



BHARAT SANCHAR NIGAM LIMITED

(Govt. of India Enterprise)

TENDER DOCUMENT

For

COMPUTER AND RELATED ITEMS

DHANBAD TELECOM DISTRICT

DHANBAD

Cost of Bid Document	:-	<u>Rs1122/- (Rs. One Thousand one hundred twenty two only)</u>
Payment Made Vide	:-
Issued To	:-
Date of Application for purchase of Tender.	:-
Date of receipt of application in the office	:-
Date of issue of Tender documents.	:-

SDE (PIg)
O/o GMTD, Dhanbad
(Issuing Authority)

TO BE FILLED IN CASE OF DOWNLOADED DOCUMENTS

Cost of Bid Document	:	<u>Rs1122/- (Rs. One Thousand one hundred twenty two only)</u>
(Amount & Bank Draft No.)		_____
Name & Address	:	_____

IMPORTANT

The tender will be opened in two parts .The tenderers are requested to wax seal both the envelope separately. Each envelope should be superscribed in capital letter TECHNICAL BID & FINACIAL BID separately.

Part I will consist of eligibility criteria and must be accompanied by following documents.

1. ISO 9001 certificate.
2. Earnest Money Deposit as detailed below, is to be deposited in the form of Demand Draft payable to Accounts officer (Cash), BSNL, O/o the GMTD, Dhanbad payable at Dhanbad drawn on any nationalised bank.
3. Attested Xerox copies of up to date Income Tax clearance certificate/PAN No.
4. Attested Xerox copies of Sale Tax Clearance Certificate/Registration certificate.
5. Attested Xerox copies of Firm Registration Certificate for computer Items.
6. Attested Xerox copies of Dealership Certificate.
7. Experience certificate for supply of computer and related items in any Govt. organization of at least Rs. 50 Lakhs during last financial year (2005-06).
8. Affidavit from Notary that the entire document submitted is correct.

Bids not accompanying of above documents (SI no. 1 to 8 which ever is applicable) may be rejected at the time of Technical Evaluation.

Part – II will consist of financial bid and will be opened in respect of those tenderers only who fulfill the criteria of Part – I.

Instruction for furnishing Part – II detail may be seen in Annexure – IIA, IIB.

Note: Kindly read and understand tender document before submission. Kindly fill up the checklist at page no. 27 before submission of document.



BHARAT SANCHAR NIGAM LIMITED

(A DEPARTMENT OF INDIA ENTERPRISE)

Office of the General Manager Telecom District
Dhanbad

TENDER DOCUMENT FOR COMPUTER AND RELATED ITEMS FOR DHANBAD SSA

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NAME OF WORKS: -

Supply of Computer and Related items, Installation, Training to staff, and Post Warranty A.C.M.C. for four years on Turnkey basis.

DEFINITIONS:

- (a) "The Purchaser" means the Bharat Sanchar Nigam Limited or the General Manager, Dhanbad Telecom District, Dhanbad or any authorized Officer of BSNL for this tender acting on behalf of the CMD, BSNL.
- (b) "The Bidder / Tender Contractor" means the individual or firm or company whether incorporated or not, who participates in this tender and submits its bid.
- (c) "Contract" means the formal agreement executed between the General Manager, Dhanbad Telecom District, Dhanbad or any authorized Officer of BSNL on behalf of CMD, BSNL and the contractor.
- (d) "The Supplier" means the individual or firm or company whether incorporated or not, supplying the goods under the contract.
- (e) "The Goods" means all the equipment, machinery, and / or other materials that the Supplier is required to supply to the Purchaser under the contract.
- (f) "The Advance Purchaser Order" means the intention of the Purchaser to place the Purchase Order on the bidder.
- (g) "The Purchase Order" means the order placed by the Purchaser on the Supplier signed by the Purchaser including all attachments and appendices thereto & all documents incorporated by reference therein. The purchase order shall be deemed as "Contract" appearing in the document.
- (h) "The Contract Price" means the price payable to the Supplier under the purchase order for the full and proper performance of its contractual obligations.
- (i) "The GMT" means the General Manager Telecom, Dhanbad Telecom District, Dhanbad.
- (j) "SSA" means Secondary Switching Area.
- (k) "ACMC" means Annual Comprehensive Maintenance Contract.

Signature of the Bidder

(Signature of the Bidder)

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BHARAT SANCHAR NIGAM LIMITED

(A DEPARTMENT OF INDIA ENTERPRISE)

Office of the General Manager Telecom District
Dhanbad

No. GMTD/Tender/Computer Items /2006-07/24

Dated at Dhanbad 05/01/2007

NOTICE INVITING TENDER

On behalf of Bharat Sanchar Nigam Limited, General Manager, Dhanbad invites wax sealed tender from the **ISO 9001 certified computer hardware and software manufacturer/dealers/system integrators**, having experience for SITC (supply, installation, testing and commissioning) of computers in any Govt. organisation of atleast Rs. 50 Lakhs during last financial year (2005-06) before the date of opening of this tender. The Turnkey projects are to be implemented within a period of 12 weeks from the date of Purchase Order.

Tender Number	Tender Name	Estimated Cost	EMD
GMTD/Tender/Computer Items/2006-07	Tender for Computer and other related items	Rs. 25 Lakhs	Rs. 62,500.00

Tender document will be obtained from SDE (Plg), O/O GMT, Dhanbad Telecom Distt., Dhanbad on application on submission of Cash receipt of Rs. 1122/- (Rupees one thousand one hundred twenty two only) (Non- refundable) issued by Sr. A. O. (Cash), O/o GMTD, Dhanbad Telecom district, Dhanbad or demand draft of Rs. 1122/- (Rupees one thousand one hundred twenty two only) from any nationalised bank in favour of Sr. A. O. (Cash), BSNL, o/o the GMTD, Dhanbad for each tender document . Tender document may be obtained from **07/01/2007 to 26/01/2007** between 11:00 hrs. to 15:00 hrs. On any working day.

The above wax seal tender should be submitted in the O/o the GMTD, Hirapur, Dhanbad by 16:00 hrs. of **27/01/2007** and will be opened at 16:30 hrs. of the same day in the presence of Tenderers or their representatives, who may be present.

Earnest Money in form of Demand Draft issued by any Nationalised Bank of India in favour of Sr. A O (Cash), BSNL, O/o GMT, Dhanbad must be submitted with the Tender. SSI units registered with NSIC is exempted from deposit of Earnest Money, if the monetary limit of the NSIC is above the estimated cost of this project. Tender will be opened in two parts namely Technical bid & Financial bid. Financial bid will be opened only for those bidders who will qualify for technical bid.

The tender document not accompanied by earnest money deposit of requisite amount will be rejected summarily. The earnest money in the form of cheque will not be accepted.

The tender will be opened by T.O.C. approved by GMTD, Dhanbad in the presence of attending bidders or their representatives, who may desire to be present. Maximum two persons per tender will be permitted to attend tender opening. The representatives of tenderer must have letter of authorisation for attending the tender opening. Permission for entry to the tender opening room can be refused in the absence of authorisation letter.

The General Manager, Dhanbad Telecom District, Dhanbad reserves the right to accept or reject one, more than one or all the tenders in part or wholly without assigning any reason. He also reserves the right to terminate the contract at any time giving one month's notice in writing without assigning any reason.

Tender Form can be downloaded from website www.jharkhand.bsnl.co.in and used. In this case cost of tender document must be included with EMD.

DE (Plg)
O/o The GMTD, Dhanbad

(Signature of the Bidder)

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PARTICULARS FORMING PART OF TENDER TO BE FILLED IN & RETURNED

1. Full name of the firm : -----
(In capital letter) : -----

2. Firm address : -----
: -----
: -----

3. (a) Telephone No. : off ----- Res.-----
(b)Fax No. : -----

4. Is the firm proprietary/ :
Partnership/Ltd./Pvt. Ltd. : -----

5. Names of Proprietor or partners/ :
Directors : -----

6. Brief description of work carried :
out by the firm in last five : -----
years with name of clients, nature : -----
and value of work done for each. : -----
(Please attach extra sheet if necessary) : -----
: -----

7. Is the firm registered with any :
Department/semi Department undertakings : -----
if so furnish details of registration. : -----

8. Has the firm been blacklisted by any :
organisation, if so attach the details of : -----
the same. : -----
: -----

9. Income Tax Account Number / PAN number :
(Latest Income Tax Clearance Certificate : -----
to be attached with tender) : -----

10. Details of valid Labour License :
: -----
: -----

I,, on behalf of M/s

..... (name of the firm / company) hereby certify that the above mentioned particulars are true and correct.

