

Tender No. **NIELIT/TECH/HQ/(C&M)/(03)2014**

National Institute of Electronics and Information Technology (NIELIT)
(An Autonomous Scientific Society under Ministry of Electronics and Information
Technology (MEIT), Government of India
Electronics Niketan, 6, CGO complex, Lodhi Road, New Delhi-110003)

eTender Document
for
Comprehensive Annual Maintenance Contract for Desktop PCs, Laptops,
Printers & peripherals and Network Maintenance

Tender Publishing Date	22-MAY-2017 (6:55 PM)
Tender Document Download Date	23-MAY-2017 (10:00 AM)
Last Date and Time of Receiving Pre-Bid Queues in the prescribed Format (Annexure-10)	28-MAY-2017 (5:00 PM)
Pre bid meeting	29-MAY-2017 (11:00 AM)
Pre-Bid Minutes Upload Date & Time and Tender Submission Start Date	01-JUNE-2017 (10:00 AM)
Tender Submission closing Date & Time	15-JUNE-2017 (3:00 PM)
Tender Opening Date & Time	16-JUNE-2017 (3:00 PM)
Estimated Tender Value	₹ 3.00 Lakh
EMD Value	₹ 15,000.00
Tender Document Cost	₹ 1,000.00

IMPORTANT NOTE

1. Tender documents may be downloaded from Central Public Procurement Portal <https://eprocure.gov.in/eprocure/app> . Aspiring Bidders/ Suppliers who have not Enrolled/registered in e-procurement should enrol /register before participating through the website <https://eprocure.gov.in/eprocure/app>. The portal enrolment is Free of cost. Bidders are advised to go through instructions provided at Annexure-1 regarding 'Instructions for online Bid Submission'.
2. Bidders can access tender documents on the website, fill them with all relevant information and submit the completed tender document into electronic tender on the website <https://eprocure.gov.in/eprocure/app> .
3. Tenders and supporting documents should be uploaded through e-procurement. Hard copy of the tender documents will not be accepted.

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Chapter 1
Notice Inviting Tender

NIELIT invites Online bid on two bid system Tenders through e-Procure Portal (<http://eprocure.gov.in/eprocure/app>) for Comprehensive Annual Maintenance Contract (AMC) for all desktop PCs, printers & peripherals and network maintenance at NIELIT HQ and NIELIT office at NBCC Building.

Bidders are requested to read the bid document carefully. Manual bids shall not be accepted.

Tender documents may be downloaded from CPPP website <https://eprocure.gov.in/eprocure/app>

Bids shall be submitted online only at CPPP website:

<https://eprocure.gov.in/eprocure/app>.

Queries related to pre-bid may be sent to partho@nielit.gov.in, akash@nielit.gov.in

latest by **28-May-2017 (5:00 PM)**.

Chapter 2

Objective and Scope

Objective

NIELIT proposes to identify a Bidder for providing comprehensive Maintenance for the various Hardware Software and Network Maintenance Support at NIELIT HQ and NIELIT office at NBCC building.

Scope

NIELIT intends to invite proposal for Annual Maintenance Contract (AMC) for all desktop PCs, Printers & peripherals and Network Maintenance with Software Support . The broad scope of Work awarded would include:

- ✓ Maintenance Service shall consist of Preventive as well as Breakdown/Corrective Maintenance including supply & replacement of spares in respect of all the Computer Equipment installed at NIELIT (HQ), which includes all Compaq/IBM/Dell/HCL/HP make Computer , Inkjet & Laser jet printer/Scanner and Network Maintenance, as a part of this AMC Contract.
- ✓ The Bidder shall be responsible for comprehensive maintenance including preventive maintenance of the systems , network equipment , printers and scanners . Preventive maintenance shall mean and include services designed to reduce equipment failure and extended useful life of the equipment including cleaning lubrication, inspection and testing . This would also include Linux, Microsoft and OS support etc. in terms of adding patches and install/reinstall of Systems hardware and other software. Consumable material and tools and tackles required for performing this preventive maintenance shall be in the Scope of Bidder.
- ✓ The services shall include complete repair / replacement of components, non - consumable spares, Fuser Assembly in case of LaserJet printers as well as of the peripherals, at no additional cost. However consumables like Plastic Parts, Teflon will be replaced on cost of consumable being made by NIELIT.
- ✓ Bidder has to do the software trouble shooting , loading or re-loading of software as & when required , which includes antivirus updations, virus removal, if any and OS configuration support (Windows XP/7/8/10/Vista, Windows Server all versions), e-mail set-up & installation of our internal software's (if any), etc. In case any bad blocks appears in the Hard disk and indicates warning then, the whole hard disk has to be replaced without any delay.

- ✓ Bidder shall provide first level assistance to the users in operations of PC, Printer and software so that the users can perform their work smoothly.
- ✓ All hard disk, keyboard, mouse, optical – drives, mother board, transformer, etc. are covered in maintenance.
- ✓ Standby System: In case a system/ equipment could not be repaired at site, then the contractor will carry the system after providing a standby system of the same or higher configuration. Such system shall be brought back after repair within 3 working days. Any equipment that remains unattended for more than 1 working day without a standby attract a penalty of Rs. 250/- per day per equipment shall be levied subject to maximum of 10% of the total contract value for the year. In addition, if the system / equipment remain un-operational for 5 day or if the contractor fails to perform the contract in accordance with the terms and conditions of the contract, NIELIT shall have a right to get the job completed by any other agency at the risk and cost of the contractor. For this purpose the bidder shall maintain a service record book for each user .The call logging Software shall also be used for this purpose.

On call support: The bidder selected shall depute a qualified and experienced residential Engineer on all week days (Monday to Saturday) for a day from 0900 hrs to 1730 hrs. Besides the weekdays, services of the Engineer may be required even on Sundays during the period when the Examinations are being conducted and extra payment at the rates approved as part of Tender Would be made for such attendance.

- ✓ The Engineer should be equipped with spare parts like CD – ROM Drive , Mouse, Hard Disk, C-MOS battery, RAM, SMPS etc . Also ‘ drivers and Software patches ‘ etc., as applicable , should be available with the resident engineer to ensure that troubleshooting is not delayed for want of such utilities.
- ✓ BIDDER shall maintain services log book and record the nature of service rendered during each trouble shoot by the service representative and the same shall be duly got signed by the official in charge of NIELIT.
- ✓ The Engineer deployed by the bidder shall mark his attendance in the Register maintained with the authorized representative of NIELIT and in case the Engineer avails leave or remains absent, the bidder will arrange for a suitable substitute failing which , *payment @Rs 1000/- . Per day* shall be deducted by NIELIT from the bills submitted by the bidder.

- ✓ Bidder shall diagnose and rectify all virus and security problem and ensure retrieval of user data to the maximum extent possible . Antivirus software will be provided by NIELIT , however Bidder will be responsible for antivirus upgrade/update at all locations.
- ✓ Bidder should follow & maintain the IT Security Policy as per NIELIT Norms.
- ✓ NIELIT reserves the right to increase or decrease the number of systems within the contract period. In case of any decrease/increase of any system into AMC, the proportionate rate of the similar configuration will be applicable.
- ✓ All spares to be used for replaced shall conform to the configuration and quality as prescribed by the manufacturer of the respective equipment and the same shall be procured from the authorized dealer or Manufacturer.
- ✓ Service offered shall be in accordance with the service instructions and standard practice of original manufacturer.
- ✓ Maintenance work are required to be carried out as per “ MANUFACTURERS “ MANUALS” and ensured that all the Hardware equipment are in working condition without break down.
- ✓ To provide support for configuration of the Hardware Equipments (under AMC) as and when needed by NIELIT.

Chapter 3

Information to Bidders regarding the Bids

Opening of technical bids

Opening of Bids

NIELIT will open Bid in conference room of NIELIT (HQ), Electronics Niketan, 6, CGO Complex, New Delhi – 110003.

The Bidder's representatives who are present shall sign a register evidencing their attendance. In the event of the specified date of Bid opening/presentation being declared a holiday for NIELIT the Bid shall be opened at the appointed time and location on the next working day.

Announcement of bids

The Bidder's names, Bid modifications or withdrawals and the presence or absence of requisite bid security and such other details will be announced at the opening. No bid shall be rejected at bid opening, except for late bids.

