

**TENDER DOCUMENT**

**(Tender No.CLM/LT&P/CR-76/14-15 Dated 08.09.2014)**

**Tender Document for Purchase ( Delivery and installation) of  
Laptops and Mobile Printers for Department of Legal Metrology,  
Government of Karnataka**

**Office of Controller,  
Department of Legal Metrology  
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**GOVERNMENT OF KARNATAKA  
DEPARTMENT OF LEGAL METROLOGY**

No. CLM/Plan/CR-76/14-15

Office of the  
Controller of Legal Metrology  
No. 1, Ali Asker Road, P.B. No. 175,  
Bangalore Dated: 08.09.2014  
Telephone: 91 (80) 22253500  
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**E-TENDER NOTIFICATION**

E-Tenders are invited in (two cover system) through e-procurement for purchase of Laptops and Mobile Printers as per the terms and conditions in the RFP. The tender documents may be either downloaded free of cost from the department website: [www.legalmetrology.kar.nic.in](http://www.legalmetrology.kar.nic.in) or through the e-portal of e-procurement of Government of Karnataka. <http://eproc.karnataka.gov.in>

The schedule for the tender is as follows:

|   |   |
|---|---|
| Free download of tender forms from the website/e-portal | From: 10.09.2014 to -<br>09.10.2014 4.00 P.M. |
| Pre-bid Meeting   | 22.09.2014 12:30 P.M                          |
| Last date for submission of bids                        | 10.10.2014 4.00P.M.                           |
| Opening of Technical bid                                | 14.10.2014 11.00 A.M.                         |
| Opening of Financial bid                                | 16.10.2014 11.00 A.M.                         |

The complete details of the tender document are available in the department website: [www.legalmetrology.kar.nic.in](http://www.legalmetrology.kar.nic.in) and <http://eproc.karnataka.gov.in>

**CONTROLLER OF LEGAL METROLOGY**

## **Introduction:**

Karnataka is the knowledge hub of Asia and the pioneer and undisputed leader in the Information Technology industry. To keep pace with the developments in the field of information technology the Department of Legal Metrology stands first in the entire Country. The Department of Legal Metrology in Karnataka for the first time has introduced the Electronic Money Receipt Machines (EMR) and digitized the entire process of issuing of money receipts to the traders/industry by replacing the age old system of manual hand written receipts. This issue of digitized money receipts has brought phenomenal changes in the collection of data, bringing transparency in the financial transactions, building confidence among the trade & commerce.

The Department of Legal Metrology in Karnataka has introduced Electronic Working Standards & Secondary Standard Balances & Digital Comparators by replacing the analog standards to achieve the maximum accuracy in the weighing & measuring instruments.

The Department of Legal Metrology has acquired Mobile Weigh Bridge Testing Kits for the purpose of checking the Weigh bridges for their accuracy. Even Auto LPG Testing Kit to test the delivery of Auto LPG was also acquired by the Department for the first time in the Country, and this was followed by other states.

### ⇒ **Electronic Verification Certificate Devices (EVC's)**

The department of Legal Metrology is empowered to certify the accuracy in all weights, measures used in trade, commerce and industry to protect the interest of consumers and to ensure correct quantities for the prices paid and also to ensure correct weighing of farm produce in sale and transaction, for which the department verify the weights, measures and weighing and measuring instruments for which verification certificates are issued to the traders, retail shops, fair price shops, industries, manufacturers, dealers etc., There are 152 Legal Metrology Officers in the State who inspect and verify the weighing and measuring instruments and issue verification certificates.

This department issues an average of 5,00,000-00 verification certificate in a year for having verified the weights, measures and weighing and measuring instruments. On an average about 10,000 Verification Certificate books containing 50 leaves in duplicate are printed in the Government Press, Bangalore and are being distributed to all the officers throughout the State.

Now the department proposes to digitize & do away the old system of issuing of verification certificate manually to the traders & also standardize the formats of search & seizure by way of digitization.