(Signature of the Bidder)

Signature of tenderer
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INSTRUCTIONS TO THE BIDDEER **AND** **GENERAL CONDITIONS OF CONTRACT**

1. GENERAL :

- 1.1 This invitation of the bids is for the supply of Computer and Related items, Installation, Training of Staff of Dhanbad SSA as per technical specifications and post warranty A.C.M.C. for four years in Dhanbad Telecom District. The value of the contract / agreement may vary by 25% of total value at the discretion of the purchaser. The purchaser's decision in this regard will be final.
- 1.2 This invitation of bids is open to all **ISO 9001 certified computer hardware and software manufacturer/dealers/system integrators**, having experience for SITC (supply, installation, testing and commissioning) of computers in any Govt. organization of at least Rs. 50 Lakhs during last financial year (2005-06) before the date of opening of this tender. A certificate to this effect issued by a minimum level of STS rank officer of the concerned SSA / Telecom Circle must accompany the bid.
- In case, the Computer Hardware and Software Dealers or System Integrators bidding for this tender are giving authorization for software implementation by third party, then they must enclose documents defining their tie up for this tender along with their credentials as per above and others as mentioned subsequently in the tender document.
- 1.3 The tender may be awarded to more than one tenderer on lowest rate approved by the competent authority in the interest of B.S.N.L.
- 1.4 Data(if any) will be supplied by the respective field units as and when required. Migration of data will be responsibility of the bidder.
- 1.5 The Supplier will provide handholding support during implementation. The supplier shall ensure that any extra software and/or hardware etc. required for the commissioning of the system shall be provided by him without any extra charge.
- 1.6 The bids will be opened by the Tender opening Committee, on the date and time fixed or re fixed due to some 'un-avoidable reasons for opening of bids'. Bids will not be accepted after the time limit fixed in the NIT.
- 1.7 The Purchaser reserves the right to reject any bid at any stage either before acceptance or after acceptance without assigning any reason. Further, the Purchaser reserves the right to cancel any order at any stage, placed on the Supplier on the basis of the accepted tender.
- 1.8 The Purchaser reserves the right to suspend any scheduled item of the tender temporarily or permanently at any stage.
- 1.9 Canvassing in connection with tenders is strictly prohibited and the bids submitted by the contractors, who resort to canvassing, are liable to rejection.
- 1.10 Goods supplied shall be tested for their performance tests and in case, the equipment does not function or meet the expected performance standard, the supplies are liable to be rejected.
- 1.11 The Purchaser will not be liable to pay interest on the Earnest Money or the Performance Security Deposits. The Purchaser also reserves the right to forfeit the Earnest Money and Security Deposit, if the Bidder / Supplier fails to comply with any of the terms and conditions set out in this tender (or in any contract or agreement which may come up as a consequence of this tender). In such circumstances, the right of cancellation of this tender / contract is also retained by the Purchaser.
- 1.12 Conditional tenders are liable to be rejected.
- 1.13 Equipment purchased through this tender will be utilized in existing network. Hence supplier has to liaison with M/s ITI Limited Bhubneshwar and M/s Pecon Limited Kolkata during integration and mtce.
- 1.14 Joint quarterly meeting with the entire supplier will hold in Dhanbad to optimize the performance of the network.

(Signature of the Bidder)

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- 1.15 Computers and printers will be installed at following places. Supplier has to integrate it with existing network. Supplier has to submit certificate from designated officer regarding installation of the equipments. Supplier has to mark the address of supplier on all the items supplied along with address and telephone for booking of complains.

Name of place	Items to be installed and to be integrated with existing network		
	PCs	Printers	UTP converter
D. E. (Ext), o/o the GMTD, Dhanbad Office chamber	01	01	00
SDE (Store), Bokaro, CTO Bokaro	07	11	00
DE (Mobile) o/o the GMTD, Dhanbad, Office Chamber	01	01	00
SDE (Admin) o/o the GMTD, Dhanbad, Office Chamber	01	01	00
DE (Govindpur) o/o the GMTD, Dhanbad, Office Chamber	01	01	00
SDE (Loyabad) o/o the GMTD, Dhanbad, Office Chamber	01	01	02
DE (Trans) o/o the GMTD, Dhanbad, Office Chamber	01	01	00
SDE (Operation) o/o the GMTD, Dhanbad, Office Chamber	01	01	00
DE (Planning) o/o the GMTD, Dhanbad, Office Chamber	01	01	00
Telecom counter Sindri	01	01	02
DTO Jharria	01	01	00
CTO Bokaro	05	05	00
TRA Dhanbad	05	05	00
A. O. (Cash) o/o the GMTD, Dhanbad, Office Chamber	01	01	00
A. O. (SBP) o/o the GMTD, Dhanbad, Office Chamber	01	01	00
Account Section, Dhanbad	01	01	00
DGM (Admin), o/o the GMTD, Dhanbad, Office Chamber	01	00	00
Telephone X'ge Saraidhela, Dhanbad	03	03	00
Planning Section, Dhanbad	01	00	00
Computer cell and customer Care counter Dhanbad	09	09	00
SDE (Store), Dhanbad	01	01	00
SDE (Chas)	00	00	02
SDE (Sector – 8)	00	00	02
SDE (Sector-4)	00	00	02
SDE (Sector-5)	00	00	02
SDE (Sector-12)	00	00	02
SDE Balidih	00	00	02
SDE CTPS	00	00	02
Spare	00	00	02
TOTAL	44	46	20

Above place may be changed as per departmental requirement.

2. BID SECURITY OR EARNEST MONEY:

- 2.1 Every bid should be accompanied with a Bid Security / Earnest Money of required amount to protect the Purchaser against the risk of the bidder's conduct, which would warranty the forfeiture of security as per clause 2.7.
- 2.2 The bid security / earnest money shall be in the form of Cash receipt/ D.D. of any scheduled bank in favour of the Sr. A.O. (Cash), O/o the GMTD, Dhanbad Telecom District, Dhanbad.
- 2.3 Any small scale industry / firm, claiming exemption from the payment of Bid Security / Earnest Money, should submit the copy of current registration with National Small Industries Corporation for the tendered items along with their approved monetary limit.
- 2.4 **A bid not secured in accordance with clause 2.1 to 2.3 may be rejected by the Purchaser as non-responsive.**
- 2.5 The Bid Security / Earnest Money of the unsuccessful bidders shall be discharged / returned as promptly as possible after conclusion of the tender formalities.

(Signature of the Bidder)

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- 2.6 The successful bidder's Bid Security / Earnest Money will be discharged upon the bidders acceptance of the Advance Purchaser Order satisfactorily in accordance with clause 9 & furnishing of the Performance Guarantee / Security Deposit in accordance with clause 10.
- 2.7 The Bid Security / Earnest Money may be forfeited
- (a) if a bidder withdraws his bid during the period of bid validity.
 - (b) in case of successful bidder, if the bidder fails
 - (i) to sign the contract in accordance with clause 9.
 - (ii) to furnish Performance Security / Security Deposit in accordance with clause 10.
- 2.8 The Cash receipt / Demand Draft for bid Security or NSIC certificate as prescribed in the clause 2.1 to 2.3 is to be submitted alongwith the technical bids.

3. VALIDITY OF BIDS:

- 3.1 The offered rates in the bid shall remain valid for acceptance for a period of 180 Days from the date of opening of bids. If any Bidder withdraws his offer before the said period or makes any modifications in the terms and conditions of the offer, which are not acceptable to the Purchaser, then the Purchaser or his representative officer shall without any prejudice to any other right / remedy, be at liberty to forfeit the Bid Security / Earnest Money of the Bidder.
- 3.2 In exceptional circumstances, the Purchaser may request the bidder for extension to the period of bid validity. The request & the response thereto shall be made in writing. A bidder may refuse the request without forfeiting his bid security. A bidder accepting the request will not be permitted to modify his bid.

4. SUBMISSION OF BIDS:

- 4.1 The bid should be in two separate wax sealed envelope each consisting as following
- Part I will consist of eligibility criteria and must accompanied by following documents.**
- 1. ISO 9001 certificate.
 - 2. Earnest Money Deposit as detailed below, is to be deposited in the form of Demand Draft/Cash receipt payable to Sr. A. O. (Cash), O/o the GMTD, Dhanbad payable at Dhanbad drawn on any nationalised bank.
 - 3. Attested Xerox copies of up to date Income Tax clearance certificate
 - 4. Attested Xerox copies of Sale Tax Clearance Certificate/Registration certificate.
 - 5. Attested Xerox copies of Firm Registration Certificate for computer items.
 - 6. Attested Xerox copies of Dealership Certificate.
 - 7. Attested Xerox copies of having experience for supply of computers in any Govt. organisation of atleast Rs. 50 Lakhs during last financial year (2005-06).
 - 8. Affidavit from Notary that the entire document submitted is correct.

