



Centre for Development of Imaging Technology (C-DIT)
Chithranjali Hills, Thiruvallom, Tvpm-695 027
Phone: 2380910/ 912/ 895 Fax: 2380681

Tender

Extract of Public Notice:

 www.cdit.org	Centre for Development of Imaging Technology (C-DIT) Chithranjali Hills, Thiruvallom, Tvpm-695 027 Phone: 2380910/ 912/ 895 Fax: 2380681
TENDER NOTICE	
No. C-DIT/3/EGT-FMS/10/T 284 Dated 23.6.10	
C-DIT invites sealed competitive bids 1. for the bulk supply of A4 Sheets, lamination pouches, roll paper, continuous stationary, replacement of consumables 2. for entering in to a back to back AMC for various equipments 3. for Supply & Installation of Video Conferencing Equipments. Full details are given in our Website: www.cdit.org. Last date for receipt of sealed tenders along with EMD @ 2% of the quoted value is 30.6.10 at 2PM. The tenders will be opened at 2.30PM, same day.	
Sd/ REGISTRAR	

Price bids are to be submitted in 3 parts. 1e for supply of Stationary & Consumables and for back to back AMC, Supply & installation of VCE. The detailed specifications are given in 3 parts. Part 1 deals with supply of Consumables & Stationary items and Part 2 deals with tender form & allied details for back to back AMC. Part 3 deals with supply & Installation of VCE

Part-1: supply of Stationary & Consumables

Terms & Conditions and detailed specifications:

Scope of work: State wide supply of Consumables on requirement basis for a period of one year for Facility

Management Service to all offices of the Motor Vehicles Department

Delivery Time: The delivery should be completed within 1 week at four Zonal offices at Trivandrum, Ernakulam, Thrissur and Kozhikode.

LIST OF ITEMS

I. Consumables

Rates should be furnished for **original and compatible model separately in case of consumables:**

Sl.No	Item	Printer Specification	Appro.Qty
1	Laser printer Toner	HP LaserJet 1320	1000
2	Inkjet Printer-Black Cartridge	HP K5300	800
3	Inkjet Printer-Cyan Cartridge	HP K5300	450
4	Inkjet Printer-Magenta Cartridge	HP K5300	450
5	Inkjet Printer-Yellow Cartridge	HP K5300	450
6	Ribbon - 80 col printer	Epson LQ 300 + II	5300
7	Catridge - 80 col printer	Epson LQ 300 + II	700
8	Ribbon - 132 col printer	Epson LQ 1150+	50
9	Catridge - 132 col printer	Epson LQ 1150+	70
10	CD - ROM (1 Disk)		8500
11	DVD - ROM (1 Disk)		4000
12	Back up Tape (1 Disk)		800
13	Cleaning Tape (1 Disk)		800
14	Packaged drinking water (20 litre containers)		25000

II. Stationery

(the quoted items should be as per our specifications. Any deviation may be brought to notice)

Sl.No	Item	Specification	Appro.Qty
1	A4 Blank Sheets	75 GSM	326,108
2	Lamination Pouches for Driving	1) 70 mm * 100	521,293

	license	mm, 250 microns 2) 70 mm * 100 mm, 125 microns	
3	Lamination Pouches for Registration Certificate	1) 173 mm *130 mm 250 microns 2) 173 mm *130 mm 125 microns	719,742
4	Roll paper (Single ply)	105 mm *70 mm	2,295,787
5	80 col Fan Fold Continuous Stationery (500 per pack)	10*12*1, 60 GSM	1200
6	132 col Fan Fold Continuous Stationery (500 per pack)	15*12*1 60 GSM	50

For consumables & stationeries, the selected supplier has to enter in to a rate contract with C-DIT for a one year period and the supply should be done against actual requirement as and when required.

Terms & Conditions:

1. **EMD @ 2%** of the quoted price should accompany the price offer, in the form of Bank Guarantee (Format given below as Annexure-1))/ Demand Draft/ Bankers Cheque favouring Registrar, C-DIT payable at Thiruvananthapuram and should be valid for minimum 1 year period. The EMD of unsuccessful tenderers will be returned as soon as the formalities are completed after award, and the EMD of the successful tenderer will be released when the successful tenderer has executed an agreement (as in Annexure-iii) and as soon as the work is completed. The EMD/BG submitted by all tenderers are liable to be forfeited in case the tenderer withdraws his tender or enhances the prices during the validity period. If the tenderer is eligible for exemption from submission of EMD, he shall produce exemption certificate from relevant authorities at the time of bid opening. **(Those having valid SSI Registration will be exempted from submission of EMD).** 2. Security Deposit:

In the case of equipments, The successful tenderer has to submit SD equivalent to 5% of the order value to be valid for minimum 6 months to 1 year in the form of DD/ Bankers Cheque of a Nationalised bank or Bank Guarantee in the format in annexure favouring Registrar, C-DIT within 7 days of receipt of confirmed order. **Deviation in Delivery Schedule:** Any deviation in agreed delivery schedule will attract penalty as per C-DIT's Procurement Policy. If the delivery at site is not made within the scheduled dates, liquidated damages, not penalty amounting to ½ % of contract value shall be levied from the supplier per week of delay or part thereof for delay up to 15 days from the scheduled date of supply subject to a maximum of 5% of contract value. Further in case of delays beyond a grace period of 15 days, C-DIT reserves the right to cancel the order without further notice 3. **Authority:** The authority for the acceptance of the tenders rests exclusively with the C-DIT. The C-DIT does not undertake to accept the lowest or any particular tender or to assign any reason whatsoever for the rejection of any tender. 4. **Payment terms:** The following terms of payment shall be applicable for the contract -100 % payment within 15 days time after successful completion of work 5. **Default in execution schedule:** In case the Contractor fails to complete the work within the time provided for, or the contractor commits any breach of the contract, it shall be lawful for the society to cancel the contract at the risk and cost of the contractor. 8. **Other conditions:** a) The contractor shall undertake to supply/ use materials according to the relevant national/ international standards/specifications. No representation of enhancement of rates once accepted will be considered. b). The price quoted should be valid for minimum 12 months time, from the date of entering in to rate contract. c). Any deviation in the specifications in comparison with the requirement should be clearly brought to the notice of C-DIT. g). The consumables and stationeries should be guaranteed against manufacturing defects. h) Preference will be given to the firms who can quote for all items both

consumables & stationary in full or else consumables in full ,
stationary in full.

Sd/ REGISTRAR, C-DIT
Dated 25.6.2010

Annexures:

ANNEXURE I
PROFORMA FOR BANK GUARANTEE IN LIEU OF EARNEST MONEY DEPOSIT
(To be stamped in accordance with Stamp Act)

Bank Guarantee No.
Date :
Ref :-

To

Centre for Development of Imaging Technology
Chitranjali Hills
Thiruvallom, Thiruvananthapuram – 695 027 (India)

Dear Sirs,

WHEREAS in response to your Tender Notification No.
..... due on* M/s
..... having
its registered office at (hereinafter called
"Tenderer") wish to participate in said tender for
..... as specified AND

WHEREAS an irrevocable bank guarantee in lieu of cash deposit for an
amount of valid for*** days
from is required to be submitted by the Tenderer as a
condition precedent for participation in the said tender, which amount is
liable to be forfeited on the happening of any contingencies mentioned
in the Tender documents.

We, the at having our Head Office at (hereinafter referred to as "the Bank") do hereby undertake to pay immediately on demand to the Centre for Development of Imaging Technology, Chitranjali Hills, Thiruvallom, Thiruvananthapuram - 27 (hereinafter called C-DIT) an amount of Rs. (on words and figures) without any reservation, protest, demur and recourse. Any such demand made by C-DIT shall be binding on us irrespective any dispute or difference raised by the Tenderer.

This guarantee shall be irrevocable and shall remain valid upto^{***}..... If any further extension is remitted the same shall be extended to such required period (not exceeding one year) on receiving instructions from M/s. On whose behalf this guarantee is issued.

In witness whereof the Bank, through its authorised Officer, has set its hand and stamp on this Day of Month 200 at

WITNESS
.....

(Signature)
(Name)

(Signature)
.....

Designation with
Bank stamp

(Name)
No :
.....

Power of Attorney
Date

(Official Address)

- Notes :- The stamp paper is to be purchased in the name of Executing Bank
- * This date shall be due date of tender opening
 - ** The amount shall be 2% of the bid price
 - *** The validity date shall be 210 days from the due date of bid opening

ANNEXURE – II
PROFORMA FOR PERFORMANCE GUARANTEE
(To be stamped in accordance with Stamp Act)

Bank Guarantee No.

Date :

Ref

To

Centre for Development of Imaging Technology
Chitranjali Hills
Thiruvallom, Trivandrum 695 027

Dear Sirs,

In consideration of Centre for Development of Imaging Technology
(herein after referred to as C-DIT, which expression shall unless repugnant
to the context or meaning thereof include its successors, administrators
and assigns) having awarded to M/s.

..... with its Registered / Head
Office at (herein after referred to as the
"Contractor" /which expression shall unless repugnant to the context or
meaning thereof, include its successors, administrators, executors and
assigns), a contract by issue of C-DIT's letter of intent/Purchase Order No.
..... dated
and the same having been unequivocally accepted by the Contractor
resulting in a contract, bearing ref. No.

dated Valued at.. for

..... and the contractor

having agreed to provide a contract performance Guarantee for the faithful performance of the entire contract in lieu of Cash/Security Deposit equivalent to 5% (five percent) of the said value of the Contract to C-DIT.

We the Bank (Name & Address)
having our Head Office at
..... (hereinafter referred to as the "Bank", which expression shall, unless repugnant to the context or meaning thereof, include its s, administrators, executors and assigns) do hereby guarantee and undertake to pay the C-DIT, on demand any and all moneys payable by the Contractor to the extent of as aforesaid at any time upto** (days/month/year) without any demur, reservation, contest, recourse or protest and/or without any reference to the contractor. Any such demand made by the C-DIT on the Bank shall be conclusive and binding notwithstanding any difference between the C-DIT and the Contractor or any dispute pending before any Court, Tribunal, Arbitrator or any other authority. The Bank undertakes not to revoke this guarantee during its currency without previous consent of the C-DIT and further agrees that the guarantee herein contained shall continue to be enforceable till the C-DIT discharges this guarantee.

