

**TENDER DOCUMENT  
FOR SUPPLY OF POS MACHINES, PRINTERS, UPS  
AND SQLSERVER**

**TAMILNADU TOURISM DEVELOPMENT CORPORATION LIMITED  
TOURISM COMPLEX,  
No.2, Wallajah Road, Chennai– 600 002.**

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**TAMILNADU TOURISM DEVELOPMENT CORPORATION LIMITED**  
**TOURISM COMPLEX,**  
**No.2 Wallajah Road, Chennai– 600 002.**

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**TENDER FOR SUPPLY OF POS MACHINES, PRINTERS, UPS AND SQL SERVER**

**Bid Reference** : 1693/IT/2009  
**Dt:**

**Cost of Tender document** : Rs.520 (Inclusive of taxes)

**Date of commencement of sale of Bidding document** : 03-02-2010

**Last Date for sale of Bidding document** : 18-02-2010

**Last Date & Time for submission Of Technical & Price bid** : 18-02-2010 upto 3.00 pm

**Date & Time of opening Of Technical bid** : 19-02-2010 at 3.30 pm

**Place of opening Bids** : Tamilnadu Tourism Dev. Corporation Ltd.,  
Tourism Complex  
3<sup>rd</sup> Floor  
2, Wallajah Road, Chennai-2

**Address for communication** : Tamilnadu Tourism Dev. Corporation Ltd.,  
Tourism Complex  
3<sup>rd</sup> Floor  
2, Wallajah Road  
Chennai –2.

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**TAMILNADU TOURISM DEVELOPMENT CORPORATION LTD.  
TOURISM COMPLEX, 2, WALLAJAH ROAD, CHENNAI-2**

**NATURE OF WORK : SUPPLY OF POS MACHINES, PRINTERS,  
UPS AND SQL SERVER**

**INSTRUCTION TO TENDERER:**

1. Sealed tenders are invited from reputed manufacturer companies/organizations/firms or authorised dealer specifically authorised by the manufactures for supply of POS machines, printers, UPS and SQL Server by Tamilnadu Tourism Development Corporation Limited, Chennai-2 upto 3.00 PM on 18-02-2010
2. Tenders should be in the prescribed original tender document obtained from the above address and it should be in two separate wax sealed covers superscribed as "Technical Bid for supply of POS machines, printers, UPS and SQL Server" and "Price bids for supply of POS machines, printers, UPS and SQL Server " to the Managing Director, Tamilnadu Tourism Development Corporation Limited, Chennai-2 by designation. Sealed tenders can be submitted in person or sent by post at the following address:

Managing Director  
Tamilndu Tourism Development Corporation Ltd.  
Tourism Complex, 3<sup>rd</sup> Floor  
Near Kalaivanar Arangam,  
No.2, Wallajah Road, Chennai-2.

The tenders not in the prescribed original tender document will be summarily rejected.

3. The Technical bid must be accompanied by an Earnest Money Deposit as Rs.10,000/-(Rupees Thirty five thousand only) payable by crossed demand draft on any of the nationalised Bank having its office at Chennai. The Demand Draft should be drawn in favour of “Tamilnadu Tourism Development Corporation Limited.” No other form of Earnest Money deposit will be accepted.
4. The Eligibility Criteria of the tenderer are at **Annexure I.** Tenders received without Earnest Money Deposit along with Technical bid will not be accepted and the same will be summarily rejected.
5. The successful bidder shall be intimated on his selection for the award of contract,
6. The successful tenderer should furnish security deposit equivalent to 10% of the tender value either by D.D or by Bank Gurantee from a Nationalised Bank/Scheduled Bank valid for one year within one week from the date of receipt of letter from TTDC intimating the selection of the bidder for the award of contract. The successful tenderer shall also execute the agreement in the proforma prescribed by the TTDC along with the Bid security.
7. Earnest Money Deposit of the successful bidder shall be forfeited in the event of withdrawal of his bid, before the bid validity period or in the event of the failure of successful bidder to furnish the security deposit or to execute the agreement within the specified period. In addition to the forfeiture of Earnest Money Deposit, steps will be taken to blacklist the defaulter.