Bids not considered for evaluation

Those Bids which are rejected during the bid evaluation process shall not be considered for further evaluation, irrespective of the circumstances.

Opening of commercial bids

Opening of Bids

Commercial Bids will be opened and compared after the technical bids evaluation. The commercial bids will be opened only of those bidders, who will qualify technical. The name of Bidder, bid prices, total amount of each bid etc. shall be announced by the NIELIT at the Commercial Bid opening. The NIELIT will prepare minutes of Commercial Bid Opening. The date, time and venue of opening of commercial bid will be intimated latter to the technically qualified bidders.

Clarification of bids

To assist in the evaluation, comparison and examination of bids, NIELIT may , at its sole discretion, ask the Bidder for a clarification of its Technical bid. The request for clarification and the response shall be in writing. If the response to the clarification is not received before the expiration of deadline prescribed in the request, NIELIT reserves the right to make its own reasonable assumption at the total risk and cost of the Bidder. No Representation in this regard would be entertained.

Completeness of bids

NIELIT will examine the bids to determine whether they are complete, whether they meet all the condition of the Tender Document and Technical Specifications, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed and whether the Bid Document are substantially responsive to the requirements of the Tender Document.

Rectification of errors

Arithmetical errors will be rectified on the following basis

If there is discrepancy between the rates in word and figures the rate in word will govern. If the bidder does not accept the correction of errors, his bid will be rejected and his EMD may be forfeited.

Rejection of bid

A bid that does not meet all pre-qualification criteria or is not responsive shall be rejected by NIELIT and may not subsequently be made responsive by correction or withdrawal of the non-conforming deviation or reservation by the Bidder.

Bid enquiry

NIELIT may also on its own motion, if deemed necessary, issue interpretations and clarifications to all Bidders. Verbal clarifications and information given by NIELIT or its employees or representatives shall not in any way or manner be binding on NIELIT.

The designated Contact person for any clarification is:

Partha P. Adhikari
Deputy Director (Systems)
National Institute of Electronics and Information Technology,
Electronics Niketan, 6 CGO Complex,
Lodhi Road, New Delhi - 110003

Chapter 4 Eligibility Criteria

Legal Requirements / Compliance

1. The Bidder must be a Sole proprietor, individual Company/ Firm registered under Indian Company Act, 2013/ The Partnership Act 1932. A bidding firm should be an individual corporation/company. Consortium of companies/ firms is not allowed.
2. The Bidder should possess the requisite experience, resources and capabilities in providing the services necessary to meet the requirements, as described in the tender document. The bid must be complete in all respects and should cover the entire scope of work as stipulated in the document. Bidders not meeting the Eligibility Criteria will not be considered for further evaluation. The Bidder should be in operation anywhere in India for at least Five Years as on 31 Mar-2017.
3. The Bidder must possess a valid : -
 - VAT/ Sales Tax Registration Certificate.
 - Service Tax Registration Certificate.
 - PAN Number.
4. Bidder should provide an attested & valid copy of all the above – mentioned certificates along with the Technical bid.
5. The Bidder should be an **ISO – 20000:2005 certified company**. Copies of the certification to be submitted.
6. **The Bidder should either be an Original Equipment Manufacturer of Computers/ Printers** or its Authorized Service Providers (ASP) or should have an arrangement with ASP of any Computer Hardware OEM to ensure use of original / genuine spares to undertake AMC of computer hardware. Authorized Service Partnership (ASP) with any one or more of HP/DELL/IBM/HCL/COMPAQ will be given preference.
7. Bidder has to submit the No Blacklisting Certificate as per Annexure-3(on Non-Judicial Stamp Paper of Rs. 100/-).
8. Tender Acceptance Letter on Company's Letterhead as per format Annexure-2.

Technical Requirements/Compliance:

1. The average annual turnover of bidder shall be ₹ 15 Lakh for the last 3 year (2013-14, 2014-15, 2015-16). The bidder has to submit audited balance sheet of the said 3 Financial Years.
2. The bidder should have domain knowledge and experience of Annual Maintenance Contract for Desktop PCs, Laptops, Printers & peripherals and Network Maintenance. The bidder should have executed
 - A. One similar assignment having value of 80% of the estimated value OR
 - B. Two similar assignments, each assignment having value of 60% of the estimated value OR

- C. Three similar assignments, each assignment having value of 40% of the estimated value in last 5 years for any Government organization/Semi-Government organization/ PSU/Universities/Institutions in India (Copy of purchase order along with Completion Certificate from Client/Self Certified shall be enclosed with Technical bid).

Financial Requirements/ Compliance:

1. The Bidder should deposit **Earnest money** as mentioned in the cover page of the RFP document along with the Technical bid. The bid received without required Earnest money will be rejected. The EMD should be submitted in the form of A/C payee demand draft/ Banker’s Cheque/RTGS/NEFT.

Sr. No.	Particulars	Details
1.	Beneficiary Name and Address	National Institute of Electronics and Information Technology, Electronics Niketan, 6 CGO Complex, Lodhi Road, New Delhi 110003
2.	Name of Bank	Bank of India
3.	Bank Branch and Details	Electronics Niketan, 6 CGO Complex, Lodhi Road, New Delhi 110003
4.	Beneficiary Account NO.	604820100000012
5.	IFSC Code	BKID0006048

2. The Successful bidder should submit performance security @ 10% of the contract value in the form A/C payee demand draft/ pay orders/ Bank Guarantee/FDR of any of the nationalized bank in favour of NIELIT, New Delhi within 15 days from the contract. Performance security remains valid up to 60 days beyond the date of completion of all contractual obligation of the firm/company.
3. EMD shall be refund to the successful bidder on receipt of performance security.
4. The DD in physical form duly sealed in envelope super scribed with “DDs towards EMD and Tender Document cost for the tender no. NIELIT/TECH/HQ/(C&M)/(03)2014 for Annual Maintenance Contract for Desktop PCs, Laptops, Printers & peripherals Maintenance”

should be dispatched/submitted at NIELIT Office at the address mentioned below:

Joint Director (Systems)
National Institute of Electronics and Information Technology,
Electronics Niketan,6 CGO Complex,
Lodhi Road, New Delhi-110003.

Other Requirements/Compliance

- a. The Bidder should have a local support office at New Delhi. If the bidder, at the time of bidding, does not have a local support office at New Delhi then he should submit an undertaking on his letter-head regarding the timely establishment of same i.e. within 15 days from the date of work order, if awarded the work order/contract.
- b. NIELIT considers a conflict of interest to be a situation in which a party has interests that could improperly influence that party's performance of official duties or responsibilities, contractual obligations, or compliance with applicable laws and regulations, and that such conflict of interest may contribute to or constitute a prohibited practice under NIELIT's Procurement Ethics. In pursuance of NIELIT's Procurement Ethics requirement that bidder suppliers, and contractors under contracts, observe the highest standard of ethics , NIELIT will take appropriate actions against the bidder, if it determines that a conflict of interest has flawed the integrity of any procurement process. Consequently all Bidders found to have a conflict of a conflict of interest shall be disqualified. A Bidder may be considered to be in a conflict of interest with one or more parties in the bidding process if , including but not limited to :
 - I. have controlling shareholders in common; or
 - II. receive or have received any direct or indirect subsidy from any of them; or
 - III. have the same legal representative for purposes of the Bid; or
 - IV. have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the Bid of another Bidder, or influence the decisions of the tendering authority regarding this bidding process; or
 - V. A Bidder participates in more than one bid in this bidding process. Participation by a Bidder in more than one Bid will result in the disqualification of all Bids in which it is involved. However, this does not limit the inclusion of the same subcontractor , not otherwise participating as a Bidder , in more than one bid ; or

- c. Firm is not eligible to participate in this RFP while under sanction by NIELIT, whether such sanction was directly imposed by NIELIT, or imposed by NIELIT pursuant to the Agreement for Mutual Enforcement of Debarment Decisions. A bid from a sanctioned or cross – debarred firm will be rejected. Similarly, at the time of bidding, the firms having black- listed/ debarred in participating in any procurement activities by any State or Central Government in India are not allowed to bid. Undertaking to this effect shall be submitted by the bidder on his letter head.
- d. Bidder shall provide such evidence of their continued eligibility satisfactory to the tendering authority as per the “Eligibility Criteria” mentioned in the bidding document and/or as the tendering authority shall reasonably request.

