



**Electronics Corporation of  
Tamil Nadu Limited**

**OLB  
Tender**

Supply, installation and  
commissioning of  
**Hardware and  
Peripherals on**  
5 Years Operating Lease Basis

**Tender Ref.  
ELCOT/32254/IGR-OLB/2010-11**

**Tender Document**

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<b>Acronyms and Definitions</b>
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AMC	Annual Maintenance Contract
CST	Central Sales Tax
DSC	Digital Signature Certificate
EMD	Earnest Money Deposit
ERTL	Electronic Regional Test Laboratories
ETDC	Electronics Test & Development Centre
FOR	Free On Road / Rail
HR	Human Resources
HRMS	Human Resources Management System
ICT	Information and Communication Technology
IPR	Intellectual Property Rights
ISO	International Organisation for Standardisation
IT	Information Technology
LD	Liquidated Damage
LOA	Letter of Acceptance
MIS	Management Information System
NABL	National Accreditation Board for Testing and Calibration Laboratories
OEM	Original Equipment Manufacturer
OLB	Operating Lease Basis
PC-OEM	Personal Computer – Original Equipment Manufacturer
<b>RDBMS</b>	Relational Database Management System
RFP	Request for Proposal
ROHS	Restriction Of Use of Hazardous Substances
SAMEER	Society for Applied Microwave Electronics Engineering & Research.
SD	Security Deposit
SDK	Software Development Kit
SNR	Site Not Ready
SPOC	Single Point of Contact
SRS	Software Requirements Specification
ST	Service Tax
STAR	Simplified and Transparent Administration of Registration
<b>STQC</b>	Standardisation, Testing and Quality Certification
VAT	Value Added Tax

<b>Know Your Rights</b>
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1. ALL TENDERS WILL BE OPENED ONLY IN THE PRESENCE OF THE BIDDERS.
2. THE BIDDERS HAVE A RIGHT TO INSIST ON PROCESSING OF TECHNICAL BIDS IN THE BIDDERS PRESENCE ONLY.
3. PRICE BID OPENING AND PRICE COMPARISON WILL BE DONE ONLY IN THE PRESENCE OF THE BIDDERS.
4. VENDORS / BIDDERS ARE ELIGIBLE FOR A VENDOR SIGNED COPY OF THE PRICE BID COMPARISON STATEMENT ON THE SPOT.
5. PLEASE INSIST ON YOUR RIGHTS AND AVAIL THE SAME.

MANAGING DIRECTOR  
ELCOT

**Letter of Undertaking**

To  
The Managing Director  
Electronics Corporation of Tamil Nadu Limited  
692 Anna Salai, Nandanam  
Chennai-600035

Sir,

Sub: Undertaking for participating in ELCOT's OLB Tender - Reg.  
Ref: **Tender No. ELCOT/32254/IGR-OLB/2010-11**

I/We ----- have gone through the Terms and Conditions, Scope of Work and Specification and will abide by them as laid down (Tender Documents, Technical bid and Price Bid)

I/We ----- hereby confirm that our Company was not blacklisted by any State Government/ Central Government/ Public Sector Undertakings during the last three years.

I/We ----- hereby declare that all the particulars furnished by us in this Tender are true to the best of my/our knowledge and we understand and accept that if at any stage, the information furnished is found to be incorrect or false, we are liable for disqualification from this tender and also are liable for any penal action that may arise due to the above.

I/We ----- certify that no refurbished components are used in the manufacturing and supply of Hardware peripherals / related items / tendered items. The licences for the operating systems and other software to be installed in the computer systems to be delivered under this contract is certified as genuine and valid.

I/We \_\_\_\_\_ certify that we are liable and responsible for any disputes arising out of Intellectual Property Rights.

**In case of violation of any of the conditions above, I/We ..... understand that I/ We are liable to be blacklisted by ELCOT for a period of three years.**

Yours faithfully  
for \_\_\_\_\_

Name, Signature  
Designation  
Seal

**Note:**

- 1) Declaration in the company's letter head should be submitted as per format given above
- 2) If the bidding firm has been blacklisted by any State Government/ Central Government/ Public Sector Undertakings earlier, then the details should be provided.

## 1. Preamble

Electronics Corporation of Tamil Nadu Limited (ELCOT), a wholly owned Government of Tamil Nadu Undertaking is the Optional Procurement Agency of the Government of Tamil Nadu for procurement **and leasing** of IT related products like Computers, Printers, other peripherals and software as per G.O.Ms.No.58 of Finance (BPE) Department dated 16.2.1999 with latest amendments. ELCOT is procuring various IT related products for all the State Government Departments.

The Registration Department in the State of Tamil Nadu is headed by an I.A.S. officer designated as Inspector General of Registration. The State is divided into 50 Registration districts grouped into 9 zones for the purpose of administration. An average of 10 to 20 Sub Registrar Offices is functioning in each Registration District. The Registration Department has an exclusive website [www.tnreginet.net](http://www.tnreginet.net) through which know-how, all acts and rules that are being implemented by the department, of Society and Chits, statewide guideline value of any property, details of field offices, facility of online services for encumbrance certificates, certified copies and all other relevant details can be accessed.

The computerization project of the Registration Department has been done through ELCOT in a phased manner as follows:

Phase	SROs	DROs	Total offices	Date of implementation
I	14	9	23	6.2.2000
II (a)	89	11	100	1.1.2002
II (b)	195	30	225	13.9.2002
III	150	..	150	22.3.2006
IV	108	..	108	6.7.2009
V	12 3	. ..	12 3	1.6.2010 Computerization process underway

### **Scope of OLB:**

The following defines clear scope of the specified tender.

- (a) The 23 offices computerized in Phase I has been done in the year 2000. Hence the department proposes to replace the computers in all the 23 offices under the Operating Lease Basis (OLB) to be provided for the minimum of five years renewable after the tenure.
- (b) In Phase III, 150 Sub Registrar Offices were computerized under OLB during the year 2006. These offices will complete its five year tenure period on 31.1.2011. Hence these 150 offices have also to be provided with computers and peripherals under OLB method for a minimum period of five years subject to renewal after the lease period.



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- (c) Additionally, 65 offices viz., 45 District Registrar (Audit) offices, 9 Zonal Offices (i.e., 9 Deputy Inspector General of Registration offices, 11 Special Deputy Collector (Stamps) offices have also to be provided with computers and peripherals under OLB method for a minimum period of five years subject to renewal after the tenure.
- (d) So also the newly opening /reopening 4 offices are also to be computerized under OLB method for five years renewable after the expiry of lease period.

Hence this tender is initiated.

Short Titles used in the Tender Document:

- 1) **Bidder:** Bidder means the party who makes a formal offer in pursuance of the tender floated.
- 2) **Successful Bidder:** Successful Bidder means the Bidder who becomes successful through the tender process.
- 3) **Day:** A day means a calendar day.
- 4) **Service Centre:** Service Centre means the centre or place, wherein the Bidder, interalia undertakes and performs the service activities relating to the Hardware peripherals / related items / tendered items as indicated in the tender and shall include a Direct service centre or Authorised dealer or Franchisee service centre of the bidder:
- 5) **Life Cycle Cost:** Life Cycle Cost means the total cost to be incurred by the customer towards the purchase of Hardware peripherals / related items / tendered items and also charges to be incurred by the customer towards maintenance of the same for the whole period including Standard warranty period.
- 6) **Purchaser:** Purchaser means the end-user for whom the procurement is indented through the tender.

<b>2. e-Tender Schedule</b>
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**ELECTRONICS CORPORATION OF TAMILNADU LIMITED (ELCOT)**

<b>1.</b>	Tender inviting Authority, Designation and Address	The Managing Director ELCOT, II Floor MHU Complex 692 Anna Salai, Nandanam, Chennai-600035.
<b>2.</b>	A) Name of the Work	Supply, installation and commissioning of computer hardware, software, networking and connected accessories and site preparation on Operating Lease Basis for 5 years in <b>168</b> Sub-Registrar offices, 9 District Registrar offices, 9 DIG offices, 45 DR Audit offices & 11 SDC(Stamps) offices in Tamil Nadu.
	B) Tender reference	<b>ELCOT/32254/IGR-OLB/2010-11</b>
	C) Installation	At the customer premises Throughout the State of Tamil Nadu
<b>3.</b>	Tender documents available place	Tender documents can be freely downloaded from <a href="http://etenders.elcot.in">http://etenders.elcot.in</a> and <a href="http://www.tenders.tn.gov.in">www.tenders.tn.gov.in</a> till closing date and time of the Tender. The tender document fee is waived for downloading the Tender.
<b>4.</b>	Earnest Money Deposit	<b>Rs.3 Lakhs (Rupees Three Lakhs only) per Zone</b> should be paid by way of Demand Draft only.
<b>5</b>	Pre-Bid meeting and e-Tender training	<b>On 04-02-2011 at 11.00 A.M at ELCOT</b>
<b>6</b>	Tender submission	Two Part Tender comprising of Technical Bid and Price Bid should be submitted electronically through e-Tender Portal <a href="http://etenders.elcot.in">http://etenders.elcot.in</a>
<b>7</b>	Bid signing	Bidders should possess valid Class-2 Digital Signature Certificates for signing the Bids
<b>8</b>	Help manuals for e-Tender	Bidders may download the help documents and user manuals from <a href="http://etenders.elcot.in">http://etenders.elcot.in</a>
<b>9</b>	e-Tender Portal Charges	For every Tender submitted through e-Tender, a portal charge of <b>Rs.10,000/- (Rupees Ten Thousands only)</b> should be payable by way of Demand Draft only
<b>10</b>	Closing Date and Time of e-Tender	<b>On 18-02-2011 at 5.00 PM</b>
<b>11</b>	Date, Time and Place of opening of e-Tender and Technical Bids	<b>On 18-02-2011 at 5.15 PM at the address mentioned in (1)</b>
<b>12</b>	Date, Time and Place of opening of Price Bids	Will be intimated only to the Technically Qualified Bidders

### 3. General Instructions and OLB details

#### 3.1 General

The Bidders are requested to examine the instructions, terms and conditions and specifications given in the Tender. Failure to furnish all required information in every respect will be at the Bidder's risk and may result in the rejection of bid. Relaxation in submission of the documentary proof had been given ONLY to the existing suppliers and such relaxation from submission of documents is applicable wherever they are eligible to avail.

#### 3.2 Clarifications in the Tender

- a) A prospective Bidder requiring any clarification in the Tender may notify ELCOT by letter or by Fax or by E-mail to [md@elcot.in](mailto:md@elcot.in) with a copy to [thiagu@elcot.in](mailto:thiagu@elcot.in). We encourage paper free e-mail communication.
- b) The responses to the clarifications will be notified in ELCOT's website [www.elcot.in](http://www.elcot.in). It would be advantageous to commence e-mail contact with [thiagu@elcot.in](mailto:thiagu@elcot.in) to register your e-mail id.

#### 3.3 Amendments to the Tender

- a) Before the closing of the Tender, ELCOT may amend the Tender document as per requirements or wherever ELCOT feels that such amendments are absolutely necessary.
- b) Amendments also may be given in response to the queries by the prospective Bidders.
- c) Such amendments will be notified in the ELCOT's website.
- d) ELCOT at its discretion may or may not extend the due date and time for the submission of bids on account of amendments.

#### 3.4 Language of the Bid

- a) The bid prepared by the Bidder as well as all correspondence and documents relating to the bid shall be written in English language only.

#### 3.5 Bid currency - INR shall be the bid currency.

For goods and services that the Bidder will supply from within India or from outside India, the prices shall be quoted ONLY in Indian Rupees (INR).

### **3.6 Method of Bidding**

- 3.6.1 The bidder shall quote for one or more Zones.
- 3.6.2 The bidder should quote a single rate for each Zone covering all the Registration Offices under the Zone
- 3.6.3 The bidder should furnish EMD for the number of Zones for which they bid.

### 3.7 Leasing

- 3.7.1 The successful bidder shall lease to Registration Department the Hardware, software and other equipment by way of supply, installation and commissioning in accordance with the specifications given in the tender document.
- 3.7.2 The successful bidder shall ensure timely delivery and commissioning of the systems as per the schedule given in the contract.
- 3.7.3 The successful bidder should maintain infrastructure, hardware, software and accessories throughout the lease period of 5 years.