8. The tenderer (authorised signatory of the company) should sign at the bottom space of all the pages of tender document.
  
9. The rates tendered shall be inclusive of Sales Tax and other taxes, if any that may be levied by the appropriate authorities. The breakup details such as Basic price, Sales tax, Insurance, Transportation and other charges if any, etc. should be indicated separately in the Annexure to the Price bid schedule. As per the Government guidelines issued as a sequel to the Transparency in Tenders Act, the Price bids will be evaluated reckoning all Duties, Insurance, Transportation etc. but local sales tax will be excluded. The format for quoting price bid is at **Annexure III.**
  
10. The Technical Bid will be opened at the Registered Office of Tamilnadu Tourism Development Corporation Ltd., 3<sup>rd</sup> Floor, Tourism Complex, No.2 Wallajah Road, Chennai-2 on 19-02-2010 at 3.30 P.M. The qualified tenderer's price bid will be opened on a date and time which will be intimated later to the technically qualified tenderers. Both the bids will be opened in the presence of tenderers or their authorised representative who choose to be present at that time.
  
11. The Earnest Money Deposit of unsuccessful tenderers will be refunded after a decision taken on the tender. For the successful tenderer Earnest Money Deposit will be refunded after delivery, installation and commission of computer system in good condition as per the specifications.

12. The amount deposited as Earnest Money Deposit as required in Clause 3 above will not carry any interest.
13. The successful Tenderer will be intimated about the acceptance. Hence no enquiry in this regard need be made.
14. All columns in the tender schedule shall be duly, properly and exhaustively filled in ink. The rate shall be entered in words also underneath the figures. No alteration in the description of the schedule shall be permitted. All corrections should be authenticated under the full signature of the tenderer. In case of variations in the rate quoted in words and in figures, the rate quoted in words only will be taken into consideration.
15. The tender shall be valid for 90 days from the date of opening of price bid.
16. The supply should be effected as per specifications furnished in **Annexure II** and as per delivery schedule.

### **Delivery Schedule & Installation**

The POS machines, printers, UPS and SQL Server should be supplied and installed as per list enclosed in **Annexure IV** within 30 days from the date of receipt of supply order.

17. Delay in supply will lead to penalty @ 1% of the value of tender for every week of delay or part thereof. (i.e exceeding three days will be calculated as one week)

18. If delay in supply exceeds 30 days from the delivery schedule, the acceptance order will be liable for cancellation in total or partial, liquidated damages will be levied to the extent of 10% of the total value of items cancelled and the supplier will be blacklisted.
19. a) If it is found that the items so supplied are not as per supply order specifications, the supply made will be rejected and the supplier will be black listed, liquidated damages will be levied to the extent of 10% of the total value of items cancelled and Earnest Money Deposit will be forfeited.
- b) The tenderer should have supplied the quality as per the supply orders received by him in the past and there shall be no instance of cancellation of purchase orders issued in his favour, due to his default.
20. **Warranty** : The POS machines should a minimum guarantee period of three years from the date of installation at respective places of TTDC units. The supplier shall warrant the Goods supplied under this contract as new, unused and shall have no defect arising from materials or workmanship or from any act or omission of the supplier, that may develop under normal use of the supplied Goods for a period of three years from the date of supply. All defective items shall be replaced immediately during the warranty period. The purchase cost of such defective items shall be recovered from supplier as liquidated damages.
21. Tenderers should clearly mention the brand name towards supply of hardware and the same has to be accompanied with a authenticity certificate at the time of supply.