The department proposes to do away with manual system of issue of Verification Certificate, seizure notice, compounding notices and to standardize the formats by affixing the digital signature of the officer along with the holograms to bring transparency in the day to day activities of the department and build confidence among the trading community by storing the data in the department website and present system of EMR devices can be integrated with the Electronic Verification Certificate Devices for printing both Money receipts as well as verification & seizure receipts. This digitization creates a large database for taking future policy decisions at the Government level.

## Scope of Work

Supply, installation, integration and maintenance of Laptops and Mobile printers

| SI No | Particulars     | No. Of Units |
|-------|-----------------|--------------|
| 1     | Laptops         | 107          |
| 2     | Mobile Printers | 150          |

## Tender procedure

- The tender will be two cover system.
  - First cover will have the pre qualification / Technical bid requirement documents as indicated in the below section along with the compliance to Hardware specifications detailed in Annexure-1 and Annexure-2
  - Second cover shall contain the Commercial details detailed in Annexure-4

## Pre Qualification/Technical Bid Requirements

- Bidders shall fulfil following conditions:
  
- Bidders shall furnish the details as required in annexure 3,4 & 5.
  - The bidder should be authorised partners for an Original Equipment Manufacturer (OEM) engaged in manufacturing with an annual turnover of minimum of Rs. 500 crores in case of laptop and Rs . 25 crores in case of mobile printers in computer hardware manufacturing. The Bidders average annual turnover should be not less than Rs. 10 crores (Documentary proof should be provided) during the past three years in selling computers & computer peripherals.
  - The partnership should exist for the last two years. However, in case of supply of Laptops & Printers by the authorised partner, the OEM whose materials are being supplied shall be responsible for adhering to the schedule of supply and installation. In addition, the responsibility of warranty maintenance shall also be of the OEM whose materials are being supplied.
  - The bidder should have a 10 good service and technical support centres in Karnataka.
  - The bidder should provide evidence of having rendered good service in the past three years to the customers in State or Central Government departments or organisations. The computer maintenance details undertaken by the company should be specified.
  - The OEM company should have ISO 9001:2000 certificate issued by the competent authorities (Copy should be enclosed)
  - **Technical Specifications for Laptops & Mobile Printer shall be as follows:**
    - The technical specifications for the Laptops is given in **Annexure-1**
    - The technical specifications for the Mobile Printers is given in **Annexure-2**

- The bidder would provide compliance of the specification in the format at Annexure – 1 & 2 and also mention deviations if any.
- The bidder shall clearly indicate the model of the laptops and mobile printer which he intends to supply.
- The technical broucher of the models have also to be attached in the technical bid.
- Authorisation letter from the OEMs as per Annexure 3. Separate authorization letter has to be provided for both the products.
- Model quoted should not be a obsolete model and should be currently available.
- Commitment letter from OEM's for both products stating that the spares and consumables of the model quoted would be available for next 5 years from the date of tender.
- Bid Processing fee
- Ernest Money Deposit

### **Bid Processing Fee**

Each bidder shall pay Rs.550 as bid processing fee through any of the four e-Payment options only:

1. Credit Card
2. Direct Debit
3. National Electronic Funds Transfer (NEFT)
4. Over the Counter (OTC) – designated axis bank branches located across the country

Please note that payments submitted through cheque or demand draft shall not be accepted. Further details regarding e-Payment, please refer to e-Procurement website – [www.eproc.karnataka.gov.in](http://www.eproc.karnataka.gov.in)

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

Each bidder shall pay Rs.1,17,000/- (Rupees One lakh Seventeen Thousand only) as the Earnest Money Deposit through any of the four e-Payment options only:

1. Credit Card
2. Direct Debit
3. National Electronic Funds Transfer (NEFT)

4. Over the Counter (OTC) – designated axis bank branches located across the country

Please note that payments submitted through cheque or demand draft shall not be accepted. Further details regarding e-Payment, please refer to e-Procurement website – [www.eproc.karnataka.gov.in](http://www.eproc.karnataka.gov.in)

### **Location of Delivery**

- The laptop and mobile printers shall be delivered to any of the Legal Metrology Offices across Karnataka State, which will be mentioned in purchase order.