Chapter5

Technical Manpower Requirement

The bidder shall depute one full time qualified technical person having min. 3 years experience in Systems Administration & Networking with in depth practical knowledge in installation of Windows, Windows Servers, Linux/Ubuntu etc.

The technical person should have the following minimum qualification:

BE(CS)/M. Tech.(CS)/MCA/DOEACC B Level

Chapter 6

Bid evaluation criteria and selection procedure

The Bidding process below specifies the procedures that would regulate the overall bidding process. It contains standard provisions that have been prepared to Design, Prepares, Advertise/Publish, Submit, Open Evaluate, Compare bids and Award of Contract and are to be strictly adhered to by the bidder.

The bid shall be submitted online in two parts, viz., technical bid and financial bid.

Technical Bid - The following documents are to be furnished by the bidder along with Technical Bid as per the tender document:

- i) Scanned copy of the valid Service Tax Registration No. of the bidder from Service Tax Department of the Government of India, scanned copy of the valid registration number of the firm along with the CST/VAT No. allotted by the sales tax department, as well as PAN number of the firm allotted by the income tax department and Tender Acceptance Letter (Annexure-2) failing which bidder's bid may be rejected.
- ii) Scanned copy of documents like Tender document Cost (Tender Fee/Earnest Money Deposit etc. The original payment instrument like Demand Draft etc as specified in this tender document has to be sent to the address NIELIT, Electronics Niketan, 6 CGO Complex, NewDelhi-110003 by post/speed post/courier/by hand on or before Bid submission Closing Date & Time . Otherwise the tender will be summarily rejected without assigning any reason.

FINANCIAL BID - Schedule of Financial Bid in the form of BOQ_AMC.xls The below mentioned Financial Proposal/Commercial bid format is provided as BoQ_AMC.xls along with this tender document at <https://eprocure.gov.in/eprocure/app> . Bidders are advised to download this BoQ_AMC.xls as it is and quote their offer/rates in the permitted column and upload the same in the commercial bid. Bidder shall not tamper/modify downloaded Financial Bid template in any manner. In case if the same is found to be tempered/modified in any manner, tender will be completely rejected and EMD would be forfeited.

L1 shall be evaluated on total amount inclusive of taxes as mentioned in the Financial Bid Format.

The Bids must be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app>. on or before the due date, i.e., 15-Jun-2017 by 03:00 P.M. Bids, submitted after the due date & time are liable to be rejected. The Technical bids received online will be opened on 16-Jun-2017 3:00 P.M.

Bidder is duty bound to observe all the Laws, Rules, Regulations, Policies, Procedures and Guidelines of the Central Vigilance Commission and Government of India as in force from time to time.

NIELIT reserves the right to accept or reject any bid or cancel tender proceedings without assigning any reason whatsoever.

Incomplete quotations are liable to be rejected.

The Bidder will deploy their own manpower for the AMC and Network maintenance of the equipment and should not be outsourced to any third party.

BID EVALUATION

Guiding Principle for Evaluation of Bids

- A. The tendering authority shall determine to its satisfaction whether the Bidder that is selected as having submitted the best and substantially responsive Bid is qualified to perform the Contract satisfactorily.
- B. The determination shall be based upon an examination of the documentary evidence of the Bidder's qualifications submitted by the Bidder.
- C. An affirmative determination shall be a prerequisite for award of the Contract to the Bidder. A negative determination shall result in disqualification of the Bid, in which event the tendering authority shall proceed to the next best bid to make a similar determination of that Bidder's capabilities to perform satisfactorily.
- D. The tendering authority/ procurement committee, in observance of the practices, shall:-
 - I. Maintain the bid evaluation process strictly confidential as per the details below.
 - II. Reject any attempts or pressures to distort the outcome of the evaluation, including Fraud and corruption.
 - III. Strictly apply only and all of the evaluation and qualification criteria specified in the Bidding document.

Confidentiality

- A. Information relating to the examination, evaluation, comparison, and post qualification of Bids and recommendation of contract award, shall not be disclosed to Bidder or any other persons not officially concerned with such process until publication of the Contract award.
- B. Any attempt by a Bidder to influence the tendering authority or other officials in the examination, evaluation, comparison, and post qualification of the Bids or Contract award decisions may result in the rejection of his Bid.
- C. From the time of bid opening to the time of Contract award, if any Bidder wishes to contact the tendering authority on any matter related to the bidding process, he is allowed to do so in writing.

Clarification of Bids

- A. Any clarification submitted by a Bidder with regard to his Bid that is not in response to a request by the tendering authority shall not be considered.
- B. No change in the prices or substance of the Bid shall be sought, offered or permitted, except to confirm the correction of arithmetic errors discovered by the tendering authority in the evaluation of the Commercial/Financial Bids.

Evaluation of Bids

- A. The tendering authority shall evaluate each Bid that has been determined, up to the stage of the evaluation, to be substantially responsive.
- B. To evaluate a Bid, the tendering authority shall use all the criteria and methodologies defined in this document.
- C. To evaluate a Bid, the tendering authority shall consider the following: -
 - I. The bid price as quoted in accordance with bidding document.
 - II. Price adjustment for correction of arithmetic errors in accordance with bidding document.
 - III. Price adjustment due to discounts offered in accordance with bidding document.

Evaluation of Technical Bids

- A. The initial technical evaluation shall be completed by the designated Procurement Committee as early as possible after opening of technical bids.
- B. The number of firms qualified in technical evaluation, if less than four, and it is considered necessary by the tendering authority to continue with the bid process, reasons shall be recorded in writing; otherwise fresh bids will be invited.
- C. After approval of the technical evaluation by tendering authority, the firm which qualified in the technical evaluation shall be informed in writing about the date, time and place of opening of their financial bids.
- D. The firms which could not qualify in technical evaluation will be informed about this fact. Their financial bid not be opened and EMD refunded after completion of the bid process i.e. award of the contract to the best/ successful bidder.

Evaluation of Financial Bids

- A. The financial bids of bidder who qualified in technical evaluation shall be opened at the notified time, date and place by the members of Procurement

Committee in the presence of the bidders or their representatives who choose to be present.

- B. The names of the firms, the rates given by them and conditions put, if any, shall be read out and recorded in tender opening register.
- C. The evaluation shall include all costs and all taxes and duties applicable to the bidder as per law of the Central / State Government / Local Authorities.
- D. The offers shall be evaluated and marked L1, L2 and L3 etc. L1 being lowest offer and then others in ascending order.
- E. The Committee shall prepare a comparative statement in tabular form and its report on evaluation of financial bids and with the recommendation to sanction the best offers to the tendering authority.
- F. It shall be ensured that the offer recommended for sanction is justifiable looking to the prevailing market rates of the goods and / or service required to be procured.
- G. In case of same lowest financial bid quoted by different bidders, the tendering authority reserves the right to give the work – order to any bidder (with same lowest values) in the interest of State.

Chapter 7

Proposed Contract Terms

General Conditions of Bid

1. Income Tax , VAT / Service Tax Registration and Clearance Certificate

No Dealer who does not hold a valid PAN from Income Tax department and who is not registered under the VAT / Sales Tax and Service Tax Act prevalent in the State where his business is located shall tender. The VAT and Service Tax Registration Number should be quoted.

2. Contract Documents

Subject to the order of precedence set forth in the Agreement, all documents forming the Contract (and all parts thereof) are intended to be correlative, complementary, and mutually explanatory.

3. Language

A. The Contract as well as all correspondence and document relating to the Contract exchanged by the Supplier/ Bidder and the Purchaser, shall be written in English language only or as specified in the special conditions of the contract. Supporting documents and printed literature that are part of the Contract, in which case, for purposes of interpretation of the Contract, this translation shall govern.

B. The Supplier/ Bidder shall bear all costs of translation to the governing language and all risks of the accuracy of such translation.

4. Notices

A. Any Notice given by one party to the other pursuant to the Contract shall be in writing to the address specified in the contract. The term “in writing” means communicated in written form with proof of receipt.

B. A Notice shall be effective when delivered or on the Notice’s effective date, whichever is later.

5. Governing Law

The Contract shall be governed by and interpreted in accordance with the laws of the New Delhi State/ the Country (India), unless otherwise specified in the contract.

