta, Assam	<b>Amingaon Branch Office</b> , ESI Corporation 2nd Floor Prabha Bhavan Adabari Tiniali, Ghy - 781012
3	<b>Nalbari Branch Office</b> Nalbari Town, Nalbari, Assam	<b>Amingaon Branch Office</b> , ESI Corporation 2nd Floor Prabha Bhavan Adabari Tiniali, Ghy - 781012
4	<b>Goalpara Branch Office</b> Goalpara Town, Goalpara, Assam	<b>Bongaigaon Branch Office</b> , ESI Corporation, Chapaguri Road Near R N Motors, Bongaigaon - 783380
5	<b>Chirang Branch Office</b> Chirang Town, Chirang, Assam	<b>Bongaigaon Branch Office</b> , ESI Corporation, Chapaguri Road Near R N Motors, Bongaigaon - 783380
6	<b>Chaygaon Branch Office</b> Chaygaon Town, Kamrup, Assam	<b>Amingaon Branch Office</b> , ESI Corporation 2nd Floor Prabha Bhavan Adabari Tiniali, Ghy - 781012
7	<b>Morigaon Branch Office</b> Morigaon Town, Morigaon, Assam	<b>Nagaon Branch Office</b> , ESI Corporation, PWD Colony, Khutikutia, Nagoan – 782002
8	<b>Majuli Branch Office</b> Majuli Town, Majuli, Assam	<b>Jorhat Branch Office</b> , ESI Corporation, House No. 392, Ward No. 10, Phukan Ali, Tarajan, Jorhat - 785001
9	<b>Dibrugarh Branch Office</b> Dibrugarh Town, Dibrugarh, Assam	<b>Tinsukia Branch Office</b> , ESI Corporation, Udyognagar, SukhanPukhuri, Tinsukia - 786125
10	<b>Mangaldoi Branch Office</b> Mangaldoi Town, Darrang, Assam	<b>Tezpur Branch Office</b> , ESI Corporation, Bishnu Rabha Path, Kamar Chuburi, N T Road, Tezpur - 784001
11	<b>Biswanath Charali Branch Office</b> , Biswanath Town, Biswanath Charali, Assam	<b>Tezpur Branch Office</b> , ESI Corporation, Bishnu Rabha Path, Kamar Chuburi, N T Road, Tezpur - 784001
12	<b>Imphal Branch Office &amp; Dy Director Office</b> , Imphal Town, Imphal, Assam	<b>Dimapur Branch Office</b> , ESI Corporation, Mero's Building 2 <sup>nd</sup> Floor, 4 <sup>th</sup> Mile, Diphupar, Dimapur, Nagaland PIN – 797112
13	<b>Imphal Dy. Director Office</b> , Imphal Town, Imphal, Assam	<b>Dimapur Branch Office</b> , ESI Corporation, Mero's Building 2 <sup>nd</sup> Floor, 4 <sup>th</sup> Mile, Diphupar, Dimapur, Nagaland PIN – 797112

**Note:** In case the location is not ready the items may be delivered to the nearest ESIC location in consultation with the Regional Office, IT Cell. The quantity for each location is **2 (Two) numbers** of sl no.1, 2, 3, 4, and 6 & **1 (One) number** of sl no. 5 as per Annexure-I