### 3.8 Infrastructure

- 3.8.1 The bidders are advised to visit the site of the Registration Offices for estimating the actual requirement of site preparation work and quote accordingly.
- 3.8.2 Wherever civil work is required such as provision for Air Conditioner, Vinyl flooring, False ceiling, Servicing of partitioning items etc. the same may be done with the concurrence of the concerned Officers.

### 3.9 Hardware

- 3.9.1 The hardware and accessories shall comply with all the tests as specified by ELCOT satisfactorily. The machines will be subjected to benchmark tests. Necessary resources will have to be provided by the bidder for carrying out the benchmark tests.
- 3.9.2 The Contractor shall give on-site warranty for Computer Hardware, Software and connected **all** accessories during the lease period of 5 years commencing from the date of acceptance of the system by the competent authority against breakage.
- 3.9.3 The Contractor shall make good the losses by replacing the defective Computer or accessories found defective during the **lease** period and this guarantee shall cover all materials and goods supplied by the Contractor, irrespective of the fact whether these have been manufactured by the Contractor or not.

- 3.9.4 The installation of the Systems shall be done at the risk and cost of the **Contractor.**
- 3.9.5 The maintenance, service, replacement, reloading of the system, minor repairs or major replacement etc. shall be the responsibility of the Contractor.
- 3.9.6 If any manufacturing or other technical defects are found within the contract period from the date of acceptance of the system, the same should have to be replaced or rectified free of cost by the Contractor.
- 3.9.7 The supply, installation and commissioning should be made as per the contract to be entered between the Contractor and the Department.
- 3.9.8 During the lease period the Contractor should provide preventive maintenance to each site once in a quarter apart from the break down calls.
- 3.9.9 During the lease period, the Contractor is bound to provide / replace worn out/damaged Print head of Dot Matrix Printer, Fuser Assembly of Lazer Printer, Batteries of UPS.**
- 3.9.10 The bidder should maintain down time log for the CPU and for other supplies, which will be verified and signed by the Registration or office Head concerned.
- 3.9.11 The company should indicate rate contract with any of the State Government organisations and/or DGS&D.
- 3.9.12 The machines should be able to qualify in the burn-in test.
- 3.9.13 The bidder shall agree to upgrade the equipment as per the technology advancement at a cost to be agreed mutually.
- 3.9.14 The bidder shall agree to install equipment other than those supplied by them as a part of developmental activity as and when felt by the Registration Department.

### **3.10 Software**

- 3.10.1 The Contractor shall supply licensed versions of the software and shall be held liable for any consequent action arising out of patent/intellectual property right violations and ELCOT or Registration Department shall not

be liable for any liabilities or damages arising thereof.

3.10.2 The software should be licensed in the name of the **IGR or Registration Department**

3.10.3 During the installation process, if the software is found defective or damaged or corrupted, the same should be replaced.

3.10.4 After installation, the software should be deposited to the Registration offices concerned.

3.10.5 The software shall not be used for any other purpose or Contractor's own use. The software will be the property of the Registration Department.

3.10.6 The antivirus software provided by the Department should be upgraded / updated then and there with the latest version by the Contractor for the entire lease Period.

### **3.11 Other Conditions**

3.11.1 The contractor will not be permitted to operate from any other premises other than the one provided by the Registration Department for this purpose.

3.11.2 Registration Department/ELCOT shall not pay any fresh taxes or levies or increase in duties, taxes and surcharges on account of any revision during the contract period.

3.11.3 The rate should be a consolidated rate for 5 years contract period.

3.11.4 ELCOT reserves the right to negotiate for further reduction of rates.

3.11.5 The rate to be quoted must be comprehensive including all the components mentioned in the tender.

3.11.6 A detailed statement indicating the source of funds for executing the tender along with copies of documentary evidence shall have to be enclosed with the Commercial bid.

### **3.12 Service/Support Person**

- 3.12.1 The contractors shall furnish the details of service facilities such as existing service centres, manpower availability for them with in Tamil Nadu.
- 3.12.2 All the statutory provisions for the support personnel shall be borne by the selected Contractors and no amount will be paid in this regard.
- 3.12.3 Service personnel should be available at the District Registrar Office and to act as per the direction of the District Registrar for attending the service requirements.
- 3.12.4 Service engineers should be transferred or replaced in every 2 years across the zone, if required by the user Department.
- 3.12.5 Service engineer should have a minimum qualification of Diploma in Computers preferably in hardware with atleast one year experience.

### **3.13 Call Centre**

A web based Call centre should be established at the IGR Office at Chennai with adequate infrastructure and manpower by the successful bidder / bidders. The Successful Bidder/Bidders shall provide all necessary Computer systems, UPS, Printers, related accessories, Furnitures and LAN network etc. A Licensed call centre software also to be deployed and maintained during the Lease period. Adequate skilled manpower should be deployed for the uninterrupted operation of the Call centre. The department would provide the required space and Electricity only for the purpose of establishing and maintaining the call centre successfully.

The aim of the call centre is to :

- a) provide single point access to the department staff for registering the service issues



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- b) enable staff to communicate through voice, email and online issue tracker
- c) create call log and service close application
- d) maintain the vendor directory and communicate the service calls to the authorized vendor representative
- e) prepare MIS reports and periodical review and monitoring
- f) improve the internal maintenance function and upkeep the IT infrastructure at the IGR offices.
- g) When more than one successful bidder is involved in the OLB implementation, the cost towards establishing and maintaining the Call Centre may be shared equally among the successful bidders.

## 4. Eligibility Criteria

The Bidders should have the following Eligibility for participating in the Tender. The Bidders should enclose documentary evidence for fulfilling the Eligibility in the Technical Bid. If a bidder fails to enclose the documentary proof for eligibility, their bid will be summarily rejected.

### 4.1 Eligibility

	Eligibility Conditions	Documentary Proof to be submitted
1.	IT Hardware Manufactures / Dealers / Vendors are eligible to apply	Proof for the relevant details to be submitted.
2.	Bidder should have 5 years of existence in the manufacture or sale of the Tendered item as on 31/03/2010	Copy of Certificate of Incorporation and other relevant documents should be submitted
3.	Bidder should have an Annual Turnover of Rs.10 Crores and above in the last successive five Audited Financial years, (2009-10, 2008-09, 2007-08, 2006-07, 2005-06).	Copies of the Audited Balance sheets and Profit and Loss account for last 5 Financial years
4.	Bidder should have executed a single order for supply, installation and commissioning of Hardware Peripherals for a value of at least Rs.5 Crores on a Lease Basis for any Government organisations not less than 3 years of previous experience under this method	<ul style="list-style-type: none"> <li>● Relevant copies of Purchase Orders obtained and performance / completion certificate obtained from the customer.</li> </ul>
5.	Bidder should have at least <b>three</b> service centres for each Zone they quote. The service centre may be run by Manufacturer or Franchisee or authorised distributors/dealers.	<ul style="list-style-type: none"> <li>● The In case of Manufacturer's service centre copies of the land-line telephone bills or rent agreement dated before <b>31/03/2010</b> should be submitted as a proof for availability of the service centres.</li> <li>● In case of Franchisee Service centre, the bidder should submit a copy of the agreement entered between the Franchisee and the Bidder stating that the Franchisee is rendering the service for the Manufacturer and the agreement should be valid as on 31-3-2010.</li> <li>● Manufacturer should submit undertaking to do servicing directly or through their authorised service partners under their supervision.</li> </ul>
6.	Bidders should not have been blacklisted by any of the State or Central Government organisations	Undertaking letter stating that the Bidder was not blacklisted by any State Government/Central Government / Public Sector / Statutory Government bodies should be submitted as per the format given.

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	<b>Eligibility Conditions</b>	<b>Documentary Proof to be submitted</b>
7.	Bidders should have a minimum of 5 Service Engineers per Zone in their payroll as on 31.03.2010, for which they quote	Copies of the PF/ESI records should to be furnished
8.	Bidders who have failed to perform in the earlier contract with ELCOT or with any other Government organisation or the bidders whose Earnest Money Deposit / Security Deposit has been forfeited for failure to perform the contract are not eligible to apply for the tender if the forfeiture had happened within the past three years period. The date of computation is with reference to the date of opening of this tender.	Under taking letter from the bidder stating that the bidder did not fail to perform or did not forfeit EMD/SD with in the past 3 years.

## 5. SPECIFICATIONS

### 5.1 Server

Code	Item Description	Make	Qty
001	Server System	HP / IBM / DELL/ HCL / WIPRO or equivalent	168 Nos.

<b>Processor</b>		1 X Intel Xeon Quad Core E5504 Processor @ 2.0 GHz and above upgradeable to Dual Processor
<b>Cache Memory</b>	:	4MB (1 x 4MB) Level 3 cache
<b>Memory</b>	:	4 GB PC3-10600R (DDR3-1333) Registered DIM Ms. Should support maximum 48 GB
<b>Chipset</b>	:	Intel 5500 Chipset
<b>Raid Controller</b>	:	RAID controller 0/1/5
<b>Hard Disk Drive</b>	:	2 x 146 GB 15K RPM Hot Plug 3.5" HDD Scalability to maximum 6 HDDs
<b>CD/DVD Drive</b>	:	SATA DVD-Writer
<b>Interfaces / PCI Slots</b>	:	1 Serial, 2 PS2, 1 VGA, 4 USB, Remote Management Capability
<b>Network Interface</b>	:	Dual Port Gigabit Server Adapter
<b>Form Factor / Cabinet type</b>	:	Tower
<b>Monitor</b>		18.5" Wide TFT Monitor
<b>Key Board</b>		PS-2/USB Membrane Keyboard OEM
<b>Mouse</b>		PS-2/USB Optical Mouse OEM
<b>System Fans</b>	:	Redundant fans
<b>Power Supply</b>		2 Nos. of power supply for hot-pluggable 1 + 1 redundancy.
<b>Manageability</b>	:	Rom-based Setup Utility (RBSU), Automatic Server Recovery (ASR), Redundant ROM, System Firmware Update, ROMPaq
<b>OS Support</b>	:	Microsoft Windows Server 2008 / Red Hat Enterprise Linux / SUSE Linux Enterprise Server,
<b>ISO Certification</b>		Server Manufacturer should have ISO Certification
<b>Industry Compliance</b>	<b>Standard</b>	:
		ACPI 2.0 Compliant , PXE Support,WOL Support,Physical Address Extension (PAE) Support,Microsoft® Logo certifications,USB 2.0 Support . VMWARE certified, SUSE Linux enterprise version 10 and Red Hat enterprise Linux 5.2
<b>Security</b>		Power-on password, Setup password Serial interface control, Disk configuration lock, Power switch security

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<b>Remote Management</b>	Virtual KVM , Remote Graphical Console, Virtual Folders, Virtual Media (floppy, CD, USB Key), Automatic and on-demand video recording of server events, Power management capabilities such as power measurement, regulation, and capping
<b>Note:</b> <b>Bidder should use only reputed make of Memory, Hard Disk Drive, CD/DVD Drives, Keyboard, Mouse and SMPS – They should specify the make for which they quote.</b>	

## 5.2 Desktops

Code	Item Description	Make	Qty
002	Desktop System	HP / Lenovo / DELL/ HCL / WIPRO /Acer or equivalent	986 Nos.

<b>Processor</b>		Intel Core i3-530 Processor or above (2.93 GHz, 4MB Cache, 32nm Process Technology) with Intel HD graphics
<b>Memory</b>	:	2 GB DDR 3 SDRAM @ 1066 MHz upgradeable upto 4 GB.
<b>Motherboard</b>		2 PCI and 1 PCI Express X16., 10/100/1000 MBps Network card with remote booting facility & 1 Serial Port, 6 USB Port (2 in Front), 1 Parallel Port & 2 PS 2 Port or 2 additional USB ports.
<b>Chipset</b>	:	Intel 5 Series Chipset or better in performance
<b>Hard Disk Drive</b>	:	500 GB or higher SATA HDD / 2 x 250 GB or higher SATA HDD
<b>CD/DVD Drive</b>	:	DVD-Writer
<b>Graphics</b>	:	Integrated Graphic media accelerator X4500 through DVMT / Nvidia / ATI or on board
<b>Modem</b>	:	Internal
<b>Monitor</b>		19" TFT (+ 0.5 inch) TFT/ Wide LCD Colour Monitor. Resolution 1360 X 768 : Response time 5 ms
<b>Key Board</b>		USB / PS2 - Mechanical Keyboard -OEM / TVSE or High Quality OEM
<b>Mouse</b>		PS-2/USB Optical Mouse OEM
<b>Multimedia Speaker</b>	:	Appropriate one pair of external speaker. Audio sound output : 4.0 watts RMS per channel
<b>Bays</b>	:	3 Bays or more
<b>Power Supply</b>		Standard power supply
<b>OS Support</b>	:	Microsoft Windows / Red Hat Linux / SUSE Linux /Ubuntu
<b>ISO Certification</b>		Desktop Manufacturer should have ISO Certification
<b>Note:</b> Bidder should use only reputed make of Memory, Hard Disk Drive, CD/DVD Drives, Keyboard, Mouse and SMPS – They should specify the make for which they quote.		