6. Delivery and Installation

A. The bidder whose tender is accepted shall arrange to start the services as mentioned in the bid document.

B. Delivery & Installation of ordered items would be completed within the schedule given in the document.

7. Contract Price :

- A. The Contract Price shall be paid as specified in the contract subject to any additions and adjustment thereto, or deductions there from, as may be made pursuant to the Contract.
- B. Price charged by the Supplier/Bidder for the Goods delivered and the Related Services performed under the Contract shall not vary from the price quoted by the Supplier/Bidder in its bid, with the exception of any price adjustments authorized in the special conditions of the Contract.

8. Terms of Payment

- A. No advance payments of handling charges/service charges etc. under any circumstances shall be made to the firm/company.
- B. Comprehensive AMC charges to be paid in four equated quarterly instalments.
- C. All payments shall be subject to TDS.
- D. The rate quoted should be firm.
- E. All transaction shall be in Indian Rupees.
- F. In case of any difference between the rates quoted in figures and word , the latter shall prevail.
- G. The bid should be valid for a minimum period six months after the closing date of submission.
- H. The bid shall be prepared keeping in mind NIELIT will prefer to award the similar work after successful completion of the project and the selected party may directly be awarded the work in future on same terms and condition.

9. Copyright

The copyright in all documents, and other materials containing data and information furnished to the Purchaser by the Supplier/Bidder herein shall remain vested in the Supplier/Bidder, or, if they are furnished to the Purchaser directly or through the Supplier/Bidder by any third party, including suppliers of materials, the copyright in such materials shall remain vested in such third party.

10. Confidential Information

- A. The Purchaser and the Supplier/Bidder shall keep confidential and shall not, without the written consent of the other party hereto, divulge to any third party any documents, data, or other information furnished directly or indirectly by the party hereto in connection with the Contract, whether such information has been furnished prior to during or following completion or termination of the contract.
- B. The Purchaser shall not use such documents, data and other information received from the Supplier/Bidder for any purposes unrelated to the Contract. Similarly, the Supplier/Bidder shall not use such document, data, and other information received from the Purchaser for any purpose other

than the design, procurement, or other work and services required for the performance of the Contract.

- C. The obligation of a party under sub-clauses above, however, shall not apply to information that :-
- I. the Purchaser or Supplier need to share with the NIELIT or other institutions participating in the Contract ;
 - II. now or hereafter enters the public domain through no fault of that party ;
 - III. can be proven to have been possessed by that party at time of disclosure and which was not previously obtained, directly, from the other party ; or
 - IV. Otherwise lawfully becomes available to that party from a third party that has no obligation of confidentiality.
- D. The above provision shall not in any way modify any undertaking of confidentiality given by either of the parties hereto prior to the date of the Contract in respect of supply or any part thereof.
- E. The provisions of this clause shall survive completion or termination, for whatever reason, of the Contract.

11. Change in Laws & Regulations :

Unless otherwise specified in the Contract, if after the date of the Invitation for Bids, any law, regulation, ordinance, order or bylaw having the force of law is enacted, promulgated, abrogated, or changed in state/ India, where the Site is located (which shall be deemed to include any change in interpretation or application by the competent authorities) that subsequently affects the Contract Price, then such Contract Price shall be correspondingly increased or decreased, to the extent that the Supplier has thereby been affected in the performance of any of its obligations under the Contract. Notwithstanding the foregoing, such additional or reduced cost shall not be separately paid or credited if the same has already been accounted for in the price adjustment provisions where applicable, in accordance with Clause "Contract Price".

12. Force Majeure :

- A. The Supplier shall not be liable for forfeiture of its Performance Security deposit, liquidated damages, or termination for default if and to the extent its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- B. For purposes of this Clause, "Force Majeure" means an event or situation beyond the control of the Supplier that is not foreseeable, is unavoidable, and its origin is not due to negligence or lack of care on the part of the Supplier. Such events may include, but not be limited to, acts of the Purchaser in the sovereign capacity, wars or revolutions,

fires, floods, epidemics, quarantine restrictions, and freight embargoes.

- C. If a Force Majeure situation arises, the contractor shall promptly notify to NIELIT in writing of such conditions and cause thereof within 15 days of occurrence of such event. Unless otherwise directed by NIELIT, the contractor shall continue to perform its obligations under the contract as far as reasonably practical.
- D. If the performance in whole or part or any obligation under the contract is prevented or delayed by any reason of Force Majeure for a period exceeding 60 days, either party at its option may terminate the contract without any financial repercussion on either side.
- E. In case a Force Majeure situation occurs with NIELIT may take the case with the contractor on similar lines.

13. Termination

A. Termination of the contract

The Contract is liable to be terminated if the Contractor:

- I. Becomes bankrupt or insolvent or goes into liquidation (other than a voluntary liquidation for the purpose of amalgamation or reconstruction, in the case of a Company) or is ordered to be wound up or has a receiver appointed on its assets or execution or distress is levied upon all or substantially all of his/their assets ; or
- II. Make an arrangement with or assignments in favor of his/ their creditors or agrees to carry out the contract under a committee or inspection of his/their creditors ; or
- III. Abandons the work ; or
- IV. Persistently disregards the instruction of Engineer in contravention of any provision of the Contract ; or
- V. Fails to adhere to the agreed program of work ; or
- VI. Assigns or sublets the work in whole or in part thereof without prior written consent of NIELIT ; or
- VII. Performance is not satisfactory ; or
- VIII. Defaults in the performance of any material undertaking under the contract and fails to correct such default to the reasonable satisfaction of NIELIT within fifteen days after written notice of such default is provided to the Contractor. Such termination will be by 15 (fifteen) days notice in writing and no claim/compensation shall be payable by NIELIT as a result of such termination.
- IX. At any time, the contractor makes default in proceeding with the works/job with due diligence and continues to do so after a notice in writing of seven (7) days from EIC/OIC.

- X. If the contractor obtains the contract with NIELIT as a result of ring tending, or with illegal measures ;
- XI. Information submitted/furnished by the contract are found to be incorrect.
- XII. The above shall be without prejudice to NIELIT's other rights under the law.

B. Consequences of termination

If the contract is terminated by Owner for reasons detailed above or for any other reasons whatsoever:

- I. The owner shall reserve the right to get work completed at the risk and cost of the contractor and to recover from the contractor any amount by which the cost of completing the work by any other agency shall exceed the value of the contract without prejudice to any other remedies/ right/claims etc. that may be available to the owner.
- II. Performance Guarantee Bond/Security in any form submitted by the contractor shall stand forfeited.
- III. The contractor shall have no claim to compensation for any loss sustained by him by reason of having entered into any commitment or made any advances on account of or with a view to the execution of works or on account of loss of expected profits.
- IV. All the dues payable to the contractor for the work executed by him before and up to termination shall only be released after making adjustments for the expenses, charge, demands, expected losses etc. incurred by the owner as a consequence of termination of the contract.

C. Termination for Convenience

- I. NIELIT, by Notice sent to the Supplier, may terminate the Contract, in whole or in part, at any time for its convenience. The Notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of the Supplier under the Contract is terminated, and the date upon which such termination becomes effective.
- II. Depending on merits of the case the contractor may be appropriately compensated on mutually agreed terms for the loss incurred by the contract if any due to such termination.
- III. Either party may terminate the contract by giving a notice of 60 days.

14. Settlement of Disputes

- A. **General:** If any dispute arises between the contractor / supplier and NIELIT during the execution of a contract that should be amicably settled

by mutual discussions. However, if the dispute is not settled by mutual discussions, a written representation will be obtained from the contractor on the points of dispute. The representation so received shall be examined by the concerned Procurement Committee which sanctioned the tender. The Procurement Committee may take legal advice of counsel and then examine the representation. The contractor will also be given an opportunity of being heard. The Committee will take a decision on the representation and convey it in writing to the contractor.

B. Standing Committee for Settlement of Disputes: If a question, difference or objection arises in connection with or out of the contract agreement or to the meaning of operation of any part, thereof or the rights, duties or liabilities of either party have not been settled by mutual discussions or the decision of tender sanctioning Procurement Committee, it shall be referred to the empowered standing committee for decision, if the amount of the claim is more than Rs. 50000/-. The standing committee shall consist of following members :-

- Managing Director, NIELIT : Chairman
- Director (Technical), NIELIT : Member
- Registrar , NIELIT : Member
- CFO, NIELIT : Member
- A Legal Expert to be nominated by the Chairman : Member

C. Procedure for reference to the Standing Committee: The contractor shall present his representation to the Managing Director, NIELIT along with a fee equal to two percent of the amount of dispute, not exceeding Rupees One Lacs, within three months from the date of communication of decision of the tender sanctioning Procurement Committee. The officer-in charge of the project that was responsible for taking service from the contractor shall prepare a reply of representation and shall represent the NIELIT's stand before the standing committee. From the side of the contractor, the claim case may be presented by himself or through a lawyer. After hearing both the parties, the standing committee shall announce its decision which shall be final and binding both on the contractor and NIELIT.