Bids not accompanying of above documents (SI no. 1 to 8 which ever is applicable) may be rejected at the time of Technical Evaluation.

Part – II will consist of financial bid and will be opened in respect of those tenderers only who fulfill the criteria of Part – I.

Instruction for furnishing Part – II detail may be seen in Annexure – IIA, IIB.

- 4.2 Finally all the two envelopes should be enclosed in one envelope and sealed by wax. First Part – I (Technical bid) envelope will be opened. If found satisfactory, the documents will be analyzed in detail by the Tender Evaluation Committee and if found OK, then the price schedule Part - II (financial bid) will be opened for those bidders who are found OK. **If two parts of the tender are not submitted in two separate wax sealed envelopes and then enclosed in one wax sealed envelope, the bid may be rejected.**
- 4.3 The bids shall contain no over writing, erasures or interlineations except as necessary to correct errors made by the bidder, in which case, such corrections shall be signed by the person or persons signing the bid.

4.4 The envelope containing all the two separate envelopes will be

(a) Addressed to the Purchaser at the following address:

DE (Plg)
O/o The GMTD,
CTO Bldg ,Hirapur
Dhanbad-826001

(b) The inner and outer envelope shall indicate the name & address of the bidder to enable the bid to be returned unopened, in case it is declared invalid.

(c) The responsibility for ensuring that tenders are delivered in time would rest with the bidder. The Purchaser shall not be responsible for this.

4.5 **Signing of the Bid :**

(i) The bidder or a person or persons duly authorized to bind the bidder to the bid and the contract shall put their full signature(s) on the original and each copy of the bid submitted.

(ii) All pages of the tender document shall be initialed by the person(s) signing the bid.

(iii) Individual(s) signing the bid shall write their full name below their signature(s) and shall specify whether signing as

(a) a sole proprietor of the firm or his constituted attorney.

(b) Partner(s) of a Partnership firm: - In which case such partner(s) shall have the authority either by virtue of a partnership agreement or by the power of attorney to bind the firm to the bid / contract.

(c) Constituted attorney, in case of company.

(iv) Person(s) signing the bid form or any other related document shall be deemed to be having the authority to sign the document(s). If, however, found otherwise, the purchaser may, without prejudice to other civil and criminal remedies, cancel the bid / contract at the cost & risk of such person(s) and hold him liable for all cost and damages arising from cancellation of the bid / contract.

5. **BID PRICES:**

5.1 The rates of various items should be quoted in the format given as Annexure-IIA & IIB. Technical Specifications are given in Annexure-III and quantities of various items are at Annexure-V for assessment. The rates quoted should be inclusive of all taxes i.e., Excise Duty, Sales Tax, entry tax etc.. No form-3D will be supplied by this office.

5.2 No separate Packing, Transportation or Other Charges will be paid. The quoted rates should include all such charges. Stores are to be delivered and installed at the prescribed site defined by the consignee.

5.3 Rates quoted should be free from any preconditions regarding payments etc. or otherwise will be treated as a conditional offer and would be liable to be rejected.

5.4 Experience in relevant business line specially in installation in DOT / Bharat Sanchar Nigam Limited may be added advantage & so details about such capacity & capability may be attached by the Bidders along with their offers as an additional document. It is also intimated that the rates quoted directly by the manufacturers / dealers may be given preference over suppliers acting only as agents. The work will be awarded on Turnkey basis which includes supply of Hardware and Software, Training & implementation of application software and post warranty A.C.M.C. for four years.

5.5 Corrections and alterations, if any, in the submitted offer should be initiated otherwise the tender is liable to be rejected.

- 5.6 No price rise will be allowed after the bids are accepted. However, the Purchaser reserves the right to negotiate with the successful bidders / suppliers in case there is any decrease in market price of the similar equipments or any account of reduction in Excise Duty or other levies as per the policy of govt. Any increase in Taxes and other Statutory Duties / Levies after the expiry of delivery date shall be to the contractor's account. However, benefit of any decrease in these Taxes / Duties shall be passed on to the Purchaser by the contractor.
- 5.7 No payment will be made for goods rejected at site on testing.
- 5.8 Full Technical and other Manuals / Handbooks, Source Code, etc. must be supplied alongwith the equipment.
- 5.9 Licensed version Software will be supplied by bidders.
- 5.10 *Successful bidder has to extend all co-operation to existing network integrator (ITI Ltd, Bhubneshwar). So that total network should run smoothly. A monthly co-ordination meeting is to be done between successful bidder and M/s ITI Ltd., Bhubneshwar under chairmanship of DGM Concern. Successful bidder has to accept any decision made by the chairman after co-ordination meeting.*
- 5.11 GMTD, Dhanbad reserves the right to issue any guidelines for proper functioning of network and the bidder is bound to accept such guidelines.

6. BID FORMS:

- 6.1 The bidder shall complete the Bid Form (Annexure-I) & the appropriate Schedule of rates furnished in the Bid Documents indicating the Goods to be supplied, brief description of the Goods, quantity and prices as per Annexure-II, III, V and VI. The bidder has to submit the entire original tender document duly signed by the bidder alongwith the bid.

7. DOCUMENTS COMPRISING THE BID:

- 7.1 The tender will be opened in two parts .The tenderers are requested to wax seal both the envelope separately. Each envelope should be superscribed in capital letter TECHNICAL BID & FINACIAL BID separately.

Part I will consist of eligibility criteria and must be accompanied by following documents.

1. ISO 9001 certificate.
2. Earnest Money Deposit as detailed below, is to be deposited in the form of Demand Draft payable to Accounts officer (Cash), BSNL, O/o the GMTD, Dhanbad payable at Dhanbad drawn on any nationalised bank.
3. Attested Xerox copies of up to date Income Tax clearance certificate/PAN No.
4. Attested Xerox copies of Sale Tax Clearance Certificate/Registration certificate.
5. Attested Xerox copies of Firm Registration Certificate for computer items.
6. Attested Xerox copies of Dealership Certificate.
7. Experience certificate for supply of computers in any Govt. organisation of atleast Rs. 50 Lakhs during last financial year (2005-06).
8. Affidavit from Notary that the entire document submitted is correct.

Bids not accompanying of above documents (SI no. 1 to 8 which ever is applicable) may be rejected at the time of Technical Evaluation.

Part – II will consist of financial bid and will be opened in respect of those tenderers only who fulfill the criteria of Part – I.

Instruction for furnishing Part – II detail may be seen in Annexure – IIA, IIB.

8. BID OPEINING AND EVALUATION :

- 8.1 The Purchaser shall open bids in the presence of bidders or his authorised representatives, who choose to attend, at prescribed time on due date. The bidders representatives, who are present, shall sign an attendance register.
- 8.2 A maximum of two representatives for a bidder shall be authorised and permitted to attend the bid opening.

(Signature of the Bidder)

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- 8.3 The bidder's names, Bid prices, modifications, bid withdrawals and such other details as the Purchaser at its discretion, may consider appropriate will be announced at the opening.
- 8.4 To assist in the examination, evaluation and comparison of bids, the Purchaser may, at its discretion ask the bidder for the clarification of its bid. The request for clarification and response shall be in writing. However, no post bid clarification at the initiative of the bidder shall be entertained.
- 8.5 Purchaser shall evaluate the bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed and whether the bids are generally in order.
- 8.6 Arithmetical errors shall be rectified on the following basis. If there is a discrepancy between the unit price and total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected by the Purchaser. If there is a discrepancy between words and figures, the amount in words shall prevail. If the supplier does not accept the correction of the errors, his bid shall be rejected and bid security shall be forfeited.
- 8.7 Prior to the detailed evaluation, pursuant to clause 8.10 the Purchaser will determine the substantial responsiveness, for each bid. For purpose of these clauses, a substantially responsive bid is one which confirms, to all the terms and conditions of the documents without material deviations. The Purchaser's determination of bid's responsiveness is to be based on the contents of the bid itself without, recourse to extrinsic evidence.
- 8.8 A bid, determined as substantially non-responsive will be rejected by the Purchaser and shall not subsequent to the bid opening be made responsive by the bidder by correction of non-conformity.
- 8.9 The Purchaser may waive any minor infirmity or nonconformity or irregularity in the bid which does not constitute a material deviation, provided such waiver does not prejudice or effect the relative ranking of any bidder.
- 8.10 The Purchaser shall evaluate in detail and compare the bids previously determined to be substantially responsive pursuant to clause 8.5 to 8.9.
- 8.11 The comparison for evaluation shall be of the price of the goods offered inclusive of all taxes.