<b>5.3 Dot Matrix Printers</b>			
<b>Code</b>	<b>Item Description</b>	<b>Make</b>	<b>Approximate Qty</b>
003	Dot Matrix Printer	TVSE/EPSON/WeP / LIPI /or Equivalent	419 Nos.
	Printer Type	:	Impact dot matrix
	Number of Pins	:	24
	Print Width	:	136 columns
	Printer Speed (Draft) *		<b>360 cps @ 12 cpi</b> and above
	Printer Speed (LQ)	:	100 cps @ 10cpi and above
	Input Buffer	:	64 KB or above
	Interfaces	:	USB , Parallel / Serial
	Voltage	:	AC 220 – 240V 50/60Hz
	Multi Part Form	:	1 + 3 minimum ( Details to be provided by the bidder)
	Operating System Compatibility	:	<b>SuSE Linux (SuSE Linux Drivers Mandatory) &amp; Windows</b>
	Necessary Drivers & cables	:	To be provided. SuSE Linux compatible Drivers and Interface Software Mandatory. The Interface software provided for Linux should have equal capability as compared to the one provided for MS Windows Platform.

Note:

- 1) Shelf life of the ribbon should be minimum 3 months.

**5.4 Flatbed Scanners**

Code	Item Description	Make	Approximate Qty
004	Flatbed Scanners	HP/Epson or Equivalent	336 Nos.

Scanner type	Flatbed TMA
Optical scanning resolution	Up to 4800 dpi
Bit depth	48-bit
Gray scale levels	256
Scan speed Preview Speed	8 Seconds 4.5 Seconds
Transparency adapter	Built-in Transparent Materials Adapter (TMA) for upto eighteen 35 mm negatives or eight 35 mm framed slides or 1 middle (120 mm) format or 1 large (240 mm) format
Scan size on flatbed (maximum) <b>Legal size</b>	8.5 Inch X 14.0 Inch
Duty Cycle	20,000 pages / month
Scan file format	Windows (HP Photosmart software): photos: BMP, JPG, TIF, TIF (compressed), PNG, PCX, FPX, GIF; documents: PDF, PDF Searchable, TIF, RTF, HTML, TXT; Mac: PICT, TIFF, JPEG, PNG, PDF, BMP, JPEG2000, Photoshop, Quicktime image, SGI image, TGA
Operating temperature range	5° C to 40° C
Standard connectivity	Hi-Speed USB 2.0
Twain version / <b>WIA compliance</b>	Version 1.9
Operating Systems Compatibility	Windows, Linux- SuSE, Redhat, Ubuntu and Mac, with necessary software patches
Power Consumption	35- 40 Watts
Energy STAR Compliance	Yes



**5.5 Laser Printers**

Code	Item Description	Make	Approximate Qty
005	Laser Printer	HP / SAMSUNG / XEROX/KONICA MINOLTA or Equivalent	242 Nos.

Print technology	Laser
Print quality, black	Up to 1200 x 1200 dpi
Duty Cycle	50,000 pages / month
Duplex	Built in
Network	Built in
Printer type	Integrated Drum and toner

<b>Print Speed</b>	<b>28 ppm</b>
Paper trays, std.	1 (plus single-sheet input slot)
Paper trays, max.	1 (plus single-sheet input slot)
Input capacity, std.	Up to 250 sheets
Standard envelope capacity	1 envelopes
Envelope feeder	No
Output capacity, std.	Up to 125 sheets
<b>Duplex printing (printing on both sides of paper)</b>	<b>Automatic (standard)</b>
<b>Network Card</b>	<b>To be provided (Inbuilt)</b>
Paper Handling, Input (standard)	Single-sheet multipurpose input slot.
Paper Handling, Output (standard)	125-sheet face down bin, rear output door for special media
Media sizes, std.	Letter, legal, executive, index cards, envelopes (No. 10, Monarch)
Media sizes, custom	Tray 1: 3 x 5 to 8.5 x 14 in; Tray 2, 3: 5.8 x 8.3 to 8.5 x 14 in
Media weight, recommended	Single-sheet input slot: 16 to 43 lb; Tray 2, 3: 16 to 28 lb
Media types	Paper (plain, recycled, light, heavy, bond, rough), heavy media, envelopes, transparencies, labels, cardstock
Memory, std.	32 MB
Memory, max.	144 MB

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Processor	400 Mhz.
Hard disk	None
Print languages, std.	PCL 6, PCL 5e, Postscript Level 2 emulation with automatic language switching
Connectivity, std.	USB 2.0 compatible port, IEEE 1284-B compliant parallel port
Connectivity, opt.	Jetdirect external print servers; wireless print servers; Bluetooth wireless printer adapter; Jetdirect 170x, 175x, 300x, 380x, 500x (for Fast Ethernet) Print Server; Jetdirect en3700 Fast Ethernet Print Server; Jetdirect ew2400 802.11g Print Server
Print drivers, std.	PCL 6, PCL 5e, Postscript Level 2 emulation
Operating System Compatibility	Windows & Linux (SuSE Linux Drivers Mandatory)

**5.6 Switches**

Code	Item Description	Make	Approximate Qty
007	Switches	OEM	168 Nos

Port	16 Port switch 10/100/1000
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<b>5.7 Software</b>		
<b>Code</b>	<b>Item Description</b>	<b>Approximate Qty (Nos.)</b>
<b>008</b>	<b>Microsoft Software</b>	<b>Nos.</b>
1	Windows <b>2008</b> Server Std Edition OLP & <b>with</b> Media	<b>168</b>
2	Windows <b>2008</b> Server CAL	<b>840</b>
3	MS Office 2007 Prof OLP with Media	<b>242</b>
4	SQL Server 2007 STD with Media	<b>18</b>
5	SQL Server 2007 CAL	<b>90</b>
6	Tamil Software <b>TAB</b> compatible to Windows and Linuxwith media	<b>164</b>
7	Windows 7 Prof with media	<b>986</b>

**5.8 UPS Systems**

Code	Item Description	Make	Approximate Qty
009	2 KVA On-Line	UPS tested and approved by ELCOT	74 Nos

Parameter	Details
Capacity	2 KVA TRUE ONLINE UPS
Back-up Time	240 minutes
Inverter Type	MOSFET / IGBT (Make and current capacity to be specified by the tenderer)
<b>INPUT</b>	
Mains Voltage Regulation	150 - 270V AC, SINGLE PHASE
Input power factor	> 0.9
Frequency with Tolerance	50 Hz, +/- 3 Hz
Battery (Secondary Source)	Tubular Batteries type – AH and no. of batteries shall be suitably selected for a backup time
DC Bus voltage	To be specified by the tenderer
Make of the Battery	Specify the Manufacturer Make, Model and enclose the technical specification sheet. The make and AH of the battery submitted for evaluation only will be accepted.
Battery Storage Box	External Battery Storage box for the batteries with safety provisions to be supplied along with the UPS System,
<b>OUTPUT</b>	
Nominal Voltage	<b>230V AC, Single Phase (+/-1%)</b>
Voltage Regulation	± 1%
Frequency	50 Hz, +/- (0.2) Hz
Waveform	Pure Sine wave
Load power factor	0.7 lag to unity
<b>OTHER / GENERAL DATA</b>	
Overload Capacity	Should withstand for <ul style="list-style-type: none"> <li>● 110% - Continuous</li> <li>● 125 % - 10 Minutes</li> <li>● 150% - 1 Minute</li> </ul>
Total Harmonic Distortion	< 4% for Linear load and 5% for non linear load

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Parameter	Details
Efficiency	> 80%
Ambient Temperature	To be specified by the tenderer (Preferable upto 50 Degree Celsius)
Duty Cycle	Continuous
Cooling	Forced air cooling
Protections	1) Input, Output – Low and High 2) Battery low and high voltage 3) Input, output – Fuse 4) Battery - MCB/Fuse 5) Short circuit 6) Over load 7) Lightening
Mobility	All UPS system fitted with castors for Mobility
Controls	Manual By-pass Switch and static bypass switch to be provided with Indications
Power sockets	2 Nos. (15 Amps. Capacity) sockets
Trip Conditions	Over load, Over, Under voltage, Short Circuit Indications Mains ON, Inverter ON, Battery Low, Overload.
Alarms (Audio)	For extreme battery low voltage.
Meters	AC Volt Meter for input and out put, DC Volt Meter, Frequency Meter, AC load current for output in Analog / Digital mode
Input cable and Output cable	Proper rated cable with PVC pipe to be provided (Approx – 3 mtrs x 3 runs)
Manuals	Operating and User manual to be Provided
Name Plate in the Ups	Riveted metal Plate
Isolation Transformer	Isolation transformer must be provided
Software	Software for auto save & automatic shutdown of the system compatible with Linux (Mandatory) and Windows . Technical details of the software to be enclosed.
Certification	SAMEER / ETDC / ERTL / NABL Certification Mandatory <b>for this specification (issued within last 3 years)</b>
ISO	ISO Certification Mandatory for the Manufacturing Process

Parameter		Details	
Code	Item Description	Make	App. Qty
009A	5 KVA On-Line	UPS tested and approved by ELCOT	168 Nos

Parameter	Details
Capacity	5 KVA TRUE ONLINE UPS
Back-up Time	240 minutes
Inverter Type	MOSFET / IGBT (Make and current capacity to be specified by the tenderer)
INPUT	
Mains Voltage Regulation	150 - 270V AC, SINGLE PHASE
Input power factor	> 0.9
Frequency with Tolerance	50 Hz, +/- 3 Hz
Battery (Secondary Source)	Tubular Batteries type – AH and no. of batteries shall be suitably selected for a backup time
DC Bus voltage	To be specified by the tenderer
Make of the Battery	Specify the Manufacturer Make, Model and enclose the technical specification sheet. The make and AH of the battery submitted for evaluation only will be accepted.
Battery Storage Box	External Battery Storage box for the batteries with safety provisions to be supplied along with the UPS System,
OUTPUT	
Nominal Voltage	<b>230V AC, Single Phase (+/-1%)</b>
Voltage Regulation	198V to 242V
Frequency	50 Hz, +/- (0.2) Hz
Waveform	Pure Sine wave
Load power factor	0.7 lag to unity
OTHER / GENERAL DATA	
Overload Capacity	Should withstand for <ul style="list-style-type: none"> <li>● 110% - Continuous</li> <li>● 125 % - 10 Minutes</li> <li>● 150% - 1 Minute</li> </ul>
Total Harmonic Distortion	< 4% for Linear load and 5% for non linear load
Efficiency	> 85%
Ambient Temperature	To be specified by the tenderer (Preferable upto 50

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Parameter	Details
	Degree Celsius)
Duty Cycle	Continuous
Cooling	Forced air cooling
Protections	1) Input, Output – Low and High 2) Battery low and high voltage 3) Input, output – Fuse 4) Battery - MCB/Fuse 5) Short circuit 6) Over load 7) Lightening
Mobility	All UPS system fitted with castors for Mobility
Controls	Manual By-pass Switch and static bypass switch to be provided with Indications
Power sockets	1 No.32 Amps. Capacity Terminal Block
Trip Conditions	Over load, Over, Under voltage, Short Circuit Indications Mains ON, Inverter ON, Battery Low, Overload.
Alarms (Audio)	For extreme battery low voltage.
Meters	AC Volt Meter for input and out put, DC Volt Meter, Frequency Meter, AC load current for output in Analog / Digital mode
Input cable and Output cable	Proper rated cable with PVC pipe to be provided (Approx – 3 mtrs x 3 runs)
Manuals	Operating and User manual to be Provided
Name Plate in the Ups	Riveted metal Plate
Isolation Transformer	Isolation transformer must be provided with In-built. (Not external)
Software	Software for auto save & automatic shutdown of the system compatible with Linux (Mandatory) and Windows . Technical details of the software to be enclosed.
Certification	SAMEER / ETDC / ERTL / NABL Certification Mandatory <b>for this specification (issued within last 3 years)</b>
ISO	ISO Certification Mandatory for the Manufacturing Process

**5.9 Air Conditioners**

Code	Item Description	Make	Approximate Qty
010	Air Conditioners	OEM	242 nos

Capacity	1.5 Ton Window/Split
Stabilizer	Suitable stabilizer shall be provided with input voltage range 90V to 270 V

**5.10 Furniture**

Code	Item Description	Make	Approximate Qty (nos)
010 A	Computer Table	OEM	1154
010 B	Printer Table	OEM	652
010 C	Computer Chairs	OEM	1154

**Furniture**

1. Computer Table, Computer Chair and Printer Table shall be supplied as per the specification provided by the customer during the supply. Readymade computer furniture is preferable.
2. Computer table shall be provided for each and every system. The table shall have a CPU cabinet and pull tray for keyboard and mouse.
3. Computer and Printer Table should have been made up of good quality weatherproof and termite proof wooden planks.
4. The Printer Table shall be supplied for each and every printer. The Printer Table shall have form feed and collection trays and space for stationary storage.
5. Computer chairs shall be supplied for each system. The chairs shall be of good quality and comfortable for using computers.