D. Legal Jurisdiction: All legal proceedings arising out of any dispute between both the parties regarding a contract shall be settled by a competent court having jurisdiction over the place, where agreement has been executed and by no other court, after decision of standing committee for settlement of disputes.

15. Arbitration

- A. If any dispute arises out of the contract with regard to the interpretation, meaning and breach of the terms of the contract, the matter shall be referred to a sole arbitrators per Arbitration and Conciliation Act, 1996 of Government of India or any statutory modifications or re-enactment thereof
- B. All legal proceedings, if necessary arises to institute may by any of the parties (NIELIT. Or approved supplier) shall have to be lodged in court situated in New Delhi and not elsewhere.

16. Reservation of Rights: NIELIT. Reserves the right to

- A. Extend the Closing Date for submission of the Proposals.
- B. Amend the proposal requirement at any time prior to the Closing Date, provided that the amendment is notified to prospective Bidders.
- C. Seek information from or negotiate with one or more of the Bidders on any issue at any time and to continue to negotiate with one or more of the Bidders.
- D. Discontinue negotiations at any time with any Bidders.
- E. Allow a Bidder to change its Technical proposal if the same opportunity is give into all Bidders.
- F. To accept any bid not necessarily the lowest, reject any bid without assigning any reasons and accept bid for all or anyone or more of the articles for which bid has been invited or distribute items of stores to more than one bidder.
- G. Terminate or abandon this Procedure or the entire project whether before or after the receipt of proposals.
- H. Seek the advice of external consultants to assist NIELIT in the evaluation or review of proposals.
- I. Make enquiries of any person, company or organization to ascertain information regarding the Bidder and its proposals.
- J. Reproduce for the purposes of this Procedure the whole or any portion of the Proposal despite any copyright or other intellectual property right that may subsist in the Proposal.

17. Change Requests/Management

- A. NIELIT may at any time, by a written order given to the firm, make changes within the general scope of the Agreement w.r.t increase or decrease in the number of items specified for maintenance contract.
- B. The change request/ management procedure will follow the following steps
 - I. Analysis and evaluation of the change Request – Impact of the change in terms of the estimated cost and the items impacted will be analyzed and documented by successful bidder.
 - II. Approval or disapproval of the change request –NIELIT will approve or disapprove the change requested including the

additional payments after discussion with successful bidder on the impact of the change on schedule.

- III. Implementation of the change – The change will be implemented in accordance to the agreed cost, effort, and schedule.
 - IV. Verification of the change – The change will be verified by the NIELIT on implementation of the change request.
- C. All change outside the scope of contract agreed to herein which may have likely financial implications in term of the overall cost/ time of the project shall be undertaken by successful bidder only after securing the express consent of the NIELIT. In the event that consent of NIELIT is not received within a period of 10 working days from the date of communication, then the change will not be carried out. The impact of the change in terms of the cost and schedule will be re- estimated and such approval on the new cost and schedule will be taken, if the change is approved after the 10 working days.

Special Terms and Conditions

The exact scope of work, deliverables, milestones and timelines shall be mutually decided later at an appropriate time looking to the requirements of the project. However, the decision of the tendering authority, in this regard, shall be final and binding upon the firm.

Chapter 8

Procedure proposed to be followed for mid – term review of the progress of the work and review of the final draft report

This Mid-term evaluation is mainly a descriptive study supported by qualitative information generated from the field supplemented by quantitative data. This descriptive study explored the existing status and made suggestions for future improvement. The review team was expected to critically review the performance of firm/Company examine the quality of Services, quality outcomes of technical support on services through:

- A.** Information collection by consulting or reviewing Services related documents i.e Quarterly Report (QR), Monthly Downtime Reports etc.
- B.** Information collection by interacting with the System Engineers, Services providers and users etc.
- C.** Analysis of the information collected from both the firm/company and NIELIT sources, and based on the analysis and finding prepare a review report.
- D.** Preparation and presentation of recommendations to offer basis for further discussion within the NIELIT and with the implementing partners for the improvement of the maintenance contract in the future with regard to better services and support.
- E.** Presentation of the report with analysis, findings and recommendations, and share it with NIELIT concern persons.
- F.** Incorporation of feedback received from the team of NIELIT staff and finalization of the report.

Instructions For Online Bid Submission

As per the directives of Department of Expenditure, this tender document has been published on the Central Public Procurement Portal (URL: <http://eprocure.gov.in>). The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at:

<https://eprocure.gov.in/eprocure/app>.

REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “Click **here to Enroll**” on the CPP Portal is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, organization name, location, date, value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine

a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published on the CPP Portal.

- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF formats. Bid documents may be scanned with 100 dpi with black and white option.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that he/she upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.

- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the Tender Processing Section, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the prices bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- 6) The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done.
- 8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 9) Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.

- 10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is **0120-4200462, 0120-4001002** and Mobile no. **91-8826246593**

Tender Acceptance Letter
(To be given on Company Letter Head)

Date: _____

To,

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: **NIELIT/TECH/HQ/(C&M)/(03)2014**

Name of Tender / Work: -

**Annual Maintenance Contract for Desktop PCs, Laptops, Printers & peripherals
Maintenance**

Dear Sir,

1. I/ We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely:

as per your advertisement, given in the above mentioned website(s).

2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. ____ to ____ (including all documents like annexure(s), schedule(s), etc.), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.

3. The corrigendum(s) issued from time to time by your department/ organisation too has also been taken into consideration, while submitting this acceptance letter.

4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.

5. In case any provisions of this tender are found violated , then your department/ organisation shall without prejudice to any other right or remedy be at liberty to reject this tender/bid including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

Self – Declaration – No Blacklisting

(On Non-Judicial Stamp Paper of Rs. 100/-).

To,

The Director General
National Institute of Electronics and Information Technology (NIELIT),
Electronics Niketan, 6 CGO Complex, Lodhi Road,
New Delhi - 110003, India

In response to the Tender Document for Annual Maintenance Contract for Desktop PCs, Printers & peripherals Maintenance for NIELIT , I/ We hereby declare that presently our Company / firm _____is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State / Central Government / PSU / Autonomous Body.

We further declare that presently our Company / firm _____is not blacklisted and not declared ineligible for reasons other than corrupt & fraudulent practices by any State / Central Government / PSU / Autonomous Body on the date of Bid Submission.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my / our security may be forfeited in full and the tender if any to the extent accepted may be cancelled.

Thanking you,

Yours faithfully,

Signatures _____

Name _____

Seal of the Organization _____

Place _____

Date _____

Reports

Preventive Maintenance (PM) will be done on quarterly basis for the specified hardware in addition to breakdown calls. For this purpose the following register format should be maintained.

Quarterly Report (OR) for Preventive Maintenance

Period of Quarter

S. No.	H/W Device Name	Reporting Date	Sign of Technical Person from NIELIT	Agency Engineer Sign	Remarks	Sign of NIELIT Officer
1	2	3	4	5	6	7

Date

Signature
with Office Seal

Monthly Down Time Report (MDT) for Corrective Maintenance

Month

S. No.	H/W Device Name	Breakdown Date & Nature of Breakdown	Reporting Date	To whom you have reported	Repaired Date & Sign.	Problem Description	Reported By Name, Designation & Sign.
1	2	3	4	5	6	7	8

Date

Signature

With Official Seal

Format On Technical Experience

TO BE SUBMITTED ON THE LETTER HEAD OF THE BIDDER

Annual Maintenance Contract (AMC) for all desktop PCs, Printer & peripherals Maintenance at NIELIT (HQ)

S. No.	Networking H/W & Peripherals	Name of Engineer	Qualification	Experience	Details of the OS being presently handled	Certificate from the present Organization
1	2	3	4	5	6	7

Signature

Name

Designation

Place

Date

AMC Service Card

User Name		
Designation		
Department		
Seat No.		