22. The Successful Tenderer should prove the Bench Mark Test results on the machine quoted by the Tenderers failing which the Tenders will be summarily rejected. For each bench mark program run, the following details are to be furnished for each configuration.
- a) CPU Time (system and user time ) and total connect time for compilation, linking, execution.
  - b) All the results should be furnished along with the tender before the due date. Bench mark results sent in bits and pieces will not be accepted for evaluation.
  - c) Bench mark results submitted once can not be altered under any circumstances. Furnishing incomplete results (timings, listings, outputs) will result in rejection of the results.
  - d) Bench mark results should be reproduced after the installation of the computer system.
23. The tenderer should quote the rate for AMC of POS machines, printers, UPS and SQL Server Servers after the completion of warranty period offered by the tenderer. The AMC is payable once in a half year in advance against invoices/bills to be preferred by the Tenderer. The tenderer should provide comprehensive maintenance of the computer hardware which shall include preventive maintenance and corrective maintenance at the location specified by the TTDC. The maintenance shall also include replacement of all parts such as mother boards, hard disk except consumable items. The equipment which is down should be restored in good working condition within 48 hours. Otherwise the supplier shall be liable for a penalty of 1% per week of the breakdown period on the total price of the system.

24. The latest Sales tax clearance certificate and audited balance sheet for the last three years should be produced along with the technical bid.
25. The tenderer shall be solely responsible for the payment of Sales Tax and other taxes, if any levied by the Government and other local bodies. TTDC will issue Form – “C” against CST.
26. The two sealed covers containing and superscribed as “Technical Bid” and “Price bid” separately, should be submitted along with a covering letter in separate sealed cover.
27. The tenderer should enclose the brochure/catalogue and previous copies of indent orders for the supply of POS machines, printers, UPS received from various customers and their certificate of performance, etc along with the Technical bid.
28. **Fixed Price** Prices quoted by the bidder shall be fixed the Bidder’s performance of the contract and not subject to variation on any account. A bid submitted with an adjustable price quotation will be treated as non-responsive and rejected.
29. The Bidder shall furnish, as part of its bid, documents establishing the conformity to the bidding documents of all POS machines, Printers, UPS and SQL Server which the bidder proposed to supply under the contract.

30. In exceptional circumstances, the TTDC may solicit the bidders consent to an extension of the period of validity. The request and the responses thereto shall be made in writing(or by cable or telex). The bid security provided shall be suitably extended. A bidder may refuse the request without forfeiting its bid security. A bidder granting the request is not required or permitted to modify its bid.
31. Bids must be received by the TTDC at the address specified not later than the time and the date specified in the Invitation of Bids. In the event of the specified date for the submission of bids being declared a holiday for the TTDC, the bids will be received up to the appointed time on the next working day.
32. The TTDC may, at its discretion, extend the deadline for submission of bids by amending the bid documents. In which case all rights and obligations of the TTDC and bidders previously subject to the deadline will there after be subject to the deadline as extended.
33. During evaluation of bids, the TTDC may, at its discretion, ask the bidder for clarification of its bid. The request for clarification and the response shall be in writing.
34. The TTDC will scrutinise the bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed, and whether the bids are generally in order. Bids from representatives, without proper authorisation from the manufacturer shall be treated as non-responsive.

35. No bidder shall contact the TTDC on any matter relating to its bid, from the time of bid opening till the contract is awarded.
36. Any effort by a bidder to influence the TTDC in the TTDC's bid evaluation, bid comparison or contract award decisions may result in rejection of the bidders bid.
37. The TTDC reserves the right at the time of award of contract to increase or decrease the quantity of items originally specified in the schedule of requirements without any change in unit price or other terms and conditions.
38. The notification of award will constitute the formation of the contract.
39. In the event TTDC terminating the contract in whole or in part, for non supply of POS machines, printers, UPS and SQL Server as per delivery schedule the TTDC may procure, upon such terms and in such manner as it deems appropriate. The POS machines similar to those undelivered, and the Supplier shall be liable to the TTDC for any excess costs for such similar POS machines. However, the supplier shall continue the performance of the contract to the extent not terminated.
40. The tenders submitted beyond the date and time fixed shall be summarily rejected.
41. Any postal delay or loss in transit will not bind TTDC Ltd.
42. The Managing Director, Tamilnadu Tourism Development Corporation Ltd., reserves the right either to accept or reject any or all the tenders at any time prior to award of contract.