### 5.11 Civil Works

Code	Item Description	Make	Approximate Qty
011	Civil Works	NA	164 SROs (repairing work + 4 new)

For the newly formed 4 SROs all the Civil works, False ceiling, Vinyl flooring, Aluminium partition, Painting, LAN cabling and other related works need to be done afresh. For other Registration Offices all the repair works to be done as per the direction of the concerned officer.

#### Site preparation (for newly opened offices)

The site preparation work shall be for the formation of computer centre in the space provided as per the requirement given below.

- a) The Registration Offices will provide a space of 150 sqft. for installing the computer systems.
- b) The Registration Offices will provide three-phase electricity and terminate at the computer centre.
- c) The partition shall be made with lower half with Board and upper half with glass. Transaction counters shall be provided **with shutters to avoid AC leakage** in the upper half as required by Registration Offices.
- d) Vinyl flooring, false ceiling, glass and wooden partitioning shall be carried out.
- e) Separate electrical wiring shall be done through PVC channel for input power to Air conditioner and computer system and its peripherals. Suitable gauge of multi-strand copper wire shall be used for carrying expected amperage of the equipment.
- f) Electrical point with mini circuit breaker shall be provided for Air conditioner.
- g) Distribution switchboard shall be provided for computer systems

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and its peripherals with additional points for future expansion.

- h) Network cabling shall be provided. The actual requirement shall be estimated on visiting the concerned offices.
- ι) The site shall be maintained in good condition through out the lease period of 5 years.

## 6. Bid Preparation and Submission

### 6.1 Tender Procedure

- a) ELCOT facilitated e-Tender portal <http://etenders.elcot.in>. The prospective Bidders should register themselves in the e-Tender Portal and submit the Bids electronically through the e-Tender portal. The paper based physical Tender submission is not permitted.
- b) The e-Tender training session will be held on the date and time as mentioned in the Tender Schedule. The Bidders are requested to download the e-Tender help manual and user manuals from the Portal for reference.
- c) It is mandatory for the Bidders to possess a valid Class-2 Digital Signature Certificate in the name of the tender submitting authority to complete the e-Tender Bid process as per the provisions of Government of India IT Act 2000 with latest amendments.
- d) The Technical Bid form and Price Bid form will be available in spreadsheet format for downloading. The registered Bidders can log into the e-Tender system and download the Bid Forms.
- e) The Bid forms should be filled and submitted using the Digital Signature Certificates. The supporting documents should be scanned and uploaded in the e-Tender system.

### 6.2 Cost of Bidding

The Bidders should bear all costs associated with the preparation and submission of Bids. ELCOT will in no way be responsible or liable for these charges/costs incurred regardless of the conduct or outcome of the bidding process.

### 6.3 Tender Document Fee

The Tender Documents may be freely downloaded from the portals as mentioned in the Tender Schedule. The Tender document fee is waived.

#### **6.4 Portal Charges**

- a) For each and every Bid submitted, a non-refundable Portal charge as mentioned in the Tender Schedule should be paid by way of demand draft drawn in favour of “Electronics Corporation of Tamil Nadu Limited” payable at Chennai. The payment by way of Demand Draft should be deposited physically at ELCOT before the date and time of opening of the Tender.
- b) The payment particulars should be entered in the e-Tender Portal. At the time of the Technical Bid opening, the payment committed in the Bid should be factual and should match the physically submitted payments.
- c) Even though the payment particulars are entered in the e-Tender portal, if the Bidder fails to submit the physical instrument, their bid is liable for rejection. If any of the information committed in the e-Tender Bid does not match with physically submitted payment, ELCOT reserves the right to reject the bid summarily.

#### **6.5 Earnest Money Deposit (EMD)**

- a) An EMD amount as specified in the Tender Schedule should be paid by way of Demand Draft drawn in favour of “Electronics Corporation of Tamil Nadu Limited” payable at Chennai. The Demand Draft should be deposited physically at ELCOT before the date and time of opening of the Tender.
- b) The payment particulars should be entered in the e-Tender Portal. At the time of the Technical Bid opening, the payment committed in the Bid should be factual and should match the physically submitted payments.
- c) Even though the payment particulars are entered in the e-Tender portal, if the Bidder fails to submit the physical instrument, their bid is liable for rejection. If any of the information committed in the e-Tender Bid does not match with physically submitted payment, ELCOT reserves the right to reject the bid summarily.
- d) The EMD of the unsuccessful Bidders will be returned at the expense of the Bidders within a reasonable time consistent with the rules and regulations in this behalf. The above EMD held by ELCOT till it is returned to the unsuccessful Bidders will not earn any interest thereof.

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- e) The EMD of the Successful Bidder will be adjusted towards Security Deposit (SD) and will be returned only after the successful fulfilment of the Contract.

## **6.6 Letter of Authorisation**

A letter of Authorisation from the Board of Directors / appropriate authority authorising the Tender submitting authority or a Power of Attorney should be scanned and submitted in the e-Tender, otherwise the Bids will be summarily rejected.

## **6.7 Clarifications and Amendments**

- a) A prospective Bidder requiring any clarification in the Tender may notify ELCOT by letter or by Fax or by Email. ELCOT will respond to any request for clarification if received 3 days before tender submission.
- b) Before closing of the Tender, ELCOT at its discretion may amend the Tender and may or may not extend the due date and time for submission of Tenders on account of any amendments.
- c) Amendments if any, will be notified in the websites mentioned in the Tender Schedule. The Bidders should periodically check for the amendments or corrigendum in the websites till the closing date of this Tender. ELCOT will not communicate the amendments or corrigendum individually and will in no way be responsible for any ignorance.

## **6.8 Two Part Bidding**

Bidders should examine all Instructions, Terms and Conditions and Technical specifications given in the Tender document. Failure to furnish information required by the Bid or submission of a Bid not substantially responsive in every respect will be at the Bidders risk and may result in rejection of Bids. Bidders should strictly submit the Bid as specified in the Tender, failing which the bids will be non-responsive and will be rejected.

### **6.8.1 Technical Bid Form**

- a) The Technical Bid Form will be in spreadsheet format. The original Technical Bid Form should be downloaded, filled and signed using the DSC.
- b) The Technical Bid Form should not be changed or altered or tampered. If

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the Bid form is tampered, the Bids will be summarily rejected.

- c) The Technical Bid Form should not contain any Price indications strictly, otherwise the Bids will be summarily rejected.
- d) The bidders should submit the details of make and model of the items offered against the tender requirement. The compliance sheet is given in the Annexure -1 (A 1.5)

**6.8.2 Price Bid Form**

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- a) The Price Bid Form will be in spreadsheet format. The original Price Bid Form should be downloaded, filled and signed using the DSC.
- b) The Price Bid Form should not be changed or altered or tampered. If the Bid form is tampered, the Bids will be summarily rejected.
- c) The Price Bid Form should not contain any conditional offers or variation clauses, otherwise the Bids will be summarily rejected.

**6.9 Bid closing date and time**

The Bids should be submitted not later than the date and time specified in the Tender Schedule or Corrigendum if published. The e-Tender portal will automatically lock the date and time exactly on the date and time. Even if the Bid submission is in half way through during the closing date and time, submission would not be possible. Hence the Bidders should be cautious to submit the Bids well in advance to avoid disappointments.

## 7. Tender Opening and Evaluation

### 7.1 Tender Opening

The Technical Bid will be opened on the date and time as specified in the Tender schedule in the presence of those Bidders, who choose to be present against production of an authorisation letter from the Bidding authority.

### 7.2 Tender Validity

The offer submitted by the Bidders should be valid for a minimum period of 180 days from the date of opening of the Tender. However ELCOT reserves the right to extend or short close the Tender validity period if situation warrants to benefit the Government.

### 7.3 Initial Scrutiny

Initial Bid scrutiny will be conducted and incomplete details as given below will be treated as non-responsive.

If Tenders are;

- not submitted in two parts as specified in the Tender
- received without the Letter of Authorisation
- received without Portal charges and EMD amount
- are found with suppression of details
- with incomplete information, subjective, conditional offers and partial offers
- submitted without support documents as per the Eligibility Criteria and evaluation Criteria
- are non-compliance of any of the clauses stipulated in the Tender
- are lesser validity period

All responsive Bids will be considered for further evaluation. The decision of ELCOT will be final in this regard.

## 7.4 Tender Evaluation

### 7.4.1 Technical Bid Evaluation

- a) A Technical Committee will examine the Technical Bids against the Eligibility Criteria and Evaluation Criteria given in the Tender document. The evaluation will be conducted based on the support documents submitted by the Bidders. The documents which did not meet the eligibility criteria in the first stage of scrutiny will be rejected in that stage itself and further evaluation will not be carried out for such bidders.
- b) For those Bidders who have already worked or working with ELCOT, their previous performance in ELCOT would be the mandatory criteria for selection. If any unsatisfactory performances of those Bidders are found, their Bids will be straight away rejected.

The Unsatisfactory performance is defined as

- 1.Non responsiveness after getting the Purchase order
- 2.Delay in supply, installation of the ordered items etc.
- 3.Lack of communication about the delay in deliveries, Installation etc.
- 4.Poor warranty support etc.,

### 7.4.2 Price Bid Evaluation

- a) The Price Bids of the Technically Qualified Bidders alone will be opened and evaluated. The Price Bid should include all expenses towards this Tender.
- b) All the taxes indicated in the Price Bid will be taken for the Price Bid evaluation as per the Tamil Nadu Transparency in Tender Rules 2000 with latest amendments.
- c) As this is a OLB tender, the following method of price evaluation will be adopted.  
The Price Bid Evaluation shall be based on the Final value for each Zone which includes Sales (VAT) / Service Tax if any
- d) The lowest offered bidder in each Zone will be called L1 bidder for that Zone. If one bidder becomes L1 in all **zones**, ELCOT reserves the right to award the contract to more than one **successful** bidders.
- e) The bidder can quote for one or more Zones.



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- f) The Zone wise L1 Bidder will be called for negotiation and ELCOT reserve the right to call other Technically Qualified Bidders to match negotiated L1 Price.
  - g) If one bidder become L1 in more than one Zone ELCOT reserve the right to award any of the Zones to the other Technically Qualified Bidder who match the negotiated L1 Price.

## **7.5 Negotiations**

Negotiations will be conducted with all the Successful Bidders for improvement in the Scope of Work, Specification, further reduction in price and advancement of delivery schedule.

## 8. Execution of Work

### 8.1 Acceptance of Tender and Withdrawals

The final acceptance of the tender is entirely vested with the Tender Inviting Authority, who reserves the right to accept or reject, any or all of the tenders in full or in parts without assigning any reason whatsoever. The Tender Inviting Authority may also reject all the tenders for reasons such as change in Scope, Specification, lack of anticipated financial resources, court orders, calamities or any other unforeseen circumstances. After acceptance of the Tender by ELCOT, the Successful Bidder shall have no right to withdraw their tender or claim higher price.