The C-DIT shall have the fullest liberty without affecting in any way the liability of the Bank under this guarantee, from time to time, to extend the time for performance on the contract by the contractor. The C-DIT shall have the fullest liberty, without affecting this guarantee, to postpone from time to time the exercise of any powers vested in them or of any right which they might have against the Contractor and to exercise the same at any time in any-manner, and either to enforce or forbear to enforce any covenants, contained or implied, in the contract between the C-DIT and the Contractor or any other course or remedy or security available to the owner. The bank shall not be released of its obligations under these presents by any exercise by the C-DIT of its liberty with reference to the matters aforesaid or any of them or by reason of any other act or forbearance or other acts of omission or commission on the part of the C-

DIT or any other matter or thing whatsoever which under law would, but for this provision have the effect of relieving the Bank.

The Bank also agrees that the C-DIT at its option shall be entitled to enforce this guarantee against the Bank as a Principal debtor in the first instance without proceeding against the Contractor and notwithstanding any security or other guarantee that the C-DIT may have in relation to the contractor's liabilities.

Notwithstanding anything contained herein above our liability under this guarantee is restricted to and it shall remain in force up to and including.. and shall be extended from time to time for such period (not exceeding one year) as may be desired by M/s. on whose behalf this guarantee has been given :

Dated this day of 200 -
..... at

(Signature)
(Banker's Rubber Stamp)

WITNESS

(Signature).
(Name).

(Name) (Designation with Bank stamp)

(Official Address) Attorney as per power of
..... Attorney No.
.....

Date

Notes:

The Stamp papers of appropriate value shall be purchased in the name of Guarantee issuing Bank.

**The date will be the expiry date of the guarantee period as specified in the Contract.

ANNEXURE III
PROFORMA OF "AGREEMENT"
(To be executed on non-Judicial Stamp Paper)

This Agreement made this. day of Two thousand and Between Centre for Development of Imaging Technology, a Society, registered under the Travancore-Cochin Literary, Scientific and Charitable Societies Registration Act XII of 1955, having its registered Office at Chitranjali Hills, Thiruvallom, Trivandrum 695 027 (hereinafter referred to as "C-DIT" which expression shall include its administrators, successors, executors and assigns) of the one part and a company/firm incorporated under the.. having its registered Office at (hereinafter referred to as the "Contractor" or "X" (brief name of contracting Co.) (which expression shall include its administrators, successors, executors and permitted assigns) of the other part.

WHEREAS C-DIT has invited bids for (briefly describe scope of the (work) as per its specification Ref. No.

AND WHEREAS..... "X" had participated in the above referred bidding vide their proposal No. dated and C-DIT accepted their aforesaid proposal and awarded the dated and C-DIT accepted their aforesaid proposal and awarded the contract to. "X" on terms and conditions contained in its letter of Indent/Purchase Order No. dated And the documents referred to therein, which have been accepted by "X" resulting into a "Contract"

NOW THEREFORE THIS DEED WITNESSETH AS UNDER :-

Article 1.0 AWARD OF CONTRACT

C-DIT has awarded the contract to "X" for the work of on the terms and conditions contained in its letter of Indent/Purchase Order No. dated and the documents referred to therein. The award has taken effect from.i.e. the date of issue of the aforesaid Letter. The terms & expressions used in this Agreement shall have the same meaning as are assigned to them in the "Contract Documents" referred to in the succeeding Article.

Article 2.0 CONTRACT DOCUMENTS

The Contract shall be performed strictly as per the terms and conditions stipulated herein and in the following documents attached herewith (hereinafter referred to as "Contract Documents").

Article 3.0 CONDITIONS & CONVENANTS

The scope of Contract, Consideration, Terms of payment, price Adjustment, Taxes wherever applicable, Insurance, liquidated Damages, performance, Guarantee and all other terms and conditions are contained in C-DIT's Purchase Order No. dated read in conjunction with other aforesaid Contract documents. The Contract shall be only performed by the Contractor strictly and faithfully in accordance with the terms of the Agreement.

The scope of work shall also include supply and installation of all such items which are not specifically mentioned in the contract Documents, but which are needed for successful, efficient, safe & reliable operation of the equipment unless otherwise specifically excluded in the specifications under ""exclusions" or Purchase Order.

TIME SCHEDULE: Time is the essence of the contract and schedules shall be strictly adhered to. "X" shall perform the work in accordance with the agreed schedule as given in letter of Indent/Purchase Order.

The Contractor guarantees that the equipment package under the contract shall meet the ratings and performance parameters, as stipulated in the Technical Specifications (Volume II) and in the event of any deficiencies found in the requisite performance figures, the C-DIT may at its option reject the equipment package or alternatively accept it on

the terms and conditions and subject to levy of the liquidated damages in terms of Contract Documents. The amount of liquidated damages so leviable shall be in accordance with the Contract Documents and without any limitation.