43. Evaluation of tenders would be in accordance with the provisions of Tamilnadu Transparency in Tenders Act 1998.

44. Disputes if any arises, the Arbitrator will be appointed by mutual consent of both the parties and the arbitration proceedings will be as per Arbitration Act. The Jurisdiction will be at Chennai.

**TERMS OF PAYMENT**

45. a) 90% of the total cost of the system will be paid on the installation, commissioning and handing over of the Hardware after testing all the software and fulfilling the technical specifications.

b) The balance 10% will be retained during the warranty period as performance guarantee and will be paid after successful completion of warranty. Alternatively if the supplier furnish the bank guarantee for the equivalent amount, 10% payment can also be released.

SIGNATURE OF  
THE TENDERER.  
DATE:

MANAGING DIRECTOR  
TTDC LTD., CHENNAI.

**ANNEXURE I****TAMILNADU TOURISM DEVELOPMENT CORPORATION LTD,CHENNAI****TECHNICAL BID FOR PREQUALIFICATION****Eligibility Criteria for the Tenderer:**

1. The Organisation should be an ISO 9000/9002 certification or its equivalent for POS Machines(documentary proof to be attached)
2. The Bidder should have an average annual Turnover of Rs.200 lakhs during the preceding 3 years viz 2006-07, 2007-08, and 2008-09 (Copy of audited annual reports to be enclosed)
3. The organisation should have minimum 10 years experience in the field. (Documentary proof should be enclosed)
4. The Bidder should have POS machines, Computers and Printers to Tourism Development Corporations or other state and Central Government/undertakings Departments/reputed companies in the private sector. (Documentary proof to be enclosed)
5. Authorised dealers of the manufacturer are eligible to participate in the tender provided they should furnish the manufacture's authorisation for the items quoted in the format provided in the tender documents.
6. The Organisation should have service centre facilities with a minimum of 50 technical professionals in Chennai city and other areas.
7. No. of Service Engineers employed categorywise to be furnished
8. Latest sales tax clearance certificate to be furnished.

DATED, SIGNATURE OF  
THE TENDERER.

MANGING DIRECTOR,  
TTDC LTD., CHENNAI.

**ANNEXURE II****TECHNICAL SPECIFICATIONS OF POS MACHINES, PRINTERS, UPS  
AND SQL SERVER****POS machines****Required No. of items**

<b>Processor Speed</b>	: Intel Core 2 Due E 7500, : 2.93 GHz, 3 MB L 2 Coche and 1066 MHz FSB Intel G31 chipset,	<b>14 Nos.</b>
<b>Bus Architecture</b>	: Integrated Graphics, 2 PCI, 1 PCI Express x land 1 PCI Express x 16	
<b>Memory</b>	: 2GB 800 MHz DDR2 RAM with 4GB Expandability.	
<b>Hard Disk Drive</b>	: 160GB 7200 Rpm Serial ATA HDD	
<b>Monitor</b>	: 15.6" TFT Digital Color Monitor TCO -03 certified	
<b>Pole Display</b>	: Normal Size	
<b>Keyboard</b>	: 104 keys with Optical Mouse,	
<b>Bays</b>	: 4 No's (5.25 inches for optical media drives and 2 No' 3.5 inches for Hard Disk Drives	
<b>Ports</b>	: 6 USB Ports (with at least 2 in Front), 1 no of Serial Port for Micro Phones, and Head Phone in front	
<b>DVD Drive</b>	: 20x or Better Speed Rewriter	
<b>Network Card</b>	: 10/100/1000 on Board Integrated Network Port with remote booting facility remote system installation, remote wake up	
<b>Software</b>	: Windows XP with Service Pack 3 with media	
<b>Power Management</b>	: Screen Blanking, Hard Disk and System Idle Mode in Power ON, step Password, Power Supply, SMPS surge Protected	
<b>Preloaded Software</b>	: Norton / McAfee / ETrust / Kapersky / or Equivalent, Antivirus (Latest version with 1 year License)	
<b>with three years warranty</b>		