### **Commercial Bid Format**

- Vendors shall quote all inclusive price (i.e. price inclusive of taxes, transportation and all other expenses) for delivery and installation per item. The break-up of the cost of Laptops and Mobile Printers should be filled in Annexure-4 format and shall be uploaded in e-Procurement system as a document to be opened along with commercial bid. The all-inclusive price quoted directly in the e-Procurement portal will be taken as the basis for evaluation of commercial bids.

### **Procurement Entity**

- **Controller of Legal Metrology** will act as the procurement entity and it will be responsible for Service Level Agreement (SLA) monitoring and for bill payments.

### **Warranty**

- The Warranty requirements for the procurement under this tender are
  - 3 years comprehensive on-site warranty (including labour, spares) from the date of delivery.

### **Installation report**

- The successful bidder has to collect the delivery Challans and installation challans from the respective Head of the office duly signed by the concerned and submit along with the bill for making the payment.
- The Department will get the verification of the specifications and integrations of the system through authorised officials or through a third party audit.

## Payment Terms

- 100% on delivery of the materials to all the locations indicated by the Department and after submission of delivery challans and installation challans duly signed by the Heads of the office of the field office to Controller of Legal Metrology.

## Delivery Timelines

- Vendors shall deliver and install the items within 4 weeks from the purchase order is issued. For delay in supply of the system/s 2% of the accepted price will be deducted for every week delay.

## Service Level Agreements(SLAs)

- During the warranty period, Service level agreements will be applicable as specified below:

| SL.No. | Services  | Time limit and penalties   |
|--------|---|--|
| 1      | Service support should be available on all the working days of the Govt.  | Sundays and General Holidays exempted  |
| 2      | Time limit for servicing/replacing the system/s, depending on the location  | <ul style="list-style-type: none"> <li>At Facility within 8 Hrs of reporting the issue</li> </ul>  |
| 3      | The time taken for service/replace will be calculated from the time call is logged to the time the issue is resolved; Sundays and general holidays will be excluded |  |
| 4      | Penalty: clause for of delay in Service   | <ul style="list-style-type: none"> <li>Up to seven days - Rs.100/day/ticket</li> <li>Next seven days (i.e. 8<sup>th</sup> day – 14<sup>th</sup> day) - Rs.200/day/ticket</li> <li>Next seven days (i.e. 15<sup>th</sup> day to 21<sup>st</sup> day) -Rs. 300/day/ticket</li> </ul> |
| 5      | If the vendor fails to service/replace the unit,  | An amount equivalent to double the quoted/accepted price of the equipment will be charged to the vendor.   |
| 6      | Vendor should submit the monthly problems reported and its status or before 10 <sup>th</sup> to Department:   | Failing to submit will carry a penalty of Rs.100/- for each day of delay   |
| 7      | The penalties will be calculated on a quarterly basis, and penalty orders (if any) will be raised to vendors at the end of every quarter..                          | Vendors are required to pay the penalties within a period of 20 days from the day the order was raised, failing which Govt. will deduct the amount from the Bank Guarantee   |

## **Performance Bank Guarantee**

- Successful vendor shall submit a bank guarantee, amounting to 10% of the total purchase value of the items for which contract has been awarded. The Bank Guarantee shall be valid for a period of thirty eight(38) months from the date of acceptance. These BGs shall be en-cashed if the vendor did not pay the quarterly penalty within 20days of Department raising the penalty order.

## **Technical Bid Evaluation**

- Department will evaluate whether the items proposed by vendors meet the technical specifications given in the tender (**Annexure 1,2**).