It is further agreed by the Contractor that the Contract performance Guarantee shall in no way be construed to limit or restrict the C-DIT's right to recover the damages/compensation due to short-fall in the equipment performance figures as stated in para 3.4 above or under any other clause of the Agreement. The amount of damages/Compensation shall be recoverable either by way of deduction from the contract price, contract performance guarantee and/or otherwise.

The Contract performance Guarantee furnished by the Contractor is irrevocable and un-conditional and the C-DIT shall have the powers to invoke it notwithstanding any dispute or difference between the C-DIT and the contractor pending before any court, tribunal, arbitrator or any other authority.

This Agreement constitutes full and complete understanding between the parties and terms of the presents. It shall supersede all prior correspondence to the extent of inconsistency of repugnancy to the terms and conditions contained in the Agreement. Any modification of the Agreement shall be effected only by a written instrument signed by the authorised representatives of both the parties.

Article 4.0 SETTLEMENTS OF DISPUTES

It is specifically agreed by and between the parties that all the differences or disputes arising out of the Agreement or touching the subject matter of the Agreement shall be decided by process of settlement & Arbitration as specified in clause.. and of the conditions of the contract and the provisions of the Indian Arbitration Act, 1940 shall apply and Kerala Courts alone shall have exclusive jurisdiction over the same.

NOTICE OF DEFAULT

Notice of default given by either party to the other party under the Agreement shall be in writing and shall be deemed to have been duly and properly served upon the parties here to if delivered against acknowledgement or by telex or by registered mail with acknowledgement due addressed to the signatories at the addresses mentioned hereinabove.

IN WITNESS WHEREOF, the parties through their duly authorised representatives have executed these presents (execution where of has been approved by the competent authorities of both the parties) on the day, month and year first above mentioned at Trivandrum.

WITNESS

C-DIT

1.

(Signature)
(Name)

2.

(Designation)
(Seal)

1.

(Contractors signature)
(Designation)
(Seal)

2.

Part 2- Back to back AMC

CENTRE FOR DEVELOPMENT OF IMAGING TECHNOLOGY

Invitation of sealed tenders for providing the Annual Maintenance Contract for IT and Non IT equipments as part of the Facility Management service to all offices of the Motor Vehicles Department.

TENDER DOCUMENT

(to be used as guidelines for furnishing offers by prospective offerers)

Address for communication

The Registrar
Centre for Development of Imaging Technology (C-DIT)
Chithranjali Hills, Thiruvallom P O
Thiruvananthapuram.

25th June 2010

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1 SUMMARY OF INVITATION OF "TENDER"

For providing the Annual Maintenance Contract for IT and Non IT equipments as part of the Facility Management service to all offices of the Motor Vehicles Department.

Important details

1.	Reference No.	
2.	Validity of the Tenders	45 days from the date of opening of price bids
3.	Period of Contract	One year from the date of signing the agreement or as decided by C-DIT.

Important dates:

Sl. No.	Particulars	Dates	Venue
1.	Date of commencement of issue of Tender documents through web site	25.06.2010	
2.	Last date & time for submission of Tender	30.06.2010, 03.00 P.M	C-DIT Head Office, Thiruvallom.
3.	Date & Time of opening of Pre-Qualification/technical bids	30.06.2010, 04.00 P.M	

4.	Date & Time of opening of Price Bids	02.06.2010, 11.00 A.M	
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2 BRIEF DESCRIPTION ABOUT THE ORGANIZATIONS

2.1 BRIEF HISTORY OF CDIT

Centre for Development of Imaging Technology (C-DIT) is an organization established in 1988 by the Government of Kerala for advancement of research, development and training in imaging technology with an implied role in socially relevant science & development communication. C-DIT is currently housed in a 3-acre Campus in the picturesque Chithranjali Hills. It also has four offices in Thiruvananthapuram city and three Regional Centres in Kayamkulam, Eranakulam and Kannur.

One of the uniqueness of C-DIT is its rare combination of human resources, a talented pool of creative personnel co-existing with technological work force. Over the past 15 years of its existence, C-DIT has taken up many prestigious projects of the Government of Kerala and completed them successfully.

C-DIT is currently working under the Chairmanship of Shri V. S. Achuthanandan, Hon"ble Chief Minister of Kerala. Dr. Rathan U Khelkar IAS is the Director and Shri K. T. Balabhaskaran is the Registrar. C-DIT has an executive committee with representatives from Government Departments along with a Governing Body.

2.2 BRIEF HISTORY OF MOTOR VEHICLE DEPARTMENT

The Motor Vehicles Department, Kerala, was formed in the year 1958, till when it was functioning as the Traffic branch under the Police Department. Subsequently it was established as a separate department primarily for enforcement of the provisions of Motor Vehicles Act 1988, Kerala Motor Vehicles Taxation Act 1976 and the rules framed under these two Acts. It functions under the provisions of Section 213 of the Motor Vehicles Act, 1988 (Central Act 59 of 1988). Transport Commissionerate is the head-office of the Motor Vehicles Department. There are four Deputy Transport Commissioners under the Transport Commissionerate with offices at Thiruvananthapuram, Ernakulam, Thrissur and Kozhikode. The administration of MVD in the State are divided into 4 zones as mentioned below:-

South Zone: MVD offices under the jurisdiction of Thiruvananthapuram: Kollam, Pathanamthitta and Alappuzha Transport offices.