9. AWARD OF CONTRACT:

- 9.1 The Purchaser shall consider placement of orders for supplies on those bidders whose offers have been found technically, commercially and financially acceptable and whose Goods are considered suitable as per specifications given in the bid documents.
- 9.2 The Purchaser reserves the right to accept or reject any bid and to annul the bidding process and reject all bids, at any time prior of award of contract without assigning any reason whatsoever and thereby without incurring any liability to the affected bidder or bidders on the grounds for the Purchaser action.
- 9.3 The Tender will be evaluated based on the total cost indicated by the tenderer in Annex-IIA & IIB. The Purchaser reserves the right at the time of award of contract or during execution of the work to increase or decrease the quantity of Goods and services specified in the schedule of requirements without any change in unit price of the ordered quantity or other terms and conditions. However if required in the interest of department item wise L1 will be decided during evaluation.
- 9.4 For the purpose of award of contract, the Purchaser shall issue Advance Purchaser Order to the selected bidder(s) in accordance with clause 9.1. The Advance Purchase Order will be the intention of the Purchaser to enter into the contract with the bidder. The bidder shall within 15 days of the issue of the Advance Purchase Order give the acceptance alongwith performance security in conformity with clause 10 provided in the bid documents failing which, Advance Purchase Order may be treated as cancelled and bid security shall be forfeited.
- 9.5 After the receipt of the acceptance of the bidder alongwith the performance security, final Purchase Order shall be issued. The issue of Purchase Order shall constitute the award of contract on the bidder.
- 9.6 After the approval is given in favour of a particular firm in the form of the advance P.O. it would be converted into Purchase Order.

(Signature of the Bidder)

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9.7 The purchaser is at liberty to ask the supplier to arrange for bench marking their equipment at locations mutually agreeable by both parties. No payment will be made to carry out such test. No surety is also provided that the equipment will be accepted even if the benchmarking results are satisfactorily.

9.8 After issue of the Purchase Order, the subsequent Contract Management Work will be looked after by the SDE (Planning).

10. PERFORMANCE SECURITY:

10.1 The Supplier shall furnish performance security of 24 months to the Purchaser for an amount equal to 10% of the value of each purchase order within 15 days after issue of the Advance Purchase Order.

10.2 The proceeds of the performance security shall be payable to the Purchaser as compensation for any loss resulting from the supplier's failure to complete its obligations under the contract.

10.3 The Performance Security bond shall be in the form of bank guarantee issued by a Scheduled Bank and in the format provided in the Bid Document at Annexure-IV.

10.4. The performance Security bond will be discharged by the Purchaser after completion of Supplier's performance obligations, including any Warranty obligations, under the contract after furnishing satisfactorily performance security for four years of A.C.M.C.

11. VALIDITY OF CONTRACT:

11.1 Further to clause 9 it should be understood that the rates once approved and accepted by the Supplier shall remain valid and operative for a period of one year from the date of acceptance of tender.

11.2 In continuation of clause 9.3 and 11.1 the Purchaser reserves the right to place order of the quantity of Goods specified in Annexure-V in Phases & not in one lot during the validity of the contract.

11.3 After the expiry of the validity period, it will be open for the Purchaser and the Supplier to extend the validity of contract by mutual consent on the same terms and conditions.

12. TERMS ON PAYMENT:

12.1 Paying Authority: A. O. (Cash), o/o the GMTD, Dhanbad Telecom District, Dhanbad.

12.2 50% payment of the total cost of Hardware / Software shall be made on the receipt of the Hardware / Software by the consignee. For claiming 50% payment following documents are to be provided before the paying authority.

- (i) Invoice
- (ii) Delivery Challan
- (iii) Receipt from the consignee
- (iv) Excise gate pass in case of local manufacturer by the bidder in case bidder is a manufacturer.
- (v) Custom Duty receipt copy in case of imported items.

12.3 25 % payment of the total cost of Hardware / Software shall be made after successful validation of network by the team of technical evaluation.

12.4 The next 25% payment of the total cost of Hardware / Software shall be released after taking over of the Hardware / Software by the consignee/site incharge after installation, testing and commissioning by the contractor or any other operation in accordance with the tender and completion of any other obligation arising out of this tender. For this a taking over certificate may be obtained from the site incharge and submitted to the paying authority through consignee.

12.5 (a) Any increase in taxes and other statutory duties / levies shall be to the contractor's account. However benefit of any decrease in these taxes / duties shall be passed on the Purchaser by the supplier.

(b) No payment will be made for goods rejected at site on testing.

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13. IMPLEMENTATION OF THE SYSTEM:

- 13.1 Implementation of the system at each location will have to be carried out by the Supplier as per guidelines given in scope of work and in technical specifications.
- 13.2 The essence of the whole project lies in its quick and smooth implementation. The tenderer must ascertain his expertise in similar works before venturing into this project.
- 13.3 Implementation will culminate in successful commissioning of the system.
- 13.4 In case of delay in implementation, a penalty will be levied as per Clause 18 of this tender document.
- 13.5 In case of delay of more than ten weeks, the purchaser may cancel the purchase order and award the work to next eligible tenderer. Cancellation of purchase order will lead to forfeiture of security deposit.

14. ARBITRATION:

In the event of any dispute or difference created on account of interpretation of terms and conditions of this tender or any other problem / matter arising during Supply, installation, commissioning, of goods or / and payment of bills etc. on account of operating this tender, the case will be referred for arbitration to the Chief General Manager Telecom., Jharkhand Telecom Circle, Ranchi or in case his designation is changed or his office then in such cases to the sole arbitration to the officer entrusted to look after or perform the function of Chief General Manager, Jharkhand Telecom. Circle, Ranchi will be binding on both the parties.

15. WARRANTY PERIOD:

- 15.1 The warranty period will be for one year commencing from the date of taking over of the Hardware and Software. The certificate of completion of Hardware and Software installation may be obtained from Site incharge.
- 15.2 In case of non-rectification of major faults within 24 hours during the warranty, penalty at the rate of Rs. 500/- per day shall be levied and this penalty is recoverable from 5% charge/ ACMC Charges from the first ACMC bill by the Contractor.

16. ANNUAL COMPREHENSIVE MAINTENANCE CONTRACT:

- 16.1 FOUR YEARS ACMC: Four years ACMC on site should be provided from the date of completion of warranty period of one year as under clause 15.
- 16.2 The bidder **must quote** for the Annual Comprehensive Maintenance Contract (A.C.M.C.) in Schedule of Rates in Annexure-II. A.C.M.C. will be initially awarded for four years, after the completion of warranty period of one year or the period as specified under clause 15.1. The A.C.M.C. includes preventive Maintenance., corrective and remedial Maintenance of Computer Hardware / Software available at different offices of Dhanbad SSA. **If any bidder is not quoting the ACMC charges his bid may be rejected.**
- 16.3 Maintenance means
- (a) " Preventive maintenance once a month " and " on call " corrective & remedial maintenance service of computer hardware and other related equipments.
 - (b) " Preventive Maintenance once a month " and " on call " corrective & remedial maintenance service of computer Software will cover checking of software test programs and removal of faults including functional disorders of the computer system such as Viruses etc. It will also cover successful loading of patch programs, as and when required on priority basis, if any, supplied by BSNL based on revision of Tariff, etc. **It will also include required hardware and software modification during integration of network with Trichur and commercial system.**
 - (c) This includes the maintenance of all the existing hardwares supplied by the BSNL for networking (list of the hardwares will be supplied alongwith P. O.), which will be the part of this network.