### 8.2 Letter of Acceptance

After successful completion of the negotiations, a Letter of Acceptance (LoA) of the tender will be issued to the Successful Bidder by ELCOT.

### 8.3 Security Deposit

The successful Bidder will be required to remit a Security Deposit (SD) equivalent to **two percent** of the value of the order, inclusive of EMD by way of demand draft payable at Chennai or in the form of unconditional irrevocable Bank Guarantee valid for a period equivalent to the delivery period from the date of acceptance of the tender on receipt of confirmation from ELCOT. The SD furnished by the Successful Bidder in respect of the tender will be returned to them after successful fulfilment of work.

### 8.4 Agreement

- a) The successful Bidder should execute an agreement for the fulfilment of the contract in the stamp paper as per the model form given in the tender document with such changes/modifications as may be indicated by ELCOT at the time of execution on receipt of confirmation from ELCOT.
- b) If the Successful Bidder fail to execute the agreement, the SD of the Successful Bidder will be forfeited and their tender will be held as non-responsive.
- c) The expenses incidental to the execution of the agreement should be borne by the Successful Bidder.

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- d) The conditions stipulated in the agreement should be strictly adhered to and violation of any of the conditions will entail termination of the contract without prejudice to the rights of ELCOT and ELCOT also have the right to recover any consequential losses from the Successful Bidder.

### **8.5 Release of Work Order**

After receipt of the SD and execution of the Agreement specified in the Tender, ELCOT will release the confirmatory work order to the successful Bidder.

### **8.6 Forfeiture of EMD and SD**

- a) If the successful Bidder fails to act according to the tender conditions or backs out, after the tender has been accepted, the EMD will be forfeited to ELCOT.
- b) If the Successful Bidder fails to remit the SD, the EMD remitted by him will be forfeited to ELCOT and the tender will be held void.
- c) If the Successful Bidder fails to act up on to the tender conditions or backs out from the contract, the SD mentioned above will also be forfeited by ELCOT.

### **8.7 Execution of Work Order**

The Successful Bidder should nominate and intimate ELCOT, an Account Manager for Single Point of Contact (SPOC), who should be responsible for effective delivery of work complying with all the terms and conditions. The Successful Bidder should ensure that the Account Manager fully familiarises with the Tender Conditions, Scope of Work and deliverables.

### **8.8 Assigning of Tender whole or in part**

The successful Bidder shall not assign or make over the contract, the benefit or burden thereof to any other person or persons or body corporate. The Bidder should not under-let or sublet to any person(s) or body corporate for the execution of the contract or any part thereof without the written consent of ELCOT.

### **8.9 Liquidated Damages (LD)**

A penalty will be levied at the rate specified in the Agreement Format for non-fulfilment of delivery schedule subject to the force Majeure conditions. Even If the work is not completed in full beyond this period, such performance may entail termination of contract and black listing of the Bidder from participating in any of the ELCOT's Tenders. This alone will not relieve the Bidder and the difference in cost of the items purchased through other Technically qualified Bidders or any other alternative sources will be recovered from the successful Bidder.

### **8.10 Penalty for Non-Fulfilment of Tender**

A penalty will be levied at the rate specified in the Agreement Format in the event of non-fulfilment or non-observance of any of the conditions stipulated in the Agreement, Terms and Conditions and Work Order.

### **8.11 Other Conditions**

- a) The final decision would be based on the technical capacity and pricing of the Bidder. ELCOT does not bind itself in selecting the bidder offering lowest prices.
- b) ELCOT reserves the right not to accept lowest price, to reject any or all the tenders without assigning any reason, to relax or waive any of the conditions stipulated in the terms and conditions of tender as deemed necessary in the best interest of ELCOT for good and sufficient reasons.

### **8.12 Arbitration and Jurisdiction**

- (a) In case of any dispute, the matter will be referred to an Arbitrator under "Arbitration and Conciliation Act 1996". The arbitration shall be held in Chennai only.
- (b) This Tender is subject to the Jurisdiction of Courts in Chennai only.

## 9. Scope of Work

### 9.1 Basic

The scope of the contract is to supply, install and commission computer hardware and accessories, software, networking, site preparation provision of infrastructure and provision of maintenance on lease basis for 5 years in each Registration office as per the following requirements.

The details of the Registration offices to be computerised under each Zone is given vide Tender clause ref 9.9.

The detailed specification of the Hardware/Software and other requirements are furnished vide Tender clause ref 9.10.

### 9.2 Site preparation

The site preparation work shall be for the formation of computer centre in the space provided as per the requirement given below.

- a) The Registration Offices will provide a space of approximately 150 sqft. for installing the computer systems.
- c) The Registration Offices will provide three-phase electricity and terminate at the computer centre.
- c) The partition shall be made with lower half with Board and upper half with glass. Transaction counters shall be provided in the upper half as required by Registration Offices.
- d) Vinyl flooring, false ceiling, glass and wooden partitioning **wherever required** shall be carried out **for the offices already having partition work.**
- e) Separate electrical wiring shall be done through PVC channel for input power to Air conditioner and computer system and its peripherals. Suitable gauge of multi-strand copper wire shall be used for carrying expected amperage of the equipment.
- f) Electrical point with mini circuit breaker shall be provided for Air conditioner.
- g) Distribution switchboard shall be provided for computer systems

and its peripherals with additional points for future expansion.

- h) Network cabling shall be provided **afresh**. The actual requirement shall be estimated on visiting the concerned offices.
- i) The site shall be maintained in good condition through out the lease period of 5 years.
- j) **For newly opened offices, site preparation to be performed afresh.**

### **9.3 Hardware**

- 3.1 Brand new computer hardware from reputed manufacturers having ISO9001/9002 certificate or Brand, printer, scanner and connected accessories as per the specification shall be supplied and installed in each office.
- 3.2 The hardware, software and infrastructure shall be maintained by the Contractor in good working condition during the lease period of 5 years.
- 3.3 During the lease period, a preventive maintenance to each site shall be provided once in a quarter apart from the break down calls.
- 3.4 In case of break down, the hardware problems shall be rectified within 48 hrs. If the rectification time is ascertained beyond 48 hours, a standby system shall be provided.
- 3.5 A minimum uptime of 95% shall be ensured.

### **9.4 System Software**

- 4.1 The system software as specified shall be supplied in CD-ROM media along with manuals to the Registration Offices.
- 4.2 The software shall be registered in the name of Inspector General of Registration and paper license shall be delivered to the Registration Offices.
- 4.3 Free updates if any, shall be arranged and delivered to the Registration Offices.
- 4.4 The software shall be installed with full functionality and maintained during the lease period.

- 4.5 In case of any malfunctioning or abnormal behaviour of the operating system, the same shall be rectified/reinstalled within 48 hours. The software related problems shall be attended only at the Registration Offices and the systems will not be permitted to move from the premises.
- 4.6 A minimum uptime of 95% shall be ensured.

## **9.5 Networking**

- 5.1 The server system shall be installed under Windows **2008** Server and client systems shall be installed under Windows **7 Prof.**
- 5.2 The network cabling using Cat6 cables shall be provided under Ethernet to link all the client systems to the server.
- 5.3 The cable shall be routed through concealed plastic channel mounted on the wall to prevent damages.
- 5.4 The routing shall be done in such a way to ease future inspection and service.
- 5.5 The server connectivity shall be through hub, which will connect to the workstation.
- 5.6 The hub should be of 8 ports 10 Base-T segment.
- 5.7 The hub should have auto sensing 10/100 Mbps on each port.
- 5.8 The hub should have LED indicators to provide status monitoring.

## **9.6 Application software**

The Registration Department has already developed application software and will arrange to install the same in all the offices. If any problem is found during application installation due to Operating System, the rectification/reinstallation shall be done as per the requirement of the Registration Department at that time.

## **9.7 Infrastructure**

### **9.7.1 UPS System**

- 1. Brand new UPS with Sealed Maintenance Free batteries shall be supplied and installed as per the specification.
- 2. The UPS manufacturer shall be an ISO 9001/9002 certified company or the UPS equipment should have been tested to meet the specification by STQC approved

laboratories.

3. Sealed Maintenance Free batteries shall be assembled in a battery cabinet with input and output terminals visible outside. The battery cabinet shall have perforation for ventilation purpose.

#### **9.7.2 Air Conditioner**

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1. Brand new Air conditioner and stabiliser with suitable capacity shall be supplied and installed as per the specification.
2. The stabiliser shall operate with an input voltage of 140V to 300 V AC.

#### **9.7.3 Furniture**

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1. Computer table, computer chair and printer table shall be supplied as per the specification. Readymade computer furniture is preferable.
2. Computer table shall be provided for each and every system. The table shall have a CPU cabinet and pull tray for keyboard and mouse.
3. Computer and printer table should have been made up of good quality weatherproof and termite proof wooden planks.
4. The printer table shall be supplied for each and every printer. The printer table shall have form feed and collection trays and space for stationary storage.
5. Computer chairs shall be supplied for each system. The chairs shall be of good quality and comfortable for using computers.

#### **9.7.4 Support Manpower**

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1. One service/support person should be provided to every 5 SRO offices for lease period of 5 years to take care of the hardware/software support for the Registration Offices. The service person should be attached to the Registration District Headquarters concerned.
2. The Contractor should cover the salary and other statutory benefits and the Registration Office will not make any direct payment thereof.
3. In case of absence, the Contractor should provide alternate person for the next day from the date of report received. A standing instruction in this respect should be issued to the person.
4. The Contractor should ensure that the behaviour of the manpower is decent. The manpower reported for any indecent behaviour is to be



immediately replaced.

### **9.7.5 Call Centre**

A web based Call centre should be established at the IGR Office at Chennai with adequate infrastructure and manpower by the successful bidder / bidders. The Successful Bidder/Bidders shall provide all necessary Computer systems, UPS, Printers, related accessories, Furnitures and LAN network etc. A Licensed call centre software also to be deployed and maintained during the Lease period. Adequate skilled manpower should be deployed for the uninterrupted operation of the Call centre. The department would provide the required space and Electricity only for the purpose of establishing and maintaining the call centre successfully.

The aim of the call centre is to :

- a) provide single point access to the department staff for registering the service issues
- b) enable staff to communicate through voice, email and online issue tracker
- c) create call log and service close application
- d) maintain the vendor directory and communicate the service calls to the authorized vendor representative
- e) prepare MIS reports and periodical review and monitoring
- f) improve the internal maintenance function and upkeep the IT infrastructure at the IGR offices.
- g) When more than one successful bidder is involved in the OLB implementation, the cost towards establishing and maintaining the Call Centre may be shared equally among the successful bidders.

### **9.8 Project Implementation schedule**

The bidders shall read and understand the requirements thoroughly and shall adhere to the schedule strictly. The supply, installation and commissioning of hardware, software and site preparation shall be completed within 45 days from the date of signing of agreement as per the schedule given below:

S.No.	Nature of work	Duration
1.	Signing of Contract	Day 1
2.	Site preparation	15 <sup>th</sup> day
3	Hardware Supply and installation	30 <sup>th</sup> day
4	Supply and Installation of Software/RDBMS	35 <sup>th</sup> Day
5.	Commencement of operation	45 <sup>th</sup> Day

**The bidder should give an undertaking in their company letter head for the acceptance of the implementation schedule prescribed above. Any deviation in the implementation schedule shall make the tender liable for rejection.**

### **9.9 Biometric and Webcam**

Biometric and webcam having the same specification has already supplied. (Secugen Hamster Plus; Logitech Webcam Pro 9000) have to be supplied for the newly opened 4 Sub Registrar offices. The successful bidder should maintain the Biometric and Web camera which are already in use.