Central Zone I: MVD offices under the jurisdiction of Thrissur: Palakkad & Malappuram Transport offices.

Central Zone II: MVD offices under the jurisdiction of Ernakulam: Kottam, Idukki and Ernakulam Transport offices.

Northern Zone: MVD offices under the jurisdiction of Kozhikode: Wayanad, Kannur and Kasargode Transport offices.

3 SCOPE OF WORK

- 3.1 CDIT is planning to subcontract the maintenance and Service of all IT and Non IT equipments (See Annexure I) of all offices of Motor Vehicles Department across State as per the service levels mentioned in Annexure I.
- 3.1.1 Maintenance & service of system software and Customization of system as and when required.
- 3.1.2 Scheduled Preventive Maintenance (PM): Once in three months for all the systems and peripherals detailed in Annexure-I. In case the vendor fails to do the preventive maintenance, penalty clause will be applicable. Vendor shall submit the detailed status of all the hardware devices as detailed in the Annexure I. Vendor would submit these call sheets to C-DIT on a fortnightly basis.
- 3.1.3 Unscheduled, or call corrective and remedial maintenance service to set right the malfunctions of the system. This includes replacement of unserviceable parts. The defective parts will be replaced with new same/higher parts. Whether a defective item or component is to be replaced or repaired, it shall be done in consultation with C-DIT.
- 3.1.4 Operating System (OS) Support: Any problem related with OS maintenance, reloading of OS with all device drivers, OS upgrade, device drivers, System configuration and network configuration will be the responsibility of the vendor.
- 3.1.5 Anti Virus Software (AVS) Support: Any problem related with system viruses shall be attended by the vendor.
- 3.1.6 Installation support for any newly obtained ICT tools if required by C-DIT.
- 3.1.7 Vendor has to be act as a consultant for data archiving solution.
- 3.1.8 C-DIT will arrange the Antivirus and regular updates has to be updated by the vendor in all machines in every month.

3.2 For this purpose, "TENDERS" are invited from competent experienced agencies (Eligibility criteria mentioned in Section 6) to provide AMC for the equipments at all offices of the Motor Vehicles Department.

4 Bidding procedure:

- 4.1 Bids are invited in two bid systems, (1) Technical and (2) Commercial which shall be sealed separately and enclosed in a single sealed envelope.
- 4.2 The price bids of vendors qualified after the scrutiny of the technical bids will only be opened and others returned to the officers in unopened condition after the first round.
- 4.3 The ability of the vendor to complete the work within stipulated time, their previous experience in executing the projects of similar nature will be an added advantage. Copy of the relevant document can be attached along with the Technical Bid.
- 4.4 Bidder can bid for the entire equipments or for any single item. Preference will be given to those bidders who bid for the entire items.
- 4.5 C-DIT reserves the right to take any alteration/ modification in the terms and the final decision
- 4.6 C-DIT reserves the right to accept or reject in part or full any or all the proposals without assigning any reasons whatsoever. C-DIT reserves the right to change the scope of work considering the size and variety of the requirements and the changing business conditions.

5 VENDOR QUALIFICATION AND REFERENCES

The offerers shall provide in their Technical Bid, the following details pertaining to their firm.

- 5.1 A brief history.
- 5.2 Products and services.
- 5.3 Employee details.
- 5.4 Office Locations.
- 5.5 Turnover in last three year with details.
- 5.6 Supply, Installation and maintenance offerings and capabilities.
- 5.7 Relationship with manufacturers of computers, peripherals and power equipments. Authorisation letters regarding the nature and duration of relation ships shall be furnished.
- 5.8 Evidence for having necessary technical and financial strength to perform the contract directly by self.
- 5.9 Details of similar currently active contracts: Details such as customer Address, number of customer locations, number of equipments, annual contract value, duration of contract, vendor's call centre telephone number, vendors partners in the case of a consortium etc. shall be furnished for each contract.
- 5.10 Customer references with similar contracts, including contact names, email addresses and telephone numbers.

All the above details are mandatory to prove the eligibility conditions and shall be supported with copies .

6 Eligibility Conditions:

General Specifications:-

1. Service provider should have minimum 5 years experience in providing AMC and FMS support
2. Should be a profit making company for the past 5 years (substantiate with balance sheet)
3. Should be a public limited entity and should have minimum average turn over of 25 crs from IT Hardware Maintenance and Hardware services business for the last 5 years
4. The IT Hardware repair factory should have mother board level repair facility and should be a government registered IT hardware repair centre
5. Should not be black listed by any Kerala Government Entity in the last 5 years
6. The vendor should provide direct support for all equipments and should not out source the contract to 3rd party
7. The vendor should have received a minimum of 10 orders for the maintenance of computer related equipments in Kerala, during the last 3 years
8. The bidder should be a dealer / service partner of the equipments (brand) included in this document
9. Should have at least 100 engineers on company direct rolls in Kerala (proof to be provided)

10. Should have minimum 5 office across kerala , provide proof

· Should have provide support in all district head quarters in Kerala relevant proof has to be produced .