- 16.4 During the course of attending “ on call service” or during the “ Regular Maintenance Service ” the contractor noticing requirement of any spare parts shall replace such parts and clear the faults of equipment at the sites. Necessary and sufficient spares have to be kept ready with them for immediate replacement. On no account equipment or its accessories shall be allowed to be taken out of its installed location. Only replacement of sub assemblies of the whole unit on like by like basis will be permissible.
- 16.5 If for some reasons equipment requires to be taken to the workshop for repairs, necessary one to one Standby Service Equipment shall have to be provided by Contractor. Transportation charges, if any, shall be borne by the contractor.
- 16.6 No separate charge will be paid for repairing & replacement of any part of the hardware during ACMC and all spare parts including Hard Disc, FDD, CDROM, printer heads etc or any external card fitted in the computer are to be provided by the contractor except the consumable items such as; Ribbon, Floppy, Computer Stationary, Battery of UPS, Parts of the machine which has become obsolete, if goes faulty, those consumable items are also to be repaired / replaced by the contractor. The replaced items should be of the same or higher specification and no separate charge will be paid for the above.
- 16.7 PC / File Server downtime will be from the time it stops booting. It will be considered up as soon as it is made bootable and accessible from any nodes. Non availability of File Server will be treated as failure of the entire Peripherals / Nodes etc. connected to the Server.
- 16.8 During the ACMC Period the contractor would provide an uptime which would be calculated as follows :
- (A) In case of Server and High speed Printer:
- $$\frac{\{\text{No. of available working hours}\} \times \{\text{No. of system}\} - \{\text{Total down time added up for all system}\}}{\text{No. of available working hours} \times \text{No. of system.}}$$
- In case, the system uptime is less than 99%, contractor would be liable to pay BSNL a penalty @ 1% of the ACMC charges of affected items for every one percentage of availability less than 99% subject to a maximum penalty of 20% of the ACMC Charges for one year. This is in addition to penalty clause mentioned in general terms & conditions.
- (B) In case of Terminals, Nodes, Printers, etc.:
- $$\frac{\{\text{No. of available working hours}\} \times \{\text{No. of system}\} - \{\text{Total down time added up for all system}\}}{\text{No. of available working hours} \times \text{No. of system (Each working unit Machines, Nodes, Printers will be counted as one system) .}}$$
- In case, the system uptime is less than 95%, contractor would be liable to pay BSNL a penalty @ 0.5% of the ACMC charges of affected items for every one percentage of availability less than 95% subject to a maximum penalty of 10% of the ACMC Charges for one year. This is in addition to penalty clause mentioned under clause 16.8 (A).
- 16.9 The total penalty for preventive maintenance as in Para 16.8 of this ACMC agreement will be 30% of the ACMC charges for one year. These charges will be deducted from the bills for ACMC preferred by the contractor.
- 16.10 The users shall make complaint between 9 AM to 6 PM of each working day directly to the office of Contractor at the location of the Engineer, who shall register the call and allot complaint number. The name and designation of the contractor for registering the complaint should be given. Any change in contact person shall be intimated to GMTD office and respective units in advance by the Contractor. After attending the complaint, a call report duly signed by the Contractor’s engineer and unit incharge will be supplied to S D E (Planning). After completion of warranty period, the supplier will be required to enter into ACMC.
- 16.11 The system should be in full working order at the time of entering into Annual Comprehensive Maintenance Contract. Machine / System which are not in Working order at the time of entering into ACMC will be first made working.

- 16.12 In case of system breakdown or Software corruption, the supplier will be informed telephonically / FAX about the fault. The supplier will have to rectify the fault within 24 hours after getting the first information.
- 16.13 The supplier will have to enter into ACMC within due period. Payment of ACMC for the commissioned system will be paid yearly in advance.
- 16.14 Performance security for ACMC should be given equal to one year ACMC charge in the form of cash / FDR / Bank guarantee. The Bank guarantee should not be for less than 60 (sixty) months.

17. DELIVERY PERIOD:

- 17.1 The successful bidder or supplier shall complete the supply of Hardware, Software and accessories within six weeks from the date of Purchase Order.
- 17.2 The system will have to be commissioned within 12 weeks from the date of purchase order.

18. LIQUIDATED DAMAGES:

18.1 The date of successful implementation of the office networking system and integration of existing IVRS hardware & software and integration of existing IVRS hardware & software and integration of existing IVRS hardware & software and integration of existing IVRS hardware & software system and integration of existing IVRS hardware & software system and integration of existing IVRS hardware & software and satisfactory working of all modules would be deemed as the essence of the contract and completion of the turnkey project, which must be completed not later than the dates specified therein. Extension will not be given except in exceptional circumstances. Should, however, the completed project is made over after expiry of the contract delivery period without prior concurrence of the purchaser and be accepted by the consignee, such project completion will not deprive the purchaser of his right to recover liquidated damages under clause 18.2 below. However, when the handing over is made within 30 days of contracted original delivery period,, the consignee may accept the project and in such cases the provision of clause 18.2 will not apply.

18.2 Should the tenderer fail to deliver the completed project within the period prescribed for delivery, the purchaser shall be entitled to recover **PENALTY** as follows: ---

(a) **For delay in supply of Hardware and Software:**

@ 0.5% per week of the total value of Hardware and Software for completed weeks of delay subject to maximum of 10% of the total value of Hardware and Software.

(b) **For delay in Implementation:**

@ 1% per week of the total value of Implementation Charges for completed weeks of delay subject to maximum of 20% of the total value of Implementation Charges .

18.3 Quantum of liquidated damages assessed and levied by the purchaser shall be final and not challengeable by the supplier.

20. FORCE MAJEURE:

20.1 If any time, during the continuance of this contract, the performance in whole or in part by either parts of any obligation under this contract shall be prevented or commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts or act of God (hereinafter referred to as events) provided notice of happenings, of any such eventuality is given by either party shall, be reason of such event, be entitled to terminate the contract not shall either party have any such claim for damages against the other in respect of such non-performance or delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such event may come to an end or cease to exist and the decision of the Purchaser as to whether the deliveries have been so resumed or not, shall be final and conclusive, provided further that if the performance in whole or part of any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 60 days either party may, at this option terminate the contract.

20.2 Provided also that if the contract is terminated under this clause, the Purchaser shall be at liberty to take over from the contractor at a price to be fixed by the Purchaser, which shall be final, all unused,

(Signature of the Bidder)

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undamaged and acceptable materials, brought out components and store in the course of manufacture in possession of the contract at the time of such termination of such portions thereof as the Purchaser may deem fit excepting such material bought out components and stores as the contractor may with the concurrence of the Purchaser elect to retain.

21. Clarification or doubt o any point of the terms and conditions may be had from the SDE (Planning), O/o the GMTD, Dhanbad Telecom District, Dhanbad.
22. The Purchaser reserves his right to accept or reject any offer without assigning any reason and his decision shall be final in case of dispute.

Signature of the Bidder

(Signature of the Bidder)

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ANNEXURE – I

BID FORM

To,

General Manager Telecom
Dhanbad Telecom District,
Dhanbad – 826001

Dear Sir,

Having examined the conditions of contract & specifications, the receipt of which is hereby duly acknowledged, we, undersigned, offer to supply of Office Related items, installation, training of staff, and integration with existing "Office networking" and post A.C.M.C. for four year in Dhanbad Telecom District in conformity with the said conditions of contract and specifications for the sum of (total Bid Amount in words and figures) _____ or such other sums as may be ascertained in accordance with the schedule of prices attached herewith and made part of this bid. (Optional items excluded in total bid amount).

We undertake, if our Bid accepted to complete delivery of all the items specified in the contract within 6 weeks & commissioning within 12 weeks thereof calculated from the date of issue of your purchaser order.

If our bid is accepted, we will obtain the guarantees of a scheduled bank of a sum not less than 10% of the contract sum for the due performance of the contract.

We agree to abide by this bid for a period of one year from the date fixed for bid opening and it shall remain binding upon us and may be accepted at any time before the expiry of that period.

Until a formal purchase order of contract is prepared and executed, this bid together with your written acceptance thereof in your notification of award shall constitute a binding contract between us.

Bid submitted by us is properly sealed and prepared so as to prevent any subsequent alteration and replacement.

We understand that you are not bound to accept the lowest or any bid, you may receive.

Dated this _____ day of _____ 2007

Signature of _____

In capacity of _____

Duly authorised to sign the bid for & on behalf of _____

Witness _____

Address _____

Signature _____

Signature of the Bidder

(Signature of the Bidder)

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ANNEXURE-IIA & IIB
PRICE SCHEDULE

Sl. No.	Item Description	Qty	Basic Unit Rate including all taxes & installations in network (Figure)	Basic Unit Rate including all taxes & installations in network (Word)	ACMC Charges for 4 years including all taxes (After one year of warranty)	Total Price (Figure) including all taxes all in Rupees. ((CXD)+F)
A	B	C	D	E	F	G
ITEMS						
01	PC Node with CRT	44				
02	Dot Matrix Printer	41				
03	UTP to G 703 Converter	20				
04	UPS	8				
05	LAYER 3 Switch Dlink – DES 3326 SR	1				
06	2 port Multi Mode Fibre Module (SMC-S100 LX AN Media converter)	1				
07	2 Mbps G 703 Modem	2				
08	HDSL modem 2 MBPS	5				
09	LCD Projector with accessories	2				
10	Laser jet Printer	5				
	Total					

Before quoting the rate bidders are advised to read and understand the scope of work and network diagram.

L1 bidder will be calculated on total sum column G. Quantity mentioned in Column C may vary as per requirement.

Note : Kindly note that your bid will be rejected if you are not quoting ACMC charges of equipments mentioned in annexure IIA.

Note: Annual Comprehensive Maintenance

Contract Five Year including warranty period compulsory.