IT Equipment	Model/Make	Serial Number
Desktop		
Network		
Printer		

Sr.	Equipment	Problem	Problem Reported		Problem Attended		Standby provided Y/N Date	Equipment repaired at Service Provider TRC		Complaint Resolved Y/N	Downtime Days	Solution Provided	Signature	
			Date	Time	Date	Time		Date Sent	Date Received				User	Engineer

Compliance Statement

S. No.	Item	Compliance (Yes/No)	Remark/Documents Enclosed (If Any)
1	We confirm that there is no deviation from the Technical & Commercial terms & conditions as stipulated in the enquiry document at Chapter 4		
2	We confirm that we agree for all General Terms & Conditions including payment terms as stipulated in the Enquiry document at Chapter 8		
3	We confirm that cost of Posting of Service Engineer at NIELIT Office for full day has been included in the offered price		
4	We confirm that the AMC rates quoted are inclusive of all taxes & duties. Applicable Service Tax extra		
5	Prequalification Criteria		
A	We confirm that we are OEM of Computers/ its ASP/ have arrangement to produce originals spares/ peripherals with any ASP of OEM of computer.		
B	We confirm that our average annual turnover is not less than ₹ 15 Lakh from the business of AMC of computer hardware/ LAN for last 3 years.		
C	We confirm that we are ISO-20000:2005 Certified Company		
D	We confirm that we have expert man power including CISCO Certified Engineers suitable to undertake AMC of Computer Hardware/LAN		
E	We confirm that we have a well proven IT facility management including call monitoring software that can provide various error reports including Service Card		
F	We confirm that we have a proven repair testing facility to provide quality maintenance services.		
G	We confirm that we have executed/ in hand at least 3 contracts involving maintenance of computer hardware including PCs, Printers etc. and local area networking at different locations. (Please enclose copy of the orders		

	executed/in hand)		
H	We confirm that the validity of the offer is 180 days from the date of opening of the Financial Bid.		
I	Bidder has to submit the No Blacklisting Certificate as per Annexure-3.		
J	Tender Acceptance Letter on Company Letterhead as per format Annexure-2		

Specification (Modal) of IT Equipment for AMC

Sr. NO.	Item Type			Make / Model
1.	Desktop			DELL-1Q8R4BS
2.	Desktop			DELL-5HP3ZR1
3.		Printer		Printer-H.P-VNC3J16084
4.	Desktop			H.P-SGH440S22S
5.	Desktop			DELL-5HNZYR1
6.		Printer		Printer-H.P-CNBR79B0B8
7.			Laptop	Laptop-DELL-C5L93BS
8.	Desktop			HCL-B076A4074286
9.	Desktop			DELL-9Y6L882
10.		Printer		Printer-H.P-CNF1N71590
11.	Desktop			DELL-BNH23BS
12.	Desktop			DELL-9Y68T72
13.	Desktop			DELL-513YXC2
14.	Desktop			DELL-5HPH8R1
15.	Desktop			DELL-JP8R4BS
16.	Desktop			HCL-B076A4074280
17.	Desktop			DELL-BGH23BS
18.		Printer		Printer-Samsung-Z6ZZB8KD2C001JY
19.	Desktop			H.P-INA8520C8C
20.	Desktop			DELL-9Y5M882
21.		Printer		Printer-H.P-VNC3D09291
22.	Desktop			H.P-INA414W81L
23.		Printer		Printer-H.P-VNC3P09064
24.	Desktop			DELL-961H8BS
25.	Desktop			H.P-INA410TTYO
26.		Printer		Printer-Samsung-Z6ZZB8KD2F025JL
27.	Desktop			HCL-B076A4074287
28.	Desktop			DELL-B3L15BS
29.	Desktop			DELL-2KH23BS
30.	Desktop			DELL-5HP4ZR1
31.	Desktop			HCL-B076A4074257
32.	Desktop			DELL-5171YC2
33.		Printer		Printer-H.P-VNC3J25850
34.	Desktop			H.P-IN1425000H
35.	Desktop			H.P-INA414W80K
36.		Printer		Printer-H.P-VNC3Z12950
37.	Desktop			DELL-5HPB8R1
38.		Printer		Printer-H.P-VNC3J29679

39.	Desktop			H.P-INA410TTX6
40.		Printer		Printer-Samsung
41.	Desktop			H.P-4CE34403MD
42.	Desktop			H.P-INA137TVF2
43.	Desktop			H.P-INA416WX09
44.		Printer		Printer-H.P-Laserjet Pro MFP M477FDW
45.	Desktop			H.P-INA8520C4W
46.	Desktop			DELL-
47.	Desktop			DELL-5HNYR1
48.		Printer		Printer-Samsung- ML3310ND
49.	Desktop			H.P-INA416WX62
50.		Printer		Printer-H.P-CNF1N41670
51.	Desktop			DELL-5HPX8R1
52.	Desktop			DELL-518YXC2
53.	Desktop			H.P-INA137TTPK
54.	Desktop			H.P-INA414W81N
55.		Printer		Printer-H.P-VNC7K31563
56.			Laptop	Laptop-DELL-
57.	Desktop			H.P-INA416WX6M
58.	Desktop			H.P-INA416WX1V
59.		Printer		Printer-Ricoh- L7127250154
60.	Desktop			H.P-INA414WSOP
61.		Printer		Printer-H.P-CNC2D42132
62.			Laptop	Laptop-DELL-B5L938S
63.			Laptop	Laptop-DELL
64.		Printer		Printer-Ricoh- T875Q130621
65.		Printer		Printer-H.P-VNC3F53088
66.	Desktop			DELL-9Y63T72
67.	Desktop			DELL-9Y44T72
68.	Desktop			DELL-9Y58T72
69.	Desktop			DELL-51BYXC2
70.	Desktop			DELL-9Y72T72
71.	Desktop			DELL-9Y4G882
72.	Desktop			DELL-9Y3J882
73.	Desktop			DELL-519XXC2
74.	Desktop			DELL-BJH23BS
75.	Desktop			HCL-X1251822
76.	Desktop			DELL-9Y51T72
77.	Desktop			DELL-5180YC2
78.	Desktop			HP- 4CE4010G99
79.		Printer		Printer- H.P-VNC3Z12841

80.	Desktop			DELL- CHH23BS
81.	Desktop			HP- INA615Q47P
82.		Printer		Printer HP - PHB8J1W3T3
83.	Desktop			DELL-514SXC2
84.	Desktop			DELL- 7JH23BS
85.		Printer		HP Printer- VNC7K1893
86.	Desktop			DELL- 516SXC2
87.		Printer		Printer Ricoh- E334M550210
88.	Desktop			HP- INA410TV13
89.	Desktop			HP- INA410TV2B
90.	Desktop			DELL- 7P8R4BS
91.	Desktop			HP- INA416WWYY
92.	Desktop			DELL- 510SXC2
93.	Desktop			HP INA414W814
94.	Desktop			HP INA416WX4Z
95.			Laptop	Laptop DELL- CLP2PT1
96.		Printer		Printer- HP CNG8G5SB6R
97.	Desktop			DELL- 8GH23BS
98.	Desktop			HCL -C076A4090796
99.	Desktop			DELL- DJH23BS
100.	Desktop			DELL- BM435BS
101.			Laptop	Dell-GNJCD82
102.	Desktop			HP- INA416WX5X
103.	Desktop			HP-INA416WX58
104.		Printer		Printer HP- VNC3J14843
105.	Desktop			DELL- 5HNX4R1
106.	Desktop			HP- INA416WX6T
107.	Desktop			DELL HP8R4BS
108.	Desktop			HP INA414W804
109.	Desktop			HP INA137TTMH
110.		Printer		H.P. VNC4800975
111.	Desktop			HCL- B076A4074282
112.	Desktop			HCL- BO76A4074258
113.	Desktop			DELL- 6Q8R4BS
114.	Desktop			DELL- 755HGH23BS
115.	Desktop			HCL B076A4074270
116.	Desktop			HP INA615Q49N
117.	Desktop			HP INA615Q48H
118.		Printer		Printer Canon NCCA115167
119.	Desktop			HP INA615Q43G
120.	Desktop			INA615Q432
121.		Printer		Printer HP - VNC3Z14269
122.	Desktop			HP INA615Q46X