7 Key deliverables

- 7.1. The vendor should provide AMC of equipments listed in Annexure I to all offices of Motor Vehicles Department for a period of 1 year.
- 7.2. The vendor should provide online call centre to report the break down calls.
 - 7.2.1. Facility to register break down calls from the offices, across the state and issue a token number on all days from 9am to 7pm.
 - 7.2.2. Calls from the offices to be assigned to the concerned locations and issue token number for each registered calls.
 - 7.2.3. Facility to monitor the status of calls, machine details over the web.

8. PROCEDURE

8.1. Procedure (in brief) :

- 8.1.1 The offers shall be submitted in sealed and marked envelope as Part-I Technical Bid and Part II- Price Bid as per instructions contained herein which shall be opened on the day specified in Section 1.
- 8.1.2 Part I-bids will be evaluated as per the pre-qualification and eligibility criteria of this document and those offerers who are found not to conform would be rejected without any further communication. The price bids of such offerers will not be opened and the same will be returned when the EOI process is over in an unopened condition.
- 8.1.3 Part II bids of those offerers qualified in the pre-qualification bid would be opened at a designated time and date made known to those qualified offerers separately.
- 8.1.4 The vendor shall submit 2% of the quoted amount as Bid security in the form of Demand Draft in favour of the Registrar, C-DIT payable at Thiruvananthapuram.

8.2. Amendment of Tender Document:

- 8.2.1 At any time up to the last date for receipt of bids, the Purchaser may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective vendor, modify the Tender Document by an amendment.
- 8.2.2** The amendment will be notified either by general advertisement or through web site.
- 8.2.3 In order to afford prospective vendor(s) reasonable time or otherwise for any other reason, to take the amendment into account in preparing their bids, C-DIT may, at its discretion, extend the last date for the receipt of Bids.

8.3. *Correspondence & Language*

The offer prepared by the vendor and all correspondence and documents relating to the offer exchanged by the vendor and C-DIT shall be written in English language only.

8.4. *Price:*

The price quoted should be inclusive of all taxes.

8.5. *Details of Two Bid System:*

- 8.5.1. A two bid system is proposed to be followed for selection of the contractor. The offers should consist of (1) Technical Bid and (2) Price Bid.

The prequalification bid should be super scribed "**Offer for the AMC-Facility Management Service to all offices of MVD through C-DIT- Technical Bid**" , "**Due date and time for submission of tender**", "**Tender title**" and addressed to the Registrar, CDIT for the convenience of easy identification and segregation.

- 8.5.2. The Price Bid shall be super scribed "**Offer for the AMC-Facility Management Service to all offices of MVD through C-DIT - Price Bid**", "**Due date and time for submission of tender**", "**Tender title**" and addressed to Registrar, CDIT for the convenience of easy identification and segregation.

- 8.5.3. Both the offers shall be submitted in a single sealed and super scribed as "**Offer for the AMC-Facility Management Service to all offices of MVD through C-DIT**" , "**Due date and time for submission of tender**", "**Tender Title**" and addressed to Registrar, CDIT

- 8.5.4. PART-I Pre-Qualification Bid is also the technical Bid and shall contain copies of documents showing that the vendor has financial and technical capability necessary to perform the contract.

- 8.5.5. The prices offered shall be submitted in Part II-Price Bid.

8.6. Acceptance / Rejection of Tender

- 8.6.1. C-DIT shall be the final authority to decide on the Tender. It is also not necessary that the offer of the firm quoting the lowest shall be accepted.
- 8.6.2. C-DIT reserves the right to reject any tender without assigning any reason thereof.
- 8.6.3. C-DIT reserves the right to cancel the supply order even after it is awarded to the successful vendor in the event the firm deviates from the agreed terms and conditions.
- 8.6.4. If the prices quoted by the offerers are beyond the expected cost of C-DIT, C-DIT reserves its rights to cancel the complete order without giving further reasons and this can't be challenged any Court of Law.
- 8.6.5. Mere mention of rates anywhere in the pre-qualification/technical bid will lead to automatic rejection of offers.
- 8.6.6. Any bid received by C-DIT after the deadline for submission of bids prescribed by C-DIT, shall be rejected and returned unopened to the bidder.