Signature of the Bidder

(Signature of the Bidder)

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ANNEXURE-III

TECHNICAL SPECIFICATIONS OF HARDWARE AND SOFTWARE

Technical Specifications

A. I) PC-Node With TFT: ISO 9001 certified

Processor	P-IV on Intel motherboard with Intel 915 G chipset system bus or better
Speed	3 G Hz or above
Cache Memory	1 MB L2 Cache or above
RAM	1 GB Expandable up to 4 GB
BUS	PCI
Hard Disc Drive	80 GB ATA Hard Disk Drive (7200 rpm)
CD-ROM Drive	52X CD-RW/DVD-ROM Combo Drive
Floppy Drive	3.5" 1.44 MB
Console	15" LCD Color Monitor
Ports	1 serial, 6USB(including 2 USB in front), 1 parallel and one mouse port.
Modem	56.6 Kbps internal modem,
Ethernet	10/100 on board integrated Network Port.
Mouse	MS Compatible optical mouse.
Keyboard	Multimedia, soft key-tactile touch.
Power Supply Unit	should be sufficient when all keys and expansion slots are equipped.
No. of slots	Min 3 PCI
Operating Software	Windows XP Professional preloaded with media and documentation and certificate
Anti-virus	Quick heal/Norton Antivirus latest version on licensed media (PC model should be Microsoft certified, certificate copy to be enclosed.)

B 600 VA UPS

Input Capacity	600 VA/ 360 W
Input Voltage	230 VAC Single Phase, Auto – Sensing , 50/60 Hz +/- 5 %
Surge Protection	ANSI 62.41 Category A < 5 %
Automatic Voltage Regulation	Regulates within 140 V and 280 V with surge protection

C. Dot Matrix Printers

Dot Matrix printers shall be used for receipt, reports and miscellaneous bill printings. The printer requirements are given below:

- i. 132 column, min.240cps, 9 pin dot matrix parallel printer with all accessories and power cable.

D. UTP to G 703 Converter

E1- G 703 N x 64 Framed to Ethernet Converter with V.35 Ethernet Port

E. LAYER 3 Switch : Dlink Model DES 3326SR

F. 2 Port Multi Model fibre module.: SMC-S100LLX-AN - Media converter

G. **2 Mbps G 703 Modem** : 2 Mbps leased line G 703 Modem.

H. **HDSL modem 2 MBPS:** 2 Mbps HDSL modem.

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I. **LCD Projector with accessories:**

- a) Pixel-800 X 600 X 3 or better.
- b) Lamp: 130 Watt UHM or better.
- c) Brightness: 1400 Lumens or better.
- d) Contrast ratio: 400:1
- e) Lens: Manual Zoom 1:1 – 1:1.2, manual focus, F1.8-1.9, f17-20.4 mm or better.
- f) Through distance: 3'10" – 36 ft.
- g) Computer Compatibility : VGA, SVGA, XGA, SXGA, UXGA,
- h) Video Compatibility : NTSC, PAL, SECAM.
- i) Terminals: Video in, S- video in, audio in, RGB in or better.

J. **Laser jet Printer :**

- a) Up to 15 PPM
- b) 234 MHZ or better
- c) 1200 dpi or better effective resolution
- d) Hi speed USB 1.0

ANNEXURE – IV
PERFORMANCE SECURITY BOND FORM

1. In consideration of the CMD, BSNL (hereinafter called "The department") 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 -----the work-----
----- (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, on production of a Bank Guarantee
for Rs.----- (Rupees -----(including the
name of the Bank) (hereinafter referred to as the Bank's request of -----
--- Contractor(s) do hereby undertake to pay to the Department an amount not exceeding Rs.-----
-----on demand.

2. We -----do hereby undertake to pay-----
(indicate the name of Bank) the amounts due and payable under this guarantee without any demur, merely on a
demand from the Department stating that the amount claimed is required to meet the recoveries due or likely to
be due from the said Contractor(S). any such demand made on the bank shall be conclusive as regards the
amount due and payable by Bank under this guarantee. However, our liability under this guarantee shall be
restricted to an amount not exceeding Rs.-----

1. We undertake to pay to the Department any money so demanded notwithstanding any dispute or disputes
raised by the Contractor(s) in any suit or proceeding pending before any Court or Tribunal relating thereto, our
liability under this present being absolute and un-equivalent. The payment so made by us under this bond shall
be a valid discharge or our liability or payment there under & the Contractor(s) shall have no claim against us for
making such payment.

4. We------(indicate the name of Bank) further agree that
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 Department
or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till Engineer-in-
charge on behalf of the Department certified that the terms and conditions of the said Agreement have been fully
and properly carried out by the said Contractor(s) and accordingly discharge this guarantee.

5. We ------(indicate the name of Bank) further agree with the
Department that the Department shall have the fullest liberty without our consent and without affecting in any
manner our obligations hereunder to vary any of the terms and conditions of the said Agreement or to extend
time of performance by the said Contractor(s) from time to time or to postpone for any time or from time to time
any of the powers exercisable by the conditions relating to the said Agreement and we shall not be relieved from
our indulgence by the Department to the said Contractor(s) or by any this provision, have effect of so relieving us.

6. This guarantee will not be discharged due to the change in the constitution of the Bank or the contractor (s).

7 We-----lastly undertake not to revoke this guarantee except with
the previous consent of the Department in writing.

This guarantee shall be valid up to -----unless extended on demand
by Department. Notwithstanding anything mentioned above availability against the guarantee is restricted to Rs.--

(Signature of the Bidder)

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------(Rupees -----(only) and unless a claim in writing is lodged with us our liabilities under this guarantee shall stand discharged.

Dated the -----day of -----for----- (indicate the name of Bank).

ANNEXURE-V

SCHEDULE OF REQUIREMENT

REQUIREMENT OF HARDWARE FOR SSA

Sl. No.	Item Description	Qty
A. HARDWARE		
01	PC Node with TFT	44
02	Dot Matrix Printer	41
03	UTP to G 703 Converter	20
04	UPS	8
05	LAYER 3 Switch with fiber port	1
06	LAYER 3 Switch without fiber port	1
07	2 Mbps G 703 Modem	2
08	HDSL modem 2 MBPS	5
09	LCD Projector with accessories	1
10	Laser jet	5

Note : **Quantity mentioned may vary as per requirement.**

ACMC

1. Annual Comprehensive Maintenance Contract Five Year including warranty period compulsory.

NOTE: The schedule of requirement may change. The supplier may be asked to integrate with already existing servers with purchaser in addition to above or in place of above.

ANNEXURE-VI

SCOPE OF WORK

1. Supply, installation of computer & related items and its integration with existing office networking system at various section including integration and installation of old available hardware.
 2. Data entry required will be paid as per quoted rate if required.
 3. Installation and configuration of the PC Node and installation of software & expansion of network.
 4. Networking and making operational the nodes as per enclosed network diagram. However there may be change in positions. Networking should be IP based network.
 5. Site planning and guidance in site preparation.
 6. LAN cabling as per requirement with supply of all accessories eg. Sockets, RJ45 connector etc. of good quality.
 7. Power cabling to and from UPS/Inverter at all places from available power point, BSNL will provide only one power socket at each site.
 8. Supply, installation and customization of PC nodes and another equipments for Office networking software and integration of existing Office network as per specification.
 9. ACMC for 4 years after warranty period of one year per Annexure. During ACMC and warranty maintenance of hardware and software (including software upgrade) will be done free of cost.
 10. A user manual should be provided for operation and maintenance with flowchart of the software and details of different files of the software, structure of different database files used. The user manual should be 20 copies in hard copy and 3 copies on CD.
 11. The customized software will be the property of BSNL. The bidder should not take price for the same software from any of the BSNL units in future. Also the bidder should give a undertaking stating that he has not sold the same software to any other BSNL unit and at any point of time if it is found that he has taken the price for the same software from any other BSNL unit also, he will be black listed, his all payments will withheld and his security deposit will be forfeited. However, the bidder can give the software, already sold to any other BSNL unit, free of cost but he should clearly indicate in price schedule that he will be giving the software free of cost.
 12. The bidder shall take full responsibility of making the full project operational. In case tenderer feels that any extra equipment/component is required for successful implementation of this project, the tenderer will have to supply that item within the cost quoted by the bidder.
 13. **Schedule of supply and installation:**
 - (a) Supply of hardware within six weeks of purchase order.
 - (b) Data porting, software implementation and nodes networking within 08 weeks from supply of hardware.
 - (c) Commissioning of full system and training of staff within 12 weeks of supply of hardware.
 14. **Training :** The bidder shall provider on-site training, at their own cost, to the staff as per detail below and obtain a certificate. The course, training program and training material will be approved by representative of GMTD, Dhanbad.
 - (a) Terminal level
 - (b) Operational level
 - (c) System level
 - (d) Language level
 - (e) Hardware level
- (I) **TERMINAL LEVEL :**
1. Training Requirement :
 - a. Data Entry
 - b. Booting the terminal & logging Procedures.
 - c. Report Generations.
 - d. Running application program.
 2. Personal Involvement : Office Assistants & Telephone Operators JTO, SDE's
 3. Numbers to be trained : 50 persons

(II) OPERATIONAL LEVEL

1. Training Requirement :
 - a. Booting of the system (Starting and Booting of the System)
 - b. Backup Procedures.
 - c. Trouble shooting and Diagnosis
 - d. Disk Management
 - e. Regular Maintenance Procedures etc.
2. Personal Involvement :
SDE's/Assistant Engineers/Jr. Telecom Officers
3. Numbers to be trained : 30 person

(III) SYSTEM LEVEL:

1. Training Requirement :
 - a. System Administration
 - b. Security management
 - c. File Management
 - d. Memory management
 - e. Various application software management including writing of small user programs or modifications of application software.
 - f. System recovery and configuration procedure, software documentation.
2. Personnel involvement:
JTO/Assistant Engineers/DEs.
3. Numbers to be trained : 10 person

(V) HARDWARE MAINTENANCE LEVEL :

1. Training requirement :
 - a. Hardware Configuration.
 - b. Maintenance Philosophy.
 - c. Running diagnostic programs for trouble shooting.
 - d. Peripheral management including mode of interconnection.
2. Personnel Involvement :
DE/Assistant Engineers/Jr. Telecom Officers
3. Numbers to be trained 10.