123	Desktop				DELL- 73281Q1
124	Desktop				HP- INA410TTVV
125	Desktop				DELL -3KH23BS
126	Desktop				DELL -5121YC2
127	Desktop				HP- INA427016C
128	Desktop				HCL-B076A4074283
129		Printer			Printer HP -CNB6J8FODX
130	Desktop				DELL- JM435BS
131	Desktop				HP -INA416WX78
132	Desktop				DELL- 9Q8R4BS
133	Desktop				HCL -B076A4074284
134	Desktop				DELL -732F6Q1
135	Desktop				HCL -B076A4074259
136	Desktop				DELL- XI304660
137	Desktop				HP -INA414W80R
138		Printer			Ricoh -T875Q130520
139		Printer			Canon-QQL40779
140	Desktop				H.P.INA410TTSM
141	Desktop				H.P.INA410TTR2
142	Desktop				HCL B076A4874276
143	Desktop				H.P INA410TTV8
144	Desktop				DELL 732M6Q1
145	Desktop				HCL B076A074263
146	Desktop				DELL 34L15BS
147	Desktop				DELL 4JH23BS
148	Desktop				DELL 5HNPWQ1
149	Desktop				DELL 2HH23BS
150	Desktop				DELL BL435BS
151	Desktop				HCL B076A4074272
152	Desktop				HCL B076A4074265
153	Desktop				H.P INA410TTWQ
154	Desktop				HCL B076A4074279
155	Desktop				DELL 5HN48R1
156	Desktop				DELL 6GH23S
157	Desktop				H.P INA414W81D
158	Desktop				DELL GHH23BS
159			Scanner		Scanjet pro 2500F1
160	Desktop				DELL CL435BS
161	Desktop				DELL 73L15BS
162	Desktop				H.P INA414W824
163	Desktop				DELL 50YTXC2
164	Desktop				DELL 5111YC2
165	Desktop				H.P INA414W811
166	Desktop				DELL 50ZWXC2
167		Printer			HP Laserjetpro

				VNF7304960
168			Scanner	HP Scanjetpro 2500F1
169	Desktop			DELL 512YXC2
170		Printer		Canon LBP3300/FC7-0781/LQHA176533
171		Printer		W532MC50048
172		Printer		E334M150076
173	Desktop			Dell 5HNK7R1
174		Printer		H.P CNBR79B09J
175	Desktop			H.P.INA416WXOL
176		Printer		H.P. CNB6H764JK
177	Desktop			HCL-B076A4074271
178	Kiosk1			Kiosk
179	Kiosk2			Kiosk
180	Kiosk3			Kiosk

Desktop	131
Printers	37
Laptop	07
Scanner	02
Kiosk	03

Note: All the above assets are in working condition and are in use which may be verified before commencement of AMC. The bidder may visit NIELIT Headquarters for inspection of the equipment proposed for comprehensive AMC under this proposal . Such visit may be undertaken during working Hours from 9:00 AM to 5:00 PM with prior appointment.

Financial Bid

(To be submitted in the BoQ_AMC.xls format in eProcurement Portal only)

Name of the Bidder: _____

Address for Correspondence: _____

I / we hereby submit the consolidated financial proposal for Annual Maintenance Contract (AMC) for all desktop PCs, Printers & peripherals and Network Maintenance at NIELIT (HQ), New Delhi as per the Scope of work given in this tender document within the time specified and in accordance with the terms and conditions. The consolidated rate is quoted in the prescribed format given below:

Sr. NO.	Item Type				Make / Model	Price (in Rs.)	Tax (in Rs.)	Total Amount (inRs.)
1.	Desktop				DELL-1Q8R4BS			
2.	Desktop				DELL-5HP3ZR1			
3.		Printer			Printer-H.P-VNC3J16084			
4.	Desktop				H.P-SGH440S22S			
5.	Desktop				DELL-5HNZYR1			
6.		Printer			Printer-H.P-CNBR79B0B8			
7.			Laptop		Laptop-DELL-C5L93BS			
8.	Desktop				HCL-B076A4074286			
9.	Desktop				DELL-9Y6L882			
10.		Printer			Printer-H.P-CNF1N71590			
11.	Desktop				DELL-BNH23BS			
12.	Desktop				DELL-9Y68T72			
13.	Desktop				DELL-513YXC2			
14.	Desktop				DELL-5HPH8R1			
15.	Desktop				DELL-JP8R4BS			
16.	Desktop				HCL-B076A4074280			
17.	Desktop				DELL-BGH23BS			
18.		Printer			Printer-Samsung-Z6ZZB8KD2C001JY			
19.	Desktop				H.P-INA8520C8C			
20.	Desktop				DELL-9Y5M882			
21.		Printer			Printer-H.P-VNC3D09291			
22.	Desktop				H.P-INA414W81L			
23.		Printer			Printer-H.P-VNC3P09064			
24.	Desktop				DELL-961H8BS			
25.	Desktop				H.P-INA410TTYO			

26.		Printer		Printer-Samsung-Z6ZZB8KD2F025JL			
27.	Desktop			HCL-B076A4074287			
28.	Desktop			DELL-B3L15BS			
29.	Desktop			DELL-2KH23BS			
30.	Desktop			DELL-5HP4ZR1			
31.	Desktop			HCL-B076A4074257			
32.	Desktop			DELL-5171YC2			
33.		Printer		Printer-H.P-VNC3J25850			
34.	Desktop			H.P-INA425000H			
35.	Desktop			H.P-INA414W80K			
36.		Printer		Printer-H.P-VNC3Z12950			
37.	Desktop			DELL-5HPB8R1			
38.		Printer		Printer-H.P-VNC3J29679			
39.	Desktop			H.P-INA410TTX6			
40.		Printer		Printer-Samsung			
41.	Desktop			H.P-4CE34403MD			
42.	Desktop			H.P-INA137TVF2			
43.	Desktop			H.P-INA416WX09			
44.		Printer		Printer-H.P-Laserjet Pro MFP M477FDW			
45.	Desktop			H.P-INA8520C4W			
46.	Desktop			DELL-			
47.	Desktop			DELL-5HNYR1			
48.		Printer		Printer-Samsung-ML3310ND			
49.	Desktop			H.P-INA416WX62			
50.		Printer		Printer-H.P-CNF1N41670			
51.	Desktop			DELL-5HPX8R1			
52.	Desktop			DELL-518YXC2			
53.	Desktop			H.P-INA137TTPK			
54.	Desktop			H.P-INA414W81N			
55.		Printer		Printer-H.P-VNC7K31563			
56.			Laptop	Laptop-DELL-			
57.	Desktop			H.P-INA416WX6M			
58.	Desktop			H.P-INA416WX1V			
59.		Printer		Printer-Ricoh-L7127250154			
60.	Desktop			H.P-INA414WSOP			
61.		Printer		Printer-H.P-CNC2D42132			
62.			Laptop	Laptop-DELL-B5L938S			
63.			Laptop	Laptop-DELL			
64.		Printer		Printer-Ricoh-T875Q130621			
65.		Printer		Printer-H.P-VNC3F53088			
66.	Desktop			DELL-9Y63T72			

67.	Desktop				DELL-9Y44T72			
68.	Desktop				DELL-9Y58T72			
69.	Desktop				DELL-51BYXC2			
70.	Desktop				DELL-9Y72T72			
71.	Desktop				DELL-9Y4G882			
72.	Desktop				DELL-9Y3J882			
73.	Desktop				DELL-519XXC2			
74.	Desktop				DELL-BJH23BS			
75.	Desktop				HCL-X1251822			
76.	Desktop				DELL-9Y51T72			
77.	Desktop				DELL-5180YC2			
78.	Desktop				HP- 4CE4010G99			
79.		Printer			Printer- H.P-VNC3Z12841			
80.	Desktop				DELL- CHH23BS			
81.	Desktop				HP- INA615Q47P			
82.		Printer			Printer HP - PHB8J1W3T3			
83.	Desktop				DELL-514SXC2			
84.	Desktop				DELL- 7JH23BS			
85.		Printer			HP Printer- VNC7K1893			
86.	Desktop				DELL- 516SXC2			
87.		Printer			Printer Ricoh- E334M550210			
88.	Desktop				HP- INA410TV13			
89.	Desktop				HP- INA410TV2B			
90.	Desktop				DELL- 7P8R4BS			
91.	Desktop				HP- INA416WWYY			
92.	Desktop				DELL- 510SXC2			
93.	Desktop				HP INA414W814			
94.	Desktop				HP INA416WX4Z			
95.			Laptop		Laptop DELL- CLP2PT1			
96.		Printer			Printer- HP CNG8G5SB6R			
97.	Desktop				DELL- 8GH23BS			
98.	Desktop				HCL -C076A4090796			
99.	Desktop				DELL- DJH23BS			
100.	Desktop				DELL- BM435BS			
101.			Laptop		Dell-GNJCD82			
102.	Desktop				HP- INA416WX5X			
103.	Desktop				HP-INA416WX58			
104.		Printer			Printer HP- VNC3J14843			
105.	Desktop				DELL- 5HNX4R1			
106.	Desktop				HP- INA416WX6T			
107.	Desktop				DELL HP8R4BS			
108.	Desktop				HP INA414W804			
109.	Desktop				HP INA137TTMH			
110.		Printer			H.P. VNC4800975			