9. BID FORMAT

All the components of the Technical and Commercial Bids should be in a proper sequence as mentioned below:-

PART I – Technical Bid

Technical Bid format as per Table given below:-

S No.	Details
1	Table of Contents with accurate

	page references of the document
3	Bid Security
5	All the necessary documents substantiating fulfillment of eligibility criteria
7	Technical offer - Details

PART II – Commercial Bid

Commercial Bid format as per Table given below:-

S No.	Details
2	Total Bid prices duly filled, signed and completed as per the requirements
3	Break-up Costs of each items month wise and year wise

10. ANNEXURES

Annexure I

List of Equipments

Sl.No	Item	Appro.Qty
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1	Database Server	1
2	Application Server	1
3	Laser Printer	126
4	Dot-matrix Printer 80 Col	773
5	Dot-matrix Printer 132 Col	64
6	Inkjet Printer	71
7	Application form Vending Machine	1
8	Touch screen Kiosk	57
9	10 KVA UPS	11
10	5 KVA UPS	93
11	1 KVA UPS	16
12	7.5 KVA DG Set Generator	29
13	5 KVA DG Set Generator	33
14	2 KVA DG Set Generator	16
15	Fingerprint Biometric device	1463
16	Queue Management System	11
17	Fax machine	15
18	Bar code scanner	133
19	EPABX System	62
20	48 port switch	57

Service Levels

	Computer Systems	Call Response Time	Call Closure	Penalty /Hour
1	Servers	2	4-6	600
4	80 col Dot Matrix Printer	4	6	150
5	136 col Dot Matrix Printer	4	6	150
6	Inkjet Printer	8	24	150
7	Laser Printer	8	24	150
10	Barcode Reader	8	24	150
12	Fingerprint Biometric device	8	24	150
13	Touch Screen Kiosk	8	24	150

16	EPABX System	4	8	150
17	Fax Machine	8	24	150
18	Queue Management System	8	24	150
	UPS			
19	20 KVA	4	7	300
20	10 KVA	4	7	300
21	5 KVA	4	7	200
22	1 KVA	4	7	300
23	600 VA	4	7	100
	Generator			
24	7.5 KVA DG	8	24	300
25	5 KVA DG	8	24	200
26	2 KVA DG	8	24	100
	Switch			
27	48 port	2	4-6	100
28	32 port	2	4-6	100
29	24 port	2	4-6	100
30	8 port	4	8	100

|

Name and Location of offices

SI No	ZONAL OFFICES
1	D.T.C(SZ),Trivandrum
2	D.T.C.(Law),CZ-II,EKM.
3	D.T.C.(CZ),Trissur
4	D.T.C.(NZ),Kozhikode
SI No	<i>NAME OF REGIONAL TRANSPORT OFFICE</i>
1	Trivandrum
2	NS.Trivandrum
3	Attingal
4	Kollam
5	Alappuzha
6	Pathnamthitta
7	Kottayam
8	Idukki
9	Ernakulam
10	Muvatupuzha
11	Trissur
12	Palakkad
13	Malappuram
14	Kozhikode
15	Vadakara
16	Kannur
17	Wayanad
18	Kasargode
SI No	NAME OF SUB REGIONAL TRANSPORT OFFICE
1	Parassala
2	Neyattinkara
3	Nedumangad

4	Pangapara
5	Karunagappally
6	Punalur
7	Kottarakkara
8	Adoor
9	Thiruvalla
10	Mallappally
11	Kayamkulam
12	Chengannur
13	Mavelikkara
14	Cherthala
15	Changanassery
16	Kanjirappally
17	Palai
18	Vaikom
19	Vandiperiyar
20	Thodupuzha
21	Thripunithura
22	Perumbavoor
23	Aluva
24	North Paroor
25	Mattanchery
26	Kothamangalam
27	Irinjalakuda
28	Guruvayur
29	Kodungallur
30	Vadakkanchery
31	Alathur
32	Mannarkkad
33	Ottapalam
34	Pattambi
35	Perinthalmanna
36	Ponnani
37	Tirur
38	Koyilandi
39	Koduvally

40	Thalassery
41	Thaliparamba
42	Kanhangad
Sl No	MOTOR VEHICLE CHECK POSTS
1	Amaravilla
2	Aryankavu
3	Kumily
4	Vazhikadavu
5	Walayar
6	Velanthavalam
7	Gopalapuram
8	Iritty
9	Kattikulam
10	Sulthan Bathery
11	Neeleswaram
12	Thalappady
13	Poovar

Specification of equipments

Hardware / Peripheral / Device	Specifications
	No. of offices in each category
Database Server	Intel Xeon MP 1.6Ghz or higher 1MB cache, 2GB ECC DDR memory expandable to 16GB, Hotplug PCI slots, 72GB SCSI 10,000 rpm - 4nos RAID 5, 15" monitor, keyboard, mouse. Windows 2003 operating system
Application Server	Xeon 3.06Ghz - 1no, 533Mhz FSB 2GB DDR ECC memory (expandable to 12GB) Integrated RAID 0 & 1 onboard 72GB SCSI 10,000 rpm - 4 nos, RAID 5, Redundant Power Suply - 500W Seven Hotswap Drive

Hardware / Peripheral / Device	Specifications
	Cage, 15" monitor, keyboard Mouse, monitor Windows 2003 Operating system
Printers	
Laser Printer	Color, Black and white Min 20 ppm, min 16 MB memory, upto 1200X1200 dpi,Power Cord, connector cables HP 1300 or equivalent
Dot matrix 80 COL	Dot matrix 80 COL, 24PIN, 80col, 240cps or higher
Dot matrix 130 COL	Dot matrix 136 COL, 24pin, 360cps, 2 interfaces, 9 LQ fonts, Multi-lingual support, Optional USB Interface
Inkjet	Inkjet color draft speed upto 15 ppm, duty cycle per month upto 5000 pages, dpi upto 1200 X 1200 color, HP 960C or equivalent
Touch Screen Kiosk	17" CRT SVGA touch enabled, dot pitch non interlaced color monitor screen monitor with 1024 X 768 color resolution, low radiation, 64 bit AGP with 16 MB VRAM. Touch durability of not less than 50 million touches in a single location P-IV 2.4 GHz or higher with HT. 256 MB DDR RAM, 40GB HDD, 48x or higher CD ROM,OEMM, MM, Win 2000 Prof
UPS &	