Check List

(This should be attached in Part –I of the bid submission)

- | | | |
|-----|--|---------------|
| 1. | Whether Particulars at Page no. 6 has been duly filled and signed:- | Yes/No |
| 2. | Whether all the pages of bid document signed: | Yes/No |
| 3. | Whether ISO 9001 certificate attached: | Yes/No |
| 4. | Whether Earnest Money Deposit attached: | Yes/No |
| 5. | Whether Attested Xerox copies of up to date income Tax clearance certificate attached: | Yes/No |
| 6. | Whether Attested Xerox copies of Sale Tax Clearance Certificate/Registration certificate attached. | Yes/No |
| 7. | Whether Attested Xerox copies of Firm Registration Certificate for computer items attached . | Yes/No |
| 8. | Whether Attested Xerox copies of Dealership Certificate attached. | Yes/No |
| 9. | Whether Attested Xerox copies of having experience for supply of computers in any Govt. organisation of atleast Rs. 50 Lakhs during last financial year (2005-06) attached. | Yes/No |
| 10. | Whether Affidavit from Notary that the entire document submitted is correct attached. | Yes/No |

Signature of the Bidder

(Signature of the Bidder)

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ANNEXURE - VII

CONTRACT AGREEMENT (SPECIMEN COPY)

AN AGREEMENT made this -----day of -----
between BSNL ,Dhanbad Telecom District, Dhanbad on the one part and -----
-----having its registered office at -----(action through
its constituted Attorney hereinafter called the " Contractor " which term shall include their heirs , executors,
successors and assignees) on the other part

Whereas the BSNL is desirous for supply of office related items, Training of Staff integration with existing
"Office networking system and post warranty ACMC for Dhanbad Telecom District.

Whereas the contractor has agreed with BSNL for the above works with the specification terms and
conditions as specified in the tender documents .

NOW THIS AGREEMENT WITNESSED and it is hereby agreed and declared as follows:

- (i) The Tender Notice, Instructions to Tenderers and specifications & schedule (alongwith its enclosures)
annexed hereto and such other additional particular, instructions, as may be found requisite for supply of
office related items, Training of Staff integration with existing "Office networking system and post warranty
ACMC for four years shall be deemed and taken to be an integral part of the contract and shall also be
deemed to be included in the expression " Contract" or " contract document " wherever herein used.
- (ii) In consideration of as the payments to be made to the Contractor for supply of office related items, Training
of Staff integration with existing "Office networking system and post warranty ACMC for four years by the
Contractor hereby covenants with the BSNL Jharkhand Telecom Circle, Ranchi that the Contractor shall in
accordance with the contract document duly provide, execute and complete the said supply, training,
implementation work & ACMC and shall perform all other acts, deeds, matters and things in the contract
mentioned or described or which are to be implied in, therefore or may be reasonably necessary for the
completion of the said contract and at the time and in the manner & subject to the terms & conditions or
stipulations mentioned in the contract document.
- (iii) In consideration of the due provisions and completion of supply of office related items, Training of Staff
integration with existing "Office networking system & ACMC, by the Contractor covered by the Contract, the
BSNL hereby agreed with the Contractor that the BSNL Jharkhand Telecom Circle, Ranchi will pay to the
Contractor the respective amounts for the Contract done by the Contractor and such other sum(s) as may
become payable to the Contractor under the provision of the contract.

That the parties named above to the agreement also hereby agree that in case any Dispute arises, the
same shall be referred to the sole arbitration of the Chief General Manager, Telecom, Ranchi or any officer
nominated by him & the award given by the sole Arbitrator shall be binding upon the parties, The details of
arbitration in case of dispute is mentioned in details as per the terms and conditions of the Tender
Documents IN WITNESS where of the parties here to have executed to these presents the day and the year
first above written.

In the presence of

- (i) Signature :
Name
Designation:

SIGNED AND DELIVERED BY/FOR
on behalf of B.S.N.L Dhanbad SSA

- (ii) Signature :
Name :
Designation:

In the presence of

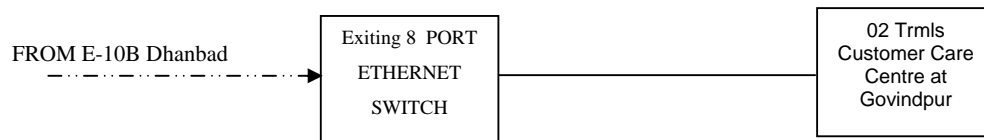
SIGNED AND DELIVERED BY / FOR
and on behalf of the Bidder

- (i) Signature:
Name:
Designation:
- (ii) Signature :
Name:
Designation :

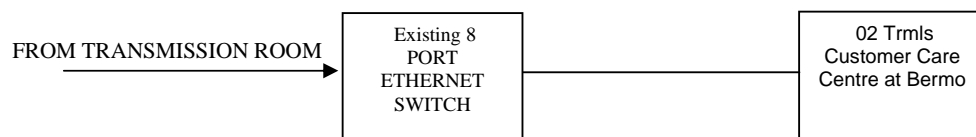
NETWORK DIAGRAM

This diagram is provisional and may change as per actual requirement at the time of execution of work. Word "existing" has been written wherever existing equipments/network has been installed or is being installed. Bidder has to extend the network (i.e. installation, commissioning, testing of PC nodes, HDSL modems, G703 UTP converter & other equipments mentioned in the documents.) and integrate it with existing network.