111	Desktop			HCL- B076A4074282			
112	Desktop			HCL- BO76A4074258			
113	Desktop			DELL- 6Q8R4BS			
114	Desktop			DELL- 755HGH23BS			
115	Desktop			HCL B076A4074270			
116	Desktop			HP INA615Q49N			
117	Desktop			HP INA615Q48H			
118		Printer		Printer Canon NCCA115167			
119	Desktop			HP INA615Q43G			
120	Desktop			INA615Q432			
121		Printer		Printer HP - VNC3Z14269			
122	Desktop			HP INA615Q46X			
123	Desktop			DELL- 73281Q1			
124	Desktop			HP- INA410TTVV			
125	Desktop			DELL -3KH23BS			
126	Desktop			DELL -5121YC2			
127	Desktop			HP- INA427016C			
128	Desktop			HCL-B076A4074283			
129		Printer		Printer HP -CNB6J8F0DX			
130	Desktop			DELL- JM435BS			
131	Desktop			HP -INA416WX78			
132	Desktop			DELL- 9Q8R4BS			
133	Desktop			HCL -B076A4074284			
134	Desktop			DELL -732F6Q1			
135	Desktop			HCL -B076A4074259			
136	Desktop			DELL- XI304660			
137	Desktop			HP -INA414W80R			
138		Printer		Ricoh -T875Q130520			
139		Printer		Canon-QQL40779			
140	Desktop			H.P.INA410TTSM			
141	Desktop			H.P.INA410TTR2			
142	Desktop			HCL B076A4874276			
143	Desktop			H.P INA410TTV8			
144	Desktop			DELL 732M6Q1			
145	Desktop			HCL B076A074263			
146	Desktop			DELL 34L15BS			
147	Desktop			DELL 4JH23BS			
148	Desktop			DELL 5HNPWQ1			
149	Desktop			DELL 2HH23BS			
150	Desktop			DELL BL435BS			
151	Desktop			HCL B076A4074272			
152	Desktop			HCL B076A4074265			
153	Desktop			H.P INA410TTWQ			
154	Desktop			HCL B076A4074279			

155	Desktop				DELL 5HN48R1			
156	Desktop				DELL 6GH23S			
157	Desktop				H.P INA414W81D			
158	Desktop				DELL GHH23BS			
159				Scanner	Scanjet pro 2500F1			
160	Desktop				DELL CL435BS			
161	Desktop				DELL 73L15BS			
162	Desktop				H.P INA414W824			
163	Desktop				DELL 50YTXC2			
164	Desktop				DELL 5111YC2			
165	Desktop				H.P INA414W811			
166	Desktop				DELL 50ZWXC2			
167		Printer			HP Laserjetpro VNF7304960			
168				Scanner	HP Scanjetpro 2500F1			
169	Desktop				DELL 512YXC2			
170		Printer			Canon LBP3300/FC7- 0781/LQHA176533			
171		Printer			W532MC50048			
172		Printer			E334M150076			
173	Desktop				Dell 5HNK7R1			
174		Printer			H.P CNBR79B09J			
175	Desktop				H.P.INA416WXOL			
176		Printer			H.P. CNB6H764JK			
177	Desktop				HCL-B076A4074271			
178	Kiosk1				Kiosk			
179	Kiosk2				Kiosk			
180	Kiosk3				Kiosk			
181					Total			

Note:

1. The rate should not be provided as a percentage figure.
2. The Bidder is advised to quote rate in absolute Indian Rupees.
3. The rate quoted will be valid for period of contract from the date of opening of technical bid. The period can be extended with mutual agreement.
4. No condition will be entertained and conditional tender will be liable to be rejected.

(Signature & seal of Bidder)

Name_____

Pre-Bid Meeting

- a. NIELIT will host a Pre-Bid Meeting of prospective bidders as per the schedule mentioned at page no-1. The representatives of the interested organizations may attend the pre -bid Meeting at their own cost. The purpose of the Meeting is to clarify any doubts regarding the scope of work. It will also provide each bidder with an opportunity to seek clarifications regarding any aspect of the tender document. A maximum of two representatives of each Bidder shall be allowed to participate in the conference. The venue for the Pre bid Meeting is mentioned below:

**National Institute of Electronics and Information Technology
Electronics Niketan, 6, CGO Complex,
Lodhi Road, New Delhi - 110 003**

- b. Any change in Venue and Time for Pre-Bid Conference will be displayed on NIELIT website <http://nielit.gov.in> and <https://eprocure.gov.in> at least one day before the schedule of Pre-Bid Meeting. Enquiries and clarification, if any, shall be addressed to:

**Sh. Partha P. Adhikari,
Deputy Director (Systems)
National Institute of Electronics and Information Technology,
Electronics Niketan, 6, CGO Complex, New Delhi – 110003
Phone. No: 8527644545, 8527131188
Email: partho@nielit.gov.in, akash@nielit.gov.in**

- c. All pre-bid queries that are received by email in prescribed format on or before the date mentioned in the schedule will be addressed by NIELIT in the Pre-bid Conference. NIELIT shall aggregate and respond to all such queries as per the schedule bidding. The response to clarifications will be issued as a Corrigendum to the original tender document.
- d. During the course of Pre-Bid Conference, the Bidders will be free to seek clarifications and make suggestions for consideration. NIELIT shall endeavour to provide clarifications and such further information as it may, in its own sole discretion, consider appropriate for facilitating a fair, transparent and competitive bidding.
- e. In respect of clarification received, the following shall apply:
- NIELIT reserves the right not to consider any condition or query that, in the own sole discretion of NIELIT, is found unacceptable.
 - If in NIELIT's opinion, certain conditions are acceptable, in whole or in part, the same shall be finalized by NIELIT and the accepted conditions will be on NIELIT <http://nielit.gov.in> and <https://eprocure.gov.in>

- iii. In respect of suggestions/alterations proposed, NIELIT may consider them and the result will be published on NIELIT Website <http://nielit.gov.in> and <https://eprocure.gov.in>
- iv. If NIELIT deems it appropriate to revise any part of this Tender Document or to issue additional data to clarify an interpretation of the provisions of this Tender Document, it may issue supplements to this Tender Document. Such supplemental information, including but not limited to, any additional conditions, clarifications, minutes of meeting, official communication over email/ post, etc. will be communicated to all the bidders by putting up on NIELIT Website (<http://nielit.gov.in>), and <https://eprocure.gov.in>. Any such supplement shall be deemed to be incorporated by this reference into this Tender.
- v. In order to allow bidders a reasonable time to take the amendment(s) into account in preparing their bids, NIELIT, at its discretion, may extend the deadline for the submission of bids, and the extended date will be displayed on the website <http://nielit.gov.in> & <https://eprocure.gov.in>.

PRE-BID QUERIES FORMAT

Name of the Tenderer:

Address of the Tenderer:

Name of Person(s) Representing the Tenderer:

Name of Person	Designation	Email-Id (S)	Tel. Nos. & Fax Nos., Mob. Nos.

Query / Clarification Sought:

S. No.	RFP Pg.No.	RFP Rule No./Clause	Rule Details	Query/Suggestion/Clarification

Note: - Queries must be strictly submitted only in the prescribed format (.XLS/ .XLSX/ .PDF). Queries not submitted in the prescribed format will not be considered/ responded at all by the tendering authority.