**9.9. List of Registrar Offices – 242 Offices**

SN	Zone	SRO	DRO	DR-Audit	SDC / DRO	DIG	Number of Offices
1	Chennai	18	3	5	1	1	28
2	Vellore	9	0	4	1	1	15
3	Cuddalore	31	0	5	1	1	38
4	Trichy	18	1	4	1	1	25
5	Tanjavur	8	0	4	1	1	14
6	Madurai	26	2	8	2	1	39
7	Thirunelveli	19	1	7	2	1	30
8	Salem	17	1	4	1	1	24
9	Coimbatore	22	1	4	1	1	29
	<b>TOTAL</b>	<b>168</b>	<b>9</b>	<b>45</b>	<b>11</b>	<b>9</b>	<b>242</b>

<b>9.9.1 Chennai Zone – 28 Offices</b>			
<b>Registration District</b>	<b>S.N</b>	<b>Registration Office</b>	<b>Category</b>
	1	Chennai	DIG
Chennai Central	2	Chennai Central	DR-A
Chennai North	3	Chennai North	DR-A
Chennai South	4	Chennai South	DR-A
Kancheepuram	5	Kancheepuram	DR-A
Chengalpattu	6	Chengalpattu	DR-A
Chennai Central	7	Chennai Central	DR-O
Chennai North	8	Chennai North	DR-O
Chennai South	9	Chennai South	DR-O
Chenglepet	10	Acharapakkam	SRO
	11	Cheyur	SRO
	12	Uthiramerur	SRO
Kancheepuram	13	Thamal	SRO
	14	Pallipattu	SRO
	15	Uthukottai	SRO
Chennai Central	16	Periamet	SRO
	17	Chennai Central Joint I	SRO
	18	Chennai Central Joint II	SRO
	19	Mylapore	SRO
	20	Triplicane	SRO
Chennai South	21	Chennai South Joint I	SRO
	22	Chennai South Joint II	SRO
Chennai North	23	Sowcarpet	SRO
	24	Chennai North Joint I	SRO
Chennai South	25	Selayur	SRO
Kancheepuram	26	Sunguvarchatiram	SRO
Chennai North	27	Madhavaram	SRO
	28	Chennai	SDC/DRO
<b>Total</b>		<b>28 Offices</b>	

<b>9.9.2 Vellore Zone – 15 Offices</b>			
<b>Registration District</b>	<b>S.N</b>	<b>Registration Office</b>	<b>Category</b>
	1	Vellore	DIG
Arakkonam	2	Arakkonam	DR-A
Cheyyar	3	Cheyyar	DR-A
Thiruvannamalai	4	Thiruvannamalai	DR-A
Vellore	5	Vellore	DR-A
Arakkonam	6	Kalavai	SRO
	7	Kaveripakkam	SRO
	8	Nemili	SRO
Cheyyar	9	Dusi	SRO
	10	Kalambur	SRO
	11	Pernamallur	SRO
	12	Vandavasi	SRO
Thiruvannamalai	13	Kalsapakkam	SRO
Vellore	14	Pallikonda	SRO
	15	Vellore	SDC
<b>Total</b>		<b>15 offices</b>	

<b>9.9.3 Cuddalore Zone – 38 offices</b>			
<b>Registration District</b>	<b>S.N</b>	<b>Registration Office</b>	<b>Category</b>
	1	Cuddalore	DIG
Cuddalore	2	Cuddalore	DR-A
Chidambaram	3	Chidambaram	DR-A
Kallakurichi	4	Kallakurichi	DR-A
Villupuram	5	Villupuram	DR-A
Tindivanam	6	Tindivanam	DR-A
Villupuram	7	Anniyur	SRO
	8	Aragandanallur	SRO
	9	Manalurpettai	SRO
	10	Thiruvannainallur	SRO
	11	Valavananur	SRO
	12	Vikravandi	SRO
Cuddalore	13	Kadampuliyur	SRO
	14	Kullanchavadi	SRO
	15	Kurinchipadi	SRO
	16	Puthupettai	SRO
	17	Thiru Navalur	SRO
	18	Vadalur	SRO
Viruthachalam	19	Kammapuram	SRO
	20	Mangalam Pettai	SRO
	21	Pennadam	SRO
	22	Thittakudi	SRO
	23	Veppur	SRO
	24	Thirumuttam	SRO
Chidambaram	25	Kattumannarkoil	SRO
	26	Parankipetai	SRO
	27	Sethiathope	SRO
Tindivanam	28	Avaloor Pettai	SRO
	29	Marakkanam	SRO
	30	Myilam	SRO
	31	Sathiyamangalam	SRO

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	32	Valathi	SRO
	33	Vallam	SRO
	34	Vanur	SRO
Kallakurichi	35	China Salem	SRO
	36	Elavanasur	SRO
	37	Sankarapuram	SRO
	38	Cuddalore	SDC
<b>Total</b>		<b>38 offices</b>	

<b>9.9.4 Trichy Zone – 25 offices</b>			
<b>Registration District</b>	<b>S.N</b>	<b>Registration Office</b>	<b>Category</b>
	1	Trichy	DIG
Ariyalur	2	Ariyalur	DR-A
Karur	3	Karur	DR-A
Pudukottai	4	Pudukottai	DR-A
Trichy	5	Trichy	DR-A
Trichy	6	Trichy	DR-O
Trichy	7	Kattuputhur	SRO
	8	Thathaiyangarpettai	SRO
Karur	9	Velayuthampalayam	SRO
	10	Krishnarayapuram	SRO
Ariyalur	11	Aandimadam	SRO
	12	Chettikulam	SRO
	13	Valighandapuram	SRO
	14	Keezhaapazhur	SRO
	15	Udaiyarpalayam	SRO
	16	Pullampadi	SRO
	17	Sendurai	SRO
	18	Veppanthattai	SRO
Pudukottai	19	Annavasal	SRO
	20	Gantharvakottai	SRO
	21	Karambakudi	SRO
	22	Thirumayam	SRO
	23	Iluppur	SRO
	24	Trichi Joint III	SRO
	25	Trichy	SDC
<b>Total</b>		<b>25 offices</b>	



<b>9.9.5 Tanjore Zone – 14 offices</b>			
<b>Registration District</b>	<b>S.N</b>	<b>Registration Office</b>	<b>Category</b>
	1	Tanjore	DIG
Maiyaladuthurai	2	Maiyaladuthurai	DR-A
Nagapattinam	3	Nagapattinam	DR-A
Pattukkottai	4	Pattukkottai	DR-A
Thanjavur	5	Thanjavur	DR-A
Tanjore	6	Boothalur	SRO
	7	Thiruvaiyaru	SRO
Kumbakonam	8	Swamimalai	SRO
Mayiladuthurai	9	Kuthalam	SRO
Nagapattinam	10	Koothanalore	SRO
	11	Thirukkuvalai	SRO
	12	Thirupoondi	SRO
	13	Thiruthuraiipoondi	SRO
	14	Tanjore	SDC
<b>Total</b>		<b>14 Offices</b>	

<b>9.9.6 Madurai Zone – 39 Offices</b>			
<b>Registration District</b>	<b>S.N</b>	<b>Registration Office</b>	<b>Category</b>
	1	Madurai	DIG
Dindugul	2	Dindugul	DR-A
Madurai North	3	Madurai North	DR-A
Madurai South	4	Madurai South	DR-A
Palani	5	Palani	DR-A
Periyakulam	6	Periyakulam	DR-A
Ramanathapuram	7	Ramanathapuram	DR-A
Sivagengai	8	Sivagengai	DR-A
Virudhunagar	9	Virudhunagar	DR-A
Madurai(North)	10	Madurai(North)	DR-O
Madurai(South)	11	Madurai(South)	DR-O
Madurai(North)	12	Alanganallur	SRO
	13	Thamaraipatti	SRO
	14	Vadipatti	SRO
	15	Theppakulam	SRO
Madurai(South)	16	Kallikudi	SRO
	17	Peraiyoor	SRO
Dindigul	18	Atthur	SRO
	19	Chinnalapatti	SRO
	20	Natham	SRO
Palani	21	Chathirapatti	SRO
	22	Vadamadurai	SRO
	23	Vedachandur	SRO
Periyakulam	24	Sindupatti	SRO
	25	Uthamapalayam	SRO
Ramnathapuram	26	Kadaladi	SRO
	27	Rameswaram	SRO
Virudhunagar	28	Karipatti	SRO
	29	Keelarajakularaman	SRO

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	30	Coonoor	SRO
	31	Panthalgudi	SRO
	32	Thiruchuzhi	SRO
	33	Thiruthangal	SRO
	34	Vathirayirappu	SRO
Sivagangai	35	Ellayankudi	SRO
Karaikudi	36	Thiruvadana	SRO
Madurai North	37	Thallakulam	SRO
	38	Madurai	SDC
	39	Viruthunagar	SDC
<b>Total</b>		<b>39 Offices</b>	

<b>9.9.7 Thirunelveli Zone – 30 offices</b>			
<b>Registration District</b>	<b>S.N</b>	<b>Registration Office</b>	<b>Category</b>
	1	Thirunelveli	DIG
Kanyakumari	2	Kanyakumari	DR-A
Marthandam	3	Marthandam	DR-A
Palayankottai	4	Palayankottai	DR-A
Tenkasi	5	Tenkasi	DR-A
Tirunelveli	6	Tirunelveli	DR-A
Tuticorin	7	Tuticorin	DR-A
Cheranmadevi	8	Cheranmadevi	DR-A
Tirunelveli	9	Tirunelveli	DR-O
Tuticorin	10	Tuticorin joint II	SRO
	11	Udankudi	SRO
Palayankottai	12	Thisyanvalai	SRO
	13	Ettaipuram	SRO
	14	Murappanad	SRO
	15	Kayatharu	SRO
	16	Kazhumalai	SRO
Tenkasi	17	Idaikal	SRO
	18	Karivalamvandanallur	SRO
	19	Surandai	SRO
	20	Sivagiri	SRO
Marthandam	21	Arumanai	SRO
	22	Verkillambi	SRO
	23	Palugal	SRO
Kanyakumari	24	Eraniyal	SRO
	25	Rajakkamangalam	SRO
Cheranmadevi	26	Vadakuveeravanallur	SRO
	27	Kallidaikurichi	SRO
Thirunelveli	28	Tirunelveli Joint I	SRO
	29	Thirunelveli	SDC
	30	Tuticorin	SDC
<b>Total</b>		<b>30 offices</b>	

<b>9.9.8 Salem Zone – 24 offices</b>			
<b>Registration District</b>	<b>S.N</b>	<b>Registration Office</b>	<b>Category</b>
	1	Salem	DIG
Dharmapuri	2	Dharmapuri	DR-A
Krishnagiri	3	Krishnagiri	DR-A
Namakkal	4	Namakkal	DR-A
Salem West	5	Salem West	DR-A
Salem West	6	Salem West	DR-O
Salem(East)	7	Gangavalli	SRO
Salem(West)	8	Mechari	SRO
	9	Magudanchavadi	SRO
	10	Mettur	SRO
	11	Tharamangalam	SRO
Namakkal	12	Namagiripettai	SRO
	13	Komarapalayam	SRO
	14	Paramathi	SRO
	15	Velur	SRO
Dharmapuri	16	Palacode	SRO
	17	Pappireddipatti	SRO
	18	Pennagaram	SRO
Krishnagiri	19	Uthangarai	SRO
	20	Kavaripattinam	SRO
	21	Poochampalli	SRO
	22	Thenganikottai	SRO
Salem West	23	Salem West Joint I	SRO
	24	Salem	SDC
<b>Total</b>		<b>24 offices</b>	

<b>9.9.9 Coimbatore Zone – 29 Offices</b>			
<b>Registration District</b>	<b>S.N</b>	<b>Registration Office</b>	<b>Category</b>
	1	Coimbatore	DIG
Coimbatore	2	Coimbatore	DR-A
Erode	3	Erode	DR-A
Ooty	4	Ooty	DR-A
Thiruppur	5	Thiruppur	DR-A
Coimbatore	6	Coimbatore	DR-O
Coimbatore	7	Annur	SRO
	8	Madukkarai	SRO
	9	Perianaickanpalayam	SRO
	10	Singalore	SRO
	11	Thondamuthur	SRO
Tiruppur	12	Gomangalam	SRO
	13	Kaniyur	SRO
	14	Nallur	SRO
Uthagamandalam	15	Goodaloor	SRO
	16	Kothagiri	SRO
Erode	17	Chennimalai	SRO
	18	Kodumudi	SRO
	19	Moolanur	SRO
	20	Sivagiri	SRO
	21	Thingalore	SRO
	22	Uthukuli	SRO
	23	Vellakovil	SRO
Gobichettipallyam	24	Kunnathur	SRO
	25	Kavundapadi	SRO
	26	Punchai puliampatti	SRO
	27	Thalavadi	SRO
Coimbatore	28	Peelamedu	SRO
	29	Coimbatore	SDC/DRO
<b>Total</b>		<b>29 Offices</b>	