**Printers**

TVS MSP 430 printer Classic + 24 pin  
80 column , 300 CPS DOT Matrix (or)equivalent

**14 Nos.**

**UPS-Numeric**

3 KVA online UPS with SME battery  
with 1 hour backup

**1 No.**

1KVA line interactive UPS with SME battery with 1 hour backup

**9 Nos.**

**SQL Server**

SQL Server standard edition 2005 MOLP with media

**1 No.**

**Note : Warranty Should be minimum 3 Years for POS machines.**

DATED, SIGNATURE OF  
THE TENDERER.

MANGING DIRECTOR,  
TTDC LTD., CHENNAI.

**ANNEXURE III**

TAMILNADU TOURISM DEVELOPMENT CORPORATION LTD, CHENNAI-2

**TENDERER SCHEDULE – PRICE BID****SUPPLY OF POS MACHINES, PRINTERS, UPS AND SQL SERVER****HARDWARE**

		Per Unit	Total Value
POS machines	14 Nos.		
Printers	14 Nos.		

**UPS**

3KVA online – 1 hour backup	1 No.		
1KVA line interactive 1 hour backup	9 Nos.		

**SOFTWARE**

SQL Server Standard Edition	1 No(5 users)		
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**ANNUAL MAINTENANCE CONTRACT RATE**

Warranty Period	AMC Rate per unit (Per annum)	Total AMC Value (Per annum)	In Terms of %
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POS machines	14 Nos.		
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Printers	14 Nos.		
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**UPS**

3KVA online – 1 hour backup	1 No.		
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1KVA line interactive 1 hour backup	9 Nos.		
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**SOFTWARE**

SQL Server Standard Edition	1 No(5 users)		
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(AMC to be quoted on a specific percentage on the basic price of Hardware and to be maintained for minimum period of 7 years)

Note: 1. Brand Name should be indicated for POS machine, Printers and UPS.  
2. The price quoted should be inclusive of all costs and should indicate the following : Basic Price (inclusive of duties), Sales Tax, Transportation & other Charges.etc.

DATED, SIGNATURE OF  
THE TENDERER.

MANGING DIRECTOR,  
TTDC LTD., CHENNAI.

**ANNEXURE -IV****LIST OF INSTALLATION PLACES**

	ITEM No.
<b><u>Boat House -Ooty</u></b>	
POS Machines	5 Nos.
Printers	5 Nos.
UPS	1 Nos. – 3KVA online
<b><u>Boat House -Pykara</u></b>	
POS Machines	2 Nos.
Printers	2 Nos.
UPS	2 Nos. – 1 KVA line interactive
<b><u>Boat House -Kodaikannal</u></b>	
POS Machines	2 Nos.
Printers	2 Nos.
UPS	2 Nos. . . – 1 KVA line interactive
<b><u>Boat House -Muttukadu</u></b>	
POS Machines	1 No.
Printers	1 No.
UPS	1 No. . – 1 KVA line interactive
<b><u>Boat House -Mudhaliarkuppan</u></b>	
POS Machines	1 Nos.
Printers	1 Nos.
UPS	1 No. . – 1 KVA line interactive
<b><u>Boat House -Pitchavaram</u></b>	
POS Machines	1 No.
Printers	1 No.
UPS	1 No. . . – 1 KVA line interactive
<b><u>Boat House -Yercaud</u></b>	
POS Machines	2 Nos.
Printers	2 Nos.
UPS	2 Nos. . – 1 KVA line interactive