## **Commercial bid evaluation**

- The commercial quotes submitted by technically qualified vendors will be opened in e-Procurement software. The vendor who has quoted the lowest {totalling all items}, all inclusive price would be termed as L1 price.

## **Awarding the contract:**

- Department reserves the right to accept/reject the tenders without assigning any reason or whatsoever.
- Department will select the L1 quote vendor

## **Last date for submission of Tender**

- Tender must be submitted online through e-procurement. On or before the last date prescribed in the notification.

## **Clarifications**

- For further clarifications, it is requested to contact:
  - The Controller, Department of Legal Metrology, Government of Karnataka, No.1, Ali Asker Road, Bangalore, Karnataka - 560 052 (Telephone: 91 (80) 22253500, Fax: 91 (80) 22370318, e-mail: [clm-lm-ka@nic.in](mailto:clm-lm-ka@nic.in))

Controller of Legal Metrology  
Bangalore.

**Annexure-1**  
**Technical Specifications**  
**Laptop Specifications**

**ANNEXURE-1**  
**TECHNICAL SPECIFICATION**  
**LAPTOPS SPECIFICATION.**

| <b>Sl. No</b> | <b>Description</b>       | <b>Specification</b>  |
|---------------|--------------------------|---|
| <b>1</b>      | <b>Processor</b>         | <b>Intel Core i5-3340M processor (Dual core 2.70GHz., 3 MB) or AMD A8 4500 M(Quad core 1.90 Ghz, 4 MB) or equivalent or higher)</b> |
| <b>2</b>      | <b>Chipset</b>           | <b>Mobile Intel 7 Series/AMD A 50M Chipset or equivalent or higher.</b>   |
| <b>3</b>      | <b>RAM</b>               | <b>4 GB DDR3 RAM expandable up to 8GB</b>   |
| <b>4</b>      | <b>HDD</b>               | <b>500 GB SATA SMART HDD with Pre-failure alert.</b>  |
| <b>5</b>      | <b>Graphics</b>          | <b>Integrated Intel/AMD Graphics-Integrated in processor or equivalent.</b>   |
| <b>6</b>      | <b>Monitor</b>           | <b>14" Antiglare color TFT Display</b>  |
| <b>7</b>      | <b>Ports</b>             | <b>3*USB ports ( v2.0), 1*RJ45 connector for Ethernet, 1*DC in, 2*Audio Jacks, Microphone-in/out, 1*VGA port, HDMI port.</b>        |
| <b>8</b>      | <b>Wireless Solution</b> | <b>Integrated WLAN 802.11 b/g/n</b>   |
| <b>9</b>      | <b>Card Reader</b>       | <b>Integrated 4 in 1 card reader</b>  |
| <b>10</b>     | <b>Bluetooth</b>         | <b>Integrated Bluetooth</b>   |
| <b>11</b>     | <b>Webcam</b>            | <b>Integrated 1.3 Mega Pixel or HD Webcam or higher.</b>  |
| <b>12</b>     | <b>Optical Drive</b>     | <b>DVD RW</b>   |
| <b>13</b>     | <b>Ethernet</b>          | <b>10/100/1000 MBPS LAN.</b>  |
| <b>14</b>     | <b>Operating System</b>  | <b>Microsoft windows 8 professional pre loaded.</b>   |
| <b>15</b>     | <b>Certification</b>     | <b>Energy Star 5.0 , Windows 8 ISO 9001:2008 certificate for OEM</b>  |
| <b>16</b>     | <b>Battery</b>           | <b>6 Cell Battery with Battery backup up to 4.00 Hours .</b>  |

|           |                   |  |
|-----------|-------------------|--|
| <b>17</b> | <b>Weight</b>     | <b>&lt; 2.5 Kgs including battery.</b>                                 |
| <b>18</b> | <b>Warranty</b>   | <b>3 years comprehensive onsite warranty<br/>(including batteries)</b> |
| <b>19</b> | <b>Carry case</b> | <b>Carry Case should be provided.</b>                                  |