**9.10 List of Hardware and Software items to be deployed**

Sl.No.	Hardware	Chennai - 28	Yellore - 15	Cuddalore - 38	Trichy - 25	Tanjavur - 14	Madurai - 39	Thirunelveli- 30	Salem - 24	Coimbatore- 29	Total
1	Server	18	9	31	18	8	26	19	17	22	168
2	Desktops	110	57	169	104	52	155	116	99	124	986
3	DM Printers	49	24	69	44	22	67	50	42	52	419
4	Flatbed Scanners	36	18	62	36	16	52	38	34	44	336
5	Laser Printers	28	15	38	25	14	39	30	24	29	242
6	Switches	18	9	31	18	8	26	19	17	22	168
7	2 KVA UPS – 4 Hrs	10	6	7	7	6	13	11	7	7	74
8	5 KVA UPS – 4 Hrs	18	9	31	18	8	26	19	17	22	168
<b>Software ( Latest versions)</b>											
9	Windows 2008 Server Std Edition OLP with Media	18	9	31	18	8	26	19	17	22	168
10	Windows 2008 Server CAL	90	45	155	90	40	130	95	85	110	840
11	MS Office 2007 Prof OLP with media	28	15	38	25	14	39	30	24	29	242
12	SQL Server 2007 STD with Media	12	1	1	1	0	1	1	1	1	19
13	SQL Server 2007 CAL	60	5	5	5	0	5	5	5	5	95
14	Tamil Software TAB compatible to Windows and Linux	70	11	12	12	6	18	16	12	12	169

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Sl.No.	Hardware	Chennai - 28	Vellore - 15	Cuddalore - 38	Trichy - 25	Tanjavur - 14	Madurai - 39	Thirunelveli- 30	Salen - 24	Coimbatore- 29	Total
15	<b>Windows 7 Prof with Media</b>	110	57	169	104	52	155	116	99	124	986
	<b>Infrastructure</b>										
16	Site preparation (150 Sq.ft.)	18	9	31	18	8	26	19	17	22	168
17	Computer Table	128	66	200	122	60	181	135	116	146	1154
18	Printer Table	113	57	169	105	52	158	118	100	125	997
19	Computer Chair	128	66	200	122	60	181	135	116	146	1154
20	Air Conditioner	28	15	38	25	14	39	30	24	29	242
21	<b>Web Camera</b>	6	2	0	0	0	0	0	0	0	8
22	<b>Biometric Device</b>	6	2	0	0	0	0	0	0	0	8



SN	Hardware	SRO	DRO	DR Audit	SDC	DIG
1	Server	168	0	0	0	0
2	Desktops - Windows	840	18	90	11	27
3	DM Printers	336	18	45	11	9
4	Flatbed Scanners ( <b>legal size</b> )	336	0	0	0	0
5	Laser Printers	168	9	45	11	9
6	Switches ( <b>16 port</b> )	168	0	0	0	0
7	2 KVA UPS – 4 Hrs	0	9	45	11	9
8	5 KVA UPS – 4 Hrs	168	0	0	0	0
<b>Software ( Latest versions)</b>						
		14 SROs	9 DROs			
9	Windows <b>2008</b> Server Std Edition OLP & <b>with</b> Media	168	0	0	0	0
10	Windows <b>2008</b> Server CAL	840	0	0	0	0
11	MS Office 2007 Prof OLP with Media	168	9	45	11	9
12	SQL Server 2007 STD with Media	18	0	0	0	0
13	SQL Server 2007 CAL	90	0	0	0	0
14	Tamil Software <b>TAB</b> compatible to Windows and Linux	90	9	45	11	9
15	<b>Windows 7 Prof with Media</b>	840	18	90	11	27
<b>Infrastructure</b>						
16	Site preparation (150 Sq.ft.)	168	0	0	0	0
17	Computer Table	1008	18	90	11	27
18	Printer Table	672	27	90	22	18
19	Computer Chair	1008	18	90	11	27
20	Air Conditioner	168	9	45	11	9
21	<b>Web Camera</b>	8	0	0	0	0
22	<b>Biometric</b>	8	0	0	0	0

## 10. Payment Clause

The payment terms will be as follows:

- 1) No advance payment will be made.
- 2) The lease payment will be made in 20 equal quarterly instalments.
- 3) The payment shall become due on satisfactory completion of service every quarter.
- 4) The first quarter payment will however be made as an advance payment on satisfactory installation and commencement of service. This payment will be made after the installation of the Hardware and Software in the location on the acceptance reports from the Registration Office concerned and against an irrevocable Bank Guarantee for an equivalent amount valid for three months.
- 5) The Second and succeeding instalments shall be paid within 30 days after the receipt of request for payment with the Certificate of satisfactory performance from the respective Registration **Officers**.

**Appendix-1 Model Form of Contract**

To be executed by the Bidders who have been awarded the contract)

This Contract entered into this ..... day of .....2011 at Chennai between the Inspector General of Registration, Government of Tamil Nadu, Santhome High Road, Chennai-28, being the Lessee cum service recipient hereinafter referred to as 'The Lessee(Which expression shall unless repugnant to the context or meaning thereof include its successors and assigns) of the First part and ..... the Lessor cum service provider hereinafter referred to as 'The Contractor' (Which expression shall unless repugnant to the context or meaning thereof include its successors and assigns) of the second part.

Whereas the Government of Tamil Nadu appointed M/s. Electronics Corporation of Tamil Nadu Limited (ELCOT) a wholly owned Govt, of Tamil Nadu undertaking registered under the Companies Act 1956 and having the Registered office at 692, Anna salai Nandanam Chennai-600 035 as Optional Procurement Agency for the purpose of procuring IT Hardware and Software by Government Departments/State Public Sector Undertakings/ Autonomous bodies vide G.O.Ms.No.58 Finance (BPE) Department dated 16-02-99.

Whereas the Government of Tamil Nadu in their G.O.Ms.No.20 / Commercial Taxes (U2) Department dated 7/03/2003 have issued administrative sanction for Implementation of third phase of computerisation in Registration Department through ELCOT.

Whereas ELCOT on behalf of the Lessee has invited a OLB (ELCOT Tender No. -----dated 00/00/2011) tender for the leasing of Computer Hardware, Software and connected accessories and Site Preparation in Registration Offices in Tamil Nadu and the Contractor herein has been selected in the Tender by the Lessee for execution of the contract.

Whereas the Lessee and the Contractor, in pursuance thereof have arrived at the following terms and conditions:

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1. This Contract shall remain in force during the Contract period of five years commencing from the date of the signing of this Contract. But in the event of any breach of terms and conditions of the contract at any time on the part of the Contractor, the contract shall be terminable by the Lessee without any compensation to the Contractor.
2. The Contractor agrees to lease by way of supply, installation and commissioning of the equipment (including hardware, software, furniture, AC, UPS etc.) and for site preparation in Registration Offices in Tamil Nadu as detailed in the tender document after carrying out successfully all tests within the stipulated period prescribed by the Lessee at an all inclusive rate of Rs. .... Per **Zone** for the **total number of ----** Registration offices irrespective of the locations, the list of which is annexed to this contract which will form the part of this Contract. This rate is firm and is not subject to enhancement on any ground, during the contract period.
3. The rate for the contract period as detailed in this contract includes excise duty, Sales Tax, Service Tax, Surcharges, Freight, Octroi, Insurance, installation and commissioning charges and such other levies that may be applicable from time to time.
4. The goods or materials to be leased under this contract are to be of the quality and of the sort specified in the tender document.
5. The goods or materials are to be installed at the place specified by the Lessee without any extra cost in such quantities or numbers contained in the tender document.
6. Documents such as operation manuals shall be made available in the centres at all times during the contract period.
7. The equipments leased by the Contractor under the contract shall not be taken away from the location / centre premises during/after the contract period. However any replacement necessitated as part of the contract commitments shall be carried out by the Contractor within 7 days.
8. If the supply, installation and commissioning of the system is not effected

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as per specifications, the Lessee shall have the full authority to terminate the contract, forfeit the Security Deposit of the Contractor and take any such action that will be deemed fit in the circumstances at the risk and cost of the Contractor.

9. The Contractor shall use only licensed versions of the software for each of the computer systems.
- 10.A The materials or goods shall be guaranteed for the contract period of 5 years after installation and commissioning against any manufacturing defects and bad workmanship. The guarantee period will commence from the date of acceptance of the equipment after running on all systems software and carrying out successfully the tests prescribed by the Lessee and installation in good working condition.
- 10.B If the supply installation and commissioning of the system is not completed in full within the stipulated period as prescribed in the implementation schedule a penalty at the rate of 0.25% of the total contract value per day will be levied for a maximum of 10%. If the supply installation and commissioning is not completed even after this time period the Contract will be terminated by ELCOT at the risk and cost of the Contractor apart from forfeiting the Security Deposit and taking such other action as may be deemed fit.
- 10.C If any manufacturing or other technical defect is found during the contract period, the same will have to be rectified or systems/parts replaced free of cost by the Contractor.
- 10.D During the guarantee period, the Contractor agrees to arrange for a back up system at their cost, if the system is down due to manufacturing and other technical defects of the equipment leased, and if it is not rectified within 48 hours. In such an event the original system should be restored within 48 hours. If it is not restored within 48 hours including / excluding holidays depending on the date and time of complaint of the office of the lessee, the Contractor shall be liable for a penalty of Rs.500/- per day for server and Rs.300/- per day for other Systems and accessories **and**

**Rs.500/- per day for absence of service engineers.** The decision of the Registration officer / the centre Head concerned in this regard as to the functioning of the centre shall be final. If the centre continues to be non-functional due to non-performance of Computer systems or non-availability of systems in charge for a period exceeding 1 week, the Lessee shall have the right to make alternative arrangement at the risk and cost of the Contractor.

- 10.E The maintenance under lease basis will cover all the materials and goods (inclusive of print head of Dot Matrix Printer, Fuser Assembly of Laser Printer, Batteries of UPS) leased by the Contractor under this contract irrespective of the fact whether these have been manufactured by the Contractor or not.
- 10.F The Lessee shall reserve the right to take over the Hardware, Software and other infrastructure at the centre set up by the contractor in the Registration office in case of non-compliance of any of the conditions of the contract by the Contractor during the contract period and recover costs/liabilities arising due to such violations.
11. The lease cum service fee payment shall be made in 20 equal quarterly instalments i.e., once in 3 months. Payment to the Contractor shall be made once in 3 months in respect of offices entrusted to the Contractor on zonal basis. The payment shall become due on satisfactory completion of service every quarter and shall be paid at the beginning of succeeding quarter. The first payment will however be made on satisfactory installation and commencement of service. The First payment shall be made after the installation of the Hardware and Software in the Registration office based on the acceptance reports from the Registration office concerned against an irrevocable Bank Guarantee for an equivalent amount valid for three months. The second and the succeeding instalments will be paid as per the schedule mentioned above on the satisfactory performance to be certified by the respective Registration officer and the District Registrars concerned. The payment will be made

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zonalwise through M/s ELCOT. The Second and succeeding instalments shall be paid within 30 days after the receipt of request for payment with the certificate on satisfactory performance to be certified by the Registration Officer / District Registrars concerned.