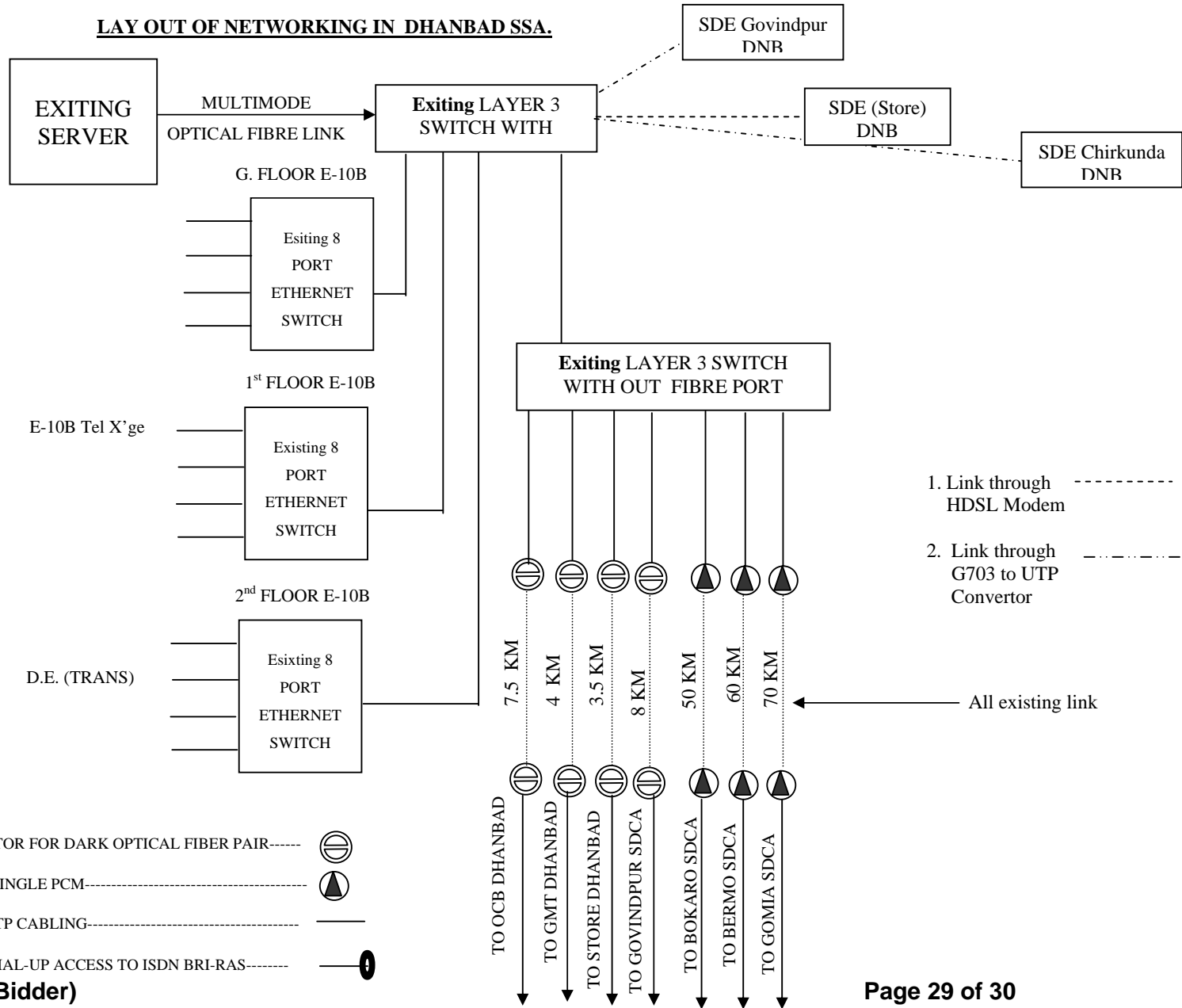
FOR GOVINDPUR



FOR BERMO



LAY OUT OF NETWORKING IN DHANBAD SSA.

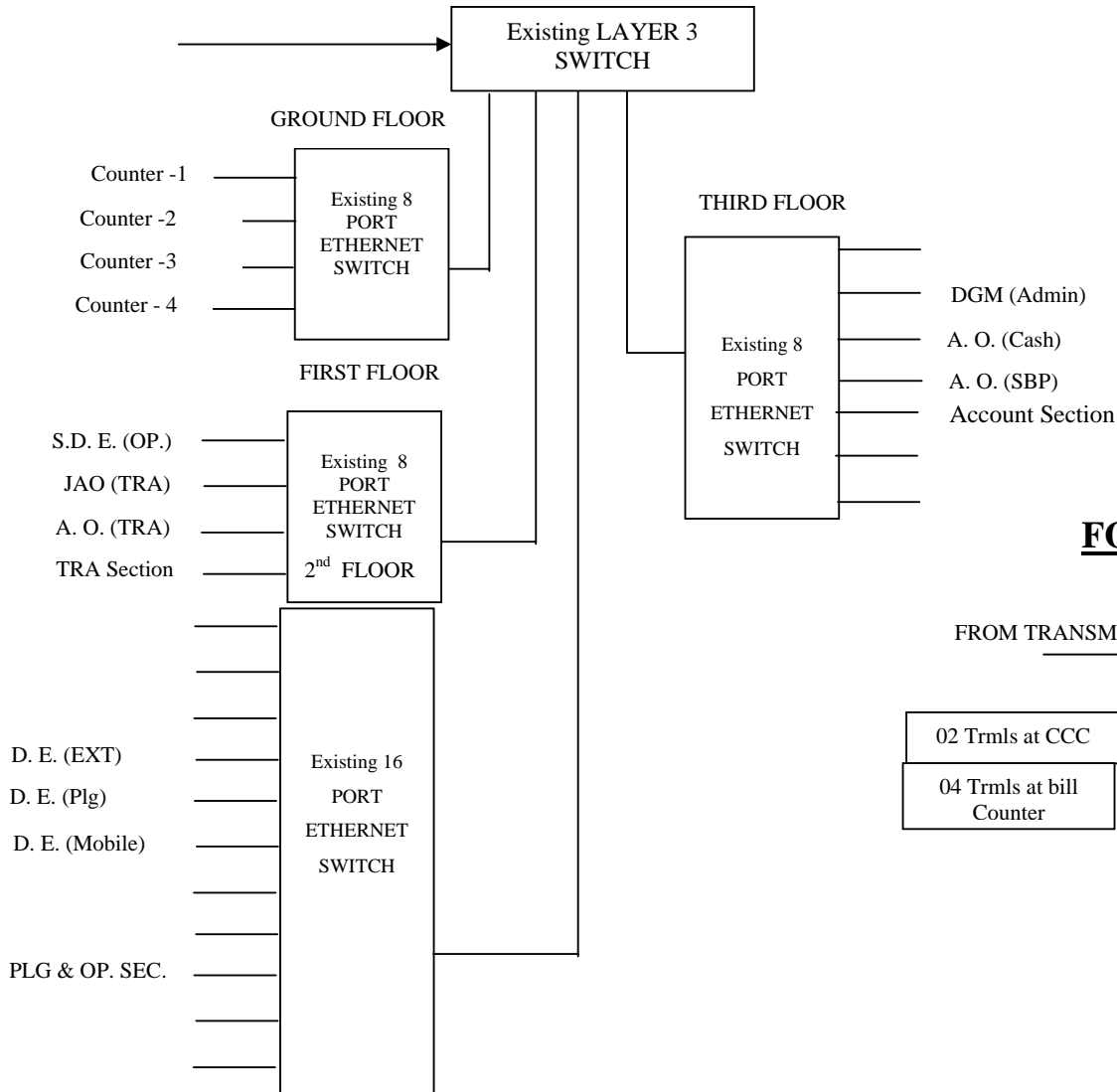


LEGEND:-

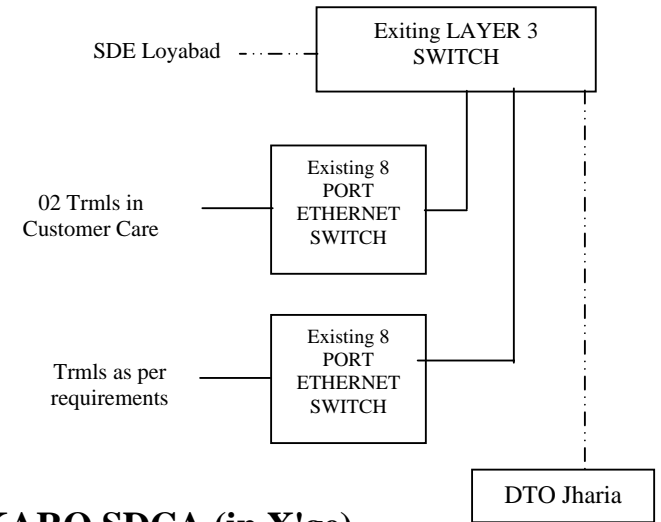
- 1. UTP-FIBER CONVERTOR FOR DARK OPTICAL FIBER PAIR----- (Symbol: circle with horizontal line)
- 2. G. 703 MODEM FOR SINGLE PCM----- (Symbol: circle with triangle)
- 3. ENHANCED CAT 5 UTP CABLING----- (Symbol: solid line)
- 4. ISDN TA FOR ISDN DIAL-UP ACCESS TO ISDN BRI-RAS----- (Symbol: circle with vertical line)

(Signature of the Bidder)

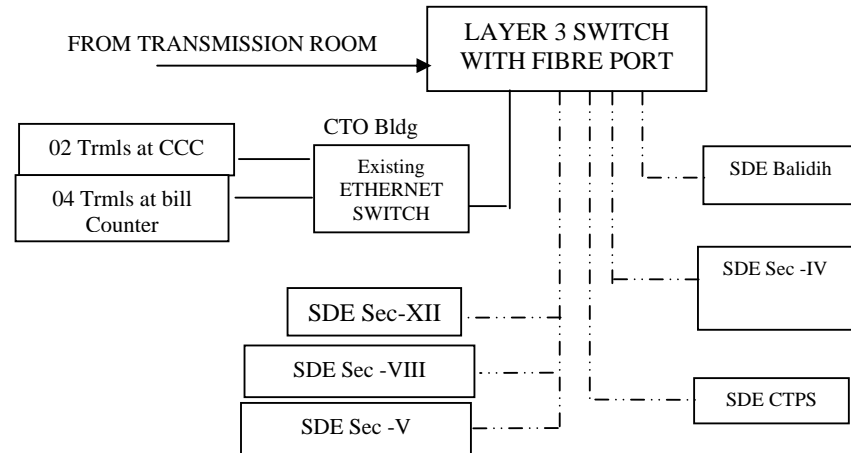
FOR GMTD OFFICE, DHANBAD



FOR OCB X'GE, PURANA BAZAR



FOR BOKARO SDCA (in X'ge)



(Signature of the Bidder)