Hardware / Peripheral / Device	Specifications
Generator	
10 KVA UPS	Online UPS with 60 minutes Backup, 65 AH X 20 maintenance-free Batteries , Numeric/Power One/ /E&C/DB/APC or equivalent, Rack for UPS Batteries, Inbuilt spike and surge protector, Input Active Power Factor Correction, Numeric/Power One/E&C/DB/APC or equivalent
5 KVA UPS	Online UPS with 60 minutes Backup,65 AH X 10 maintenance-free Batteries, Rack for UPS Batteries, Inbuilt spike and surge protector, Input Active Power Factor Correction, Numeric/Power One/E&C/DB/APC or equivalent
1 KVA UPS	Online UPS with 60 minutes Backup, 28 AH X 3 Maint free batteries . Input Active Power Factor Correction, Vinitec/Power One/ Numeric/E&C/DB/APC or equivalent
7.5 KVA DG Set	Voltage 220 v,Output Frequency – 50Hz, low ripple, Diesel engine including 1 no earth electrode, 10 Swg bare copper wire interconnection etc.
5 KVA DG Set	Voltage 220 v,Output Frequency – 50Hz, low ripple, Diesel engine including 1 no earth electrode, 10 Swg bare copper wire interconnection etc.
2 KVA DG Set	Voltage 220 v,Output Frequency – 50Hz, low ripple,

Hardware / Peripheral / Device	Specifications
	Diesel engine including 1 no earth electrode, 10 Swg bare copper wire interconnection etc.
Finger Print Biometric Device	Optical Finger Print Recognition Technology; Recognition Rate less than 0.5 sec; Resolution 500 dpi, USB interface, Effective sensing area min 12.5 X 14.5 mm; False Rejection Ratio max 1/1000; False Acceptance Ratio max 1/100,000, Platforms: Windows 98, 2000, NT, ME compatible; weight max 30 gm
Queue Management System	Microprocessor Based Automatic Queue Management System for 12 counters: One 4 Line, 3 field, LED Main Display unit, LED Display units per counter, Counter top units per counter, Token Dispenser unit with 60 mm width thermal paper, 50 mm per second print speed, 1 PC System with supporting devices, 1 PCI card slot, Power Supply, accessories, cables, connectors
Fax Machine	Inkjet Plain Paper Fax machine Min Specs: 50 sheet input capacity, 14.4 kbps modem, 6 sec transmission speed, upto 2ppm copy speed, Upto 200X400 dpi resolution, 40 pages of memory, speed dial
Bar Code Scanner	Handheld Laser Bar Code Reader, 200 scans/sec, Skew angle

Hardware / Peripheral / Device	Specifications
	30 degrees, Pitch angle 15 degrees, Horizontal velocity 2 inches per sec, Interface USB, Min reading distance 200 mm, Power reqmnts 5 VDC
EPABX System	2 Incoming, 8 Extensions, Power Consumption 40 W, I/p power 220v , cross talk Attenuation > 60 dB (2 In X 8 extn for Categories A, B & C alone, 1 In X 4 extn for others)
Switch	
48 Port Switch	10/100 Mbps, managed stackable switch, Standard Image only. 3COM/Intel/Dlink Or equivalent

Equipment Model

Sl. No.	ICT Equipment Name	Model
7	Biometric Scanner	NITGEN Hamster
9	80 Col Dot Matrix Printer	Epson LQ 300 +II
10	132 Col Dot Matrix Printer	Epson LQ 1150 +
11	Laser Printer	HP Laser jet 1320
12	Ink Jet Printer	HP K5300
15	Touch Screen Kiosk	Pushpam
17	Monitor - Touch Screen Kiosk	Samsung Sync master 798 MP+
18	Mouse - Touch Screen Kiosk	HP
19	key board - Touch Screen Kiosk	HP
21	5 KVA UPS	APC 5000UXI
22	7.5 KVA Diesel Generator	Kirloskar EW14

23	Pen Drive	Transcend Jet Flash 150
25	Bar Code Scanner	Argox AS8150
28	EPABX System	Matrix Proton
29	Switch 48 port	3 COM 4250T

Preference will be given to those who quote for all items. In the absence, those who have quoted for most of the individual items will be given weightage. Price & suitability of items to our requirement, prior experience will also be considered. If these criteria can not be applied, C-DIT would workout suitable options. C-DIT reserves the right to reject any or all of the price bids without assigning any reason whatsoever.

Part 3- Supply & Installation of Video Conferencing Equipment
(Full details will be given shortly)

Sd/ REGISTRAR, C-DIT
Dated 25.6.10