12. The Contract or any part share of interest in it, shall not be transferred or assigned by the Contractor directly or indirectly to any person or persons whomsoever without the prior written consent of the Lessee.
13. Neither the Lessee nor the Contractor shall be liable to the other for any delay or failure in the performance of their respective obligations due to causes, contingencies beyond their reasonable control such as:
  - (a) Natural phenomena including but not limited to earthquakes, floods and epidemics.
  - (b) Acts of any Government authority domestic or foreign including but not limited to war declared, or undeclared.
  - (c) Accidents or disruptions including, but not limited to fire and explosions.
14. The tender notice dated ----/----/2011 along with the enclosures, the detailed final offer of the Contractor and the letter of acceptance of the tender respectively will form part of this contract. Wherever the offer conditions furnished by the Contractor are at variance with conditions of this contract or conditions stipulated in the tender document, the latter should prevail over the offer conditions furnished by the Contractor.
15. Unless otherwise provided in the contract any notice, request, consent or other communication given or required to be given hereunder shall be given by mailing the same by registered mail, postage prepaid, return receipt requested in the case of the Contractor to the Lessee at their respective addresses and set forth above or with other addresses and to the attentions of such other person or persons as may hereafter be designated by like notice hereunder and any such notice sent by post shall be deemed to have been served on the date when in the ordinary course of post, it would have been delivered at the address to which it was

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sent shall be deemed to be sufficiently served,

16. Any notice to the Contractor by the Lessee or ELCOT if given or left in writing at their usual or last known place of abode or business shall be deemed to be sufficiently served,
17. In case of any dispute, claims and differences arising out of or in connection with this, the matter will be referred to an Arbitrator mutually agreeable to both parties who will be the Arbitrator and his decision will be final and binding on both the parties as per the provisions of the Arbitration and Conciliation Act 1996. The place of Arbitration shall be at Chennai.
18. In case of breach of any of the conditions of the contract by the Contractor during the contract period the Lessee reserves the right to recover costs/liabilities arising due to such breach including the right to take over the Hardware, Software and other infrastructure installed by the Contractor at the Registration Office.
19. All statutory obligations/liabilities like Salary, ESI, P.F., as per Labour Laws for the manpower employed for this contract will be the responsibility of the Contractor.
20. The Contractor shall insure at their own cost against any risk like fire, theft, etc. to the Computer Systems, peripherals and other available infrastructure created by the Contractor at the Registration office and shall take an All Risk Policy from Insurance Company.
21. **(a)** The systems incharge appointed by the Contractor should report to the Registration officer / Centre Head about their attendance leave and working of the Computer Systems and report other matters connected with the functioning of the Computer Centre.  
**(b)** web based Call centre should be established at the IGR Office at Chennai with adequate infrastructure and manpower by the successful bidder / bidders.  
**(c)** Service engineers should be transferred or replaced in every 2 years across the zone, if required by the user Department.



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- (d) Service engineer should have a minimum qualification of Diploma in Computers preferably in hardware with atleast one year experience.
22. The manpower employed by the Contractor and deployed for the execution of this contract will have no right in any manner whatsoever to claim any benefits/rights with the Lessee. They shall be well behaved and compliance thereof will be the responsibility of the Contractor.
  23. The appointed systems in charge shall not be changed/transferred without the knowledge of the Lessee during the contract period except in circumstances beyond the control of the Contractor. Such vacancies shall be filled up immediately.
  24. The Contractor shall help the staff of the Registration Offices in relation to the hardware and peripherals installed by the Contractor.
  25. The Contractor should not use the computer facility for other purposes after the office hours.
  26. The Electricity charges for running the centres shall be borne by the Department.
  27. The Contractor shall after commissioning provide Lessee with a list of equipments installed at the Registration office as part of the fulfilment of this contract which shall be maintained in good working condition till the end of the contract period.
  28. The Contractor shall enter into a secondary lease with the Lessee of the hardware, software, furniture, UPS, AC, and other equipments installed under this contract after the end of the primary lease period covered by this contract for a lease payment of Rs.100/- per annum per location / Centre for a period of 10 years or transfer the assets to the department to a nominal value of Rs.1/-.
  29. The Contractor herein shall indemnify the Lessee and/or Elcot and keep always indemnified the Lessee and/or Elcot for any loss, damage, expense, costs etc. that the Lessee may have to incur by reason of any omission/commission, in this regard by the Contractor.
  30. This contract is subject to the jurisdiction of courts at Chennai only.

For and on behalf of

LESSEE

CONTRACTOR

Witnesses:

1.

2.

**Appendix-2 Bank Guarantee Format**

(To be executed in Rs.100/- Stamp Paper purchased in Tamil Nadu)

To  
The Managing Director  
Electronics Corporation of Tamil Nadu Limited  
MHU Complex II Floor  
692 Anna Salai, Nandanam  
Chennai - 600035

Bank Guarantee No:  
Amount of Guarantee:  
Guarantee covers from:  
Last date for lodgement of claim:

This Deed of Guarantee executed by ..... (Bankers Name & Address) having our head Office at .....(address) (hereinafter referred to as "the Bank") in favour of The Managing Director, Electronics Corporation of Tamil Nadu Limited, MHU Complex II Floor, 692 Anna Salai, Nandanam, Chennai - 600035 (hereinafter referred to as "the Beneficiary") for an amount not exceeding Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_ Only) as per the request of M/s. \_\_\_\_\_ having its office address at \_\_\_\_\_ (hereinafter referred to as "Developer") against Letter of Acceptance reference \_\_\_\_\_ dated \_\_/\_\_/\_\_\_\_ of M/s. Electronics Corporation of Tamil Nadu Limited. This guarantee is issued subject to the condition that the liability of the Bank under this guarantee is limited to a maximum Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_ Only) and the guarantee shall remain in full force up to \_\_\_ months from the date of Bank Guarantee and cannot be invoked otherwise by a written demand or claim by the beneficiary under the Guarantee served on the Bank or before \_\_\_ months from the date of Bank Guarantee.

AND WHEREAS it has been stipulated by you in the said ORDER that the Contractor shall furnish you with a Bank Guarantee by a Scheduled/Nationalised Bank for the sum specified therein as security for compliance with the Contractor's performance obligations for a period of in accordance with the contract.

AND WHEREAS we have agreed to give the Contractor a Guarantee.

THEREFORE, we (Bankers address)....., hereby affirm that we are Guarantors and responsible to you on behalf of the Contractor up to a total of

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Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_ Only) and we undertake to pay you, upon your first written demand declaring the Contractor to be in default under the contract and without any demur, cavil or argument, any sum or sums within the limit of Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_ Only) as aforesaid, without your needing to prove or show grounds or reasons for your demand or the sum specified therein.

This Guarantee is valid for 60 months from the date of Bank Guarantee.

Notwithstanding, anything contained herein

Our liability under this guarantee shall not be exceed Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_ Only). This bank guarantee shall be valid up to \_\_ months from the date of Bank Guarantee and we are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before.

In witness whereof the Bank, through its authorised Officer, has set its, hand and stamp on this ..... at Chennai.

Witness:  
(Name in Block Letters)

(Signature)

## Annexure-1 Technical Bid

## A1.1 Check-list for Enclosures

Documents to be submitted		Fill (YES or NO)
Filled e-Tender Technical Bid Form and Price Bid Form		
Payment of Portal Charges and EMD amount		
Two Part Bid submission		
Letter of Authorisation for signing the Tender document		
Eligibility Criteria		
1.	IT Hardware Manufactures / Representative / Dealers are eligible to apply	
2	In case of representative / dealers, letter of Authorisation from the manufacturers (Servers, Desktops, Printers, UPS) to represent their product for this tender should be submitted	
3	Bidder's existence in the manufacture/sale of the tendered item since 5 years.	
4	Certificate of Incorporation	
5	Copies of Balance Sheet for the last 5 Audited Financial years as a proof for turnover	
6	Full copies of Work Order or signed Agreement and performance/ order completion certificate from the customers for executing single order value.	
7	<b>Service Centre Facilities</b> In case of Manufacturer's service centre or franchise service centre, copies of the land-line telephone bills or rent agreement dated before 31/03/2010 should be submitted as a proof for availability of the service centres	
	<ul style="list-style-type: none"> <li>● Manufacturer should submit undertaking to do servicing directly or through their authorised service partners under their supervision.</li> <li>● The bidders should obtain Performance Certificate from the customer and submit along with tender document as a proof for service capabilities.</li> </ul>	
8.	Undertaking letter stating that the Bidder was not blacklisted by any State Government/Central Government /Public Sector/ Statutory Government bodies should be submitted as per the format given in the tender.	
9.	Proof for Service Engineers	
10.	Declaration letter from the bidders stating that they have not failed to perform in the earlier contract with ELCOT or with	

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<b>Documents to be submitted</b>		<b>Fill (YES or NO)</b>
	any other Government organisation or the bidders whose Earnest Money Deposit / Security Deposit has been forfeited for failure to perform within the past three years period. Declaration / details to be submitted in the Companys letter head.	
11.	Power of Attorney for submitting the bid	
12.	Language of the supporting documents only in English	

**A1.2 Profile of the Bidder**

		<b>Principal Bidder</b>
1.	<b>Name of the Company</b>	
2.	Year of incorporation	
3.	Nature of the Company (Registered Company or Partnership or Proprietary)	
4.	<b>Registered office</b>	
	Telegraphic Address	
	Office Telephone Number	
	Fax Number	
	<b>Contact Person</b>	
	Name	
	Personal Telephone Number	
	Email Address	
5.	<b>Local presence at Tamil Nadu</b>	
	Telegraphic Address	
	Office Telephone Number	
	Fax Number	
	<b>Contact Person</b>	
	Name	
	Personal Telephone Number	
	Email Address	
6.	<b>Registration Details</b>	
	Permanent Account Number	
	VAT Registration Number	
	CST Registration Number	
	Service Tax Registration Number	
7.	Banker's Name, Address and Account Number	

**A1.3 Details in support of Eligibility Criteria**

Sl.No.	Description	Please give details along with proof
1.	Certificate of Incorporation	
2.	Manufacturing capacity	
3.	Annual Turn over (INR)	
	2009-10	
	2008-09	
	2007-08	
	2006-07	
	2005-06	
4.	Details of single Purchase order for OLB Project executed in Government organisations	
5.	Details about service centres in Tamil Nadu	

**A1.4 Details in support of Evaluation Criteria****1. List of Service Centres**

SN	District	Name of the Bidder, who established the centre and address of the centre	Details about the facilities and no. of service persons

**2. Track record on timely completed supply orders**

S	Name of customers	Purchase order reference, item, quantity and locations	Schedule date given by customer	Actual date of completion supported by performance certificate

**A1.5 Declaration**

I/We agree that the offer shall remain open for acceptance for a minimum period as stipulated in the Tender from the date of opening of the tender and thereafter until it is withdrawn by us by notice in writing duly addressed to the authority of opening the tender and sent by registered post with acknowledgement due or otherwise delivered at the office of the authority. The EMD amount shall not bear any interest and shall be liable to be forfeited to ELCOT should I/We fail to abide by the stipulations to keep the offer open for a period mentioned above or fail to sign and complete the contract document as required by ELCOT and furnish the Security Deposit as specified in the terms and conditions of the contract. The EMD amount may be adjusted towards SD or refunded to me/us unless the same or any part thereof has been forfeited as aforesaid.

I/We agree to adhere with the schedule of implementation and deliver the items as specified in the tender.

I/We declare that the Price bid has been submitted without any conditions and strictly as per the Terms and Conditions of the tender document and I/We am/are aware that the Price bid is liable to be rejected if it contains any other conditions.

I/We declare that the information furnished in the tender is true to the best of my/our knowledge. If any false/fictitious information is found I/We agree to the rejection of the bids and consequence action.



**Annexure-2 - PRICE BID**

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To

The Managing Director,  
Electronics Corporation of Tamil Nadu Limited,  
MHU Complex, 2<sup>nd</sup> Floor,  
692, Anna Salai, Nandanam,  
CHENNAI – 600 035

Sir,

I/We hereby submit the tender for the contract per Zone (irrespective of the District) to supply, install and commission computer hardware and accessories, software, networking, site preparation, provide infrastructure and provide maintenance on lease basis for 5 years in Registration Offices as per the specifications given in this tender document to Electronics Corporation of Tamil Nadu Ltd., Chennai-35 within the time specified and in accordance with the specifications, design and instructions as per special Terms and Conditions as well as General Terms and Conditions. The rate per Zone is quoted in the prescribed format given below:

**Rate per Zone for the Supply, Installation and Commissioning and maintenance of Computer Hardware, Software, Networking and connected accessories and site preparation on Operating Lease Basis (OLB) for 5 years in the Registration Offices.**

<b>SN</b>	<b>Zone</b>	<b>Amount in Figures. (Rs.)</b>	<b>Amount in Words</b>	<b>Sales / Service Tax</b>	<b>Total (3)+(5) in Figures (Rs.)</b>	<b>Total (3)+(5) in words Rs.</b>
<b>(1)</b>	<b>(2)</b>	<b>(3)</b>	<b>(4)</b>	<b>(5)</b>	<b>(6)</b>	<b>(7)</b>
1	Chennai					
2	Vellore					
3	Cuddalore					
4	Trichy					
5	Tanjavur					
6	Madurai					
7	Thirunelveli					
8	Salem					
9	Coimbatore					