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**Annexure-2**  
**Technical Specifications**  
**Mobile Printer Specification**

**Configurations and technical details of Mobile Printer**

|                                       |   |
|---------------------------------------|---|
| <b>Print Speed</b>                    | Up to 22 ppm black, Up to 18 ppm colour                     |
| <b>ISO Speed</b>                      | Up to 5 ppm black, Up to 3.5 ppm colour                     |
| <b>Standard Connectivity</b>          | 1 USB 2.0, 1 PictBridge, 1 Bluetooth 2.0 +EDR               |
| <b>Wireless Capability</b>            | Yes, Bluetooth 2.0 + EDR                                    |
| <b>Paper Handling</b>                 | 50 sheet input tray straight through paper path             |
| <b>Duty Cycle</b>                     | Up to 500 pages   |
| <b>Borderless Printing</b>            | Yes (upto 4x6 in)   |
| <b>Processor Speed</b>                | 220 MHz   |
| <b>Product Dimensions (W X D X H)</b> | 13.7 x 6.91 x 3.32 in (34.8 x 17.5 x 8.4 cm)                |
| <b>Product Weight</b>                 | 5.1 lb (5.5 lb with battery) (2.3 kg (2.5 kg with battery)) |
| <b>Warranty</b>                       | 3 years comprehensive on site                               |
| <b>Carry Case</b>                     | Carry case should be provided                               |

**Annexure-3**  
**Manufacturer Authorization Form**

Date:

Ref Number:

Dear Sir/Madam

SUB: Authorization Letter

We <Name of OEM Company>who are established and reputed manufactures of **DESKTOP COMPUTERS, NOTEBOOK COMPUTERS / PRINTERS (PI write only the appropriate product)** having factories at <Place of factory>do hereby authorize the following Partners for Empanelment.

<Partner details>

We hereby certify that the above said partner is with us for the last three years, and will continue as a partner during the validity period of this tender.

We hereby extend our full guarantee and warranty as per terms and conditions of the tender and or the contract for the equipment and services offered against this invitation for any tender offer by the M/s << Partner name >> . We hereby commit to the tender terms and conditions and will not withdraw our commitments during the process and or the period of contract.

**Yours Faithfully,**  
**for "Company Name"**  
**"Name of the person"**  
**"Designation"**

**Authorized signatory of the manufacturer/Developer of the proposed solution components**

**(Seal, Name & Signature)**

**Annexure – 4**  
**Commercial Bid Format**

| <b>Commercial Bid Format</b>                |                |                 |                                       |              |
|---|----------------|-----------------|---------------------------------------|--------------|
| <b>SI No</b>                                | <b>Items</b>   | <b>Quantity</b> | <b>Unit price<br/>(All inclusive)</b> | <b>Total</b> |
| 1   | Laptops        | 107             |                                       |              |
| 2   | Mobile Printer | 150             |                                       |              |
| <b>TOTAL all inclusive price in figures</b> |                |                 |                                       |              |
| <b>Total all-inclusive price in words:</b>  |                |                 |                                       |              |

**Annexure – 5**  
**IT RETURNS FORMAT**

This is to certify that the annual turnover furnished by ( COMPANY NAME) For last three years i.e., 2011-12, 2012-13, 2013-14 from manufacture and sale of computer hardware (Desktops, Laptops) is as below. This is as per the Statement of Accounts which has been duly verified by me and found correct.

| <b>Financial Year</b> | <b>Total turnover of the Company (in Lakhs)</b> | <b>Total Turnover from sale of Desktop/Laptop/Workstation/printers ( In Lakhs)</b> |
|-----------------------|---|--|
| <b>2011-12</b>        |   |  |
| <b>2012-13</b>        |   |  |
| <b>2013-14</b>        |   |  |

**Place:**

**Date:**

**Seal & Signature of  
Chartered Accountant.**