GOVERNMENT OF INDIA
Ministry of Micro, Small and Medium Enterprises
Office of Development Commissioner (MSME),
7th Floor, A Wing,
Nirman Bhawan, Maulana Azad Road,
New Delhi-110108

“e - Tender Notice”
FOR
AMC of Desktop Computers, Laptops, Printers, UPSs, Scanners & Networking Equipments With Other IT Items for three years (on yearly renewable basis)
For the O/o DC (MSME), Ministry of MSME,
Government of India
Tender No: 71(3)/AMC-Hardware/HQ/ SENET/2015
July 2018

Signature of Bidder…………………………………………………………………………………………

Name of Bidder…………………………………………………………………………………………..

SMALL ENTERPRISE NETWORK
(SENET)
TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>SECTION</th>
<th>TITLE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>A-Terms and Conditions</strong></td>
<td></td>
</tr>
<tr>
<td>1.</td>
<td>General</td>
</tr>
<tr>
<td>2.</td>
<td>Tender Document</td>
</tr>
<tr>
<td>3.</td>
<td>Details of Bid</td>
</tr>
<tr>
<td>4.</td>
<td>Bidding Procedure</td>
</tr>
<tr>
<td>5.</td>
<td>Eligibility / Qualification Criteria</td>
</tr>
<tr>
<td>6.</td>
<td>Period of Validity of Bid</td>
</tr>
<tr>
<td>7.</td>
<td>Submission of Bids/ Opening of Bids</td>
</tr>
<tr>
<td>8.</td>
<td>Clarification of Bids</td>
</tr>
<tr>
<td>9.</td>
<td>Evaluation of Bids</td>
</tr>
<tr>
<td>10.</td>
<td>Purchaser’s Right to Accept or Reject any or all Bids</td>
</tr>
<tr>
<td>11.</td>
<td>Termination by Default</td>
</tr>
<tr>
<td>12.</td>
<td>Resolution of Disputes</td>
</tr>
<tr>
<td>13.</td>
<td>Notices</td>
</tr>
<tr>
<td>14.</td>
<td>Taxes and Duties</td>
</tr>
<tr>
<td>15.</td>
<td>Payment</td>
</tr>
<tr>
<td>16.</td>
<td>Address of the Purchaser &amp; Supplier</td>
</tr>
</tbody>
</table>

**B – Scope of Work & Technical Specification of IT Items**

| 1. | Scope of work |
| 2. | Terms and condition and method of calculation of AMC cost |
| 3. | Technical Specification & Quantity of Hardware Items under AMC |
| 4. | Penalties not to be imposed |
| 5. | Services not included in the maintenance service |
| 6. | Service Warrantee |
| 7. | Check List- Annexure I |
| 8. | Format for submitting Technical Bid – Annexure II |
| 9. | Format for submitting Financial Bid- Annexure A |
OFFICE OF THE DEVELOPMENT COMMISIONER
(MICRO, SMALL & MEDIUM ENTERPRISES)
NIRMAN BHAWAN, 7TH FLOOR, “A” WING, MAULANA AZAD ROAD
NEW DELHI 110 011

“NOTICE INVITING e TENDER”

Office of the Development Commissioner (Micro, Small and Medium Enterprises), Government of India, invites online bid, first technical and second financial, for AMC Of Desktop Computers, laptops, UPSs, Printers, Scanners with other IT items. The period for the tender is for three years on yearly renewable basis.

A. TERMS AND CONDITIONS:

1. General:
   On behalf of President of India, Development Commissioner (MSME), Ministry of Micro, Small and Medium Enterprises, invites online bids under Two Bid System (Technical and Financial Bid) from system integrators for managing and providing support for AMC of Desktop Computers, laptops, UPSs, Printers, Scanners and Hardware, Software other networking equipment & other peripherals.

2. Tender Document:
   Tender document can be downloaded from the website of the Central Public Procurement portal “http://eprocure.gov.in/eprocure/app” or from the website (www.dcmsme.gov.in). Information or any issue of corrigendum related to this tender will also be available on the above mentioned websites.

3. Details of Bid:
   
a) Bid Reference : TenderNo:71(3)/AMC-Hardware/HQ/SENET/2015

b) Last date and time of receipt of bid : 16th August 2018 11:30 AM (The submission would be accepted by the system between Aug. 9 to Aug 16, 2018)

c) Date and time for Opening of technical Bid : 17th August 2018 11:30 AM

d) Date and time for Opening of Financial Bid : To be intimated

e) Place of receiving the bid / communication : SENET Division, Room No. 737
   O/o Development Commissioner (MSME) Govt. of India, 7th Floor, A-wing, Nirman Bhawan, Maulana Azad Road
   New Delhi -110108. Ph. 011-23062354

f) Cost of Tender Documents : Nil

g) EMD : Rs.30, 000/- (Rupees Thirty Thousand Only) (DD/ Bankers Cheque)

h) Bank Guarantee : 10 % of the AMC contract

i) Pre-Bid meeting : 8th August, 2018

j) Type of Bid : Two Bid System.
4. Bidding Procedure:

a) Bids are invited online in two Bid systems, (1) Technical and (2) Financial.

b) Online Bids shall be received till 11:30 hrs on: 16-08-2018 No Bids will be accepted after this date & time under any circumstances. This office will not be responsible for any postal/courier delay and also for reasons beyond the control of this office.

c) Technical Bids must be accompanied by the EMD fee for specified amount, along with complete technical details as required in this tender. First, Technical Bids of all the tender will be opened on pre scheduled date, time & venue. Technical Bids without EMD will be summarily rejected. Requirement of EMD is exempted from those bidders like State/Central PSUs; Government of India Societies (established under relevant Act) and those registered with the NSIC, DGS&D.

d) Financial bids of only those bidders would be opened who have been successful in the Technical bids stage and the financial bids will be opened on pre scheduled date, time & venue.

e) Public procurement policy 2012 is applicable in this tendering process as per GOI instructions.

f) The scanned copy of the Earnest Money Deposited (EMD) must be uploaded with the technical bid and the EMD in original (in sealed cover superscribed with the expression “EMD for AMC of Desktop computer, laptops with other IT items) is to be dropped in the EMD BOX kept in the area of O/o DC MSME in office hours or submit the envelope at Room no 737 (SENET Section) personally in office hours. The EMD amount of Rs.30,000/- (Rupees Thirty Thousand Only) would have to be paid/ deposited in the form of a Bank draft/ Banker’s Cheque only issued by any commercial Bank in favor of PAO (MSME), payable at New Delhi.

g) All the required documents in support of the eligibility criteria, Technical Bid and Financial Bid must be duly signed and uploaded online along with the scanned copies of the filled-in tender document.

h) All the relevant rules and regulations of the Government of India and the Government of the NCT of Delhi, including the payment of wages as per the Minimum Wages (MW) Act, would be applicable on all bidders; hence, the bids should take into account the same and further there would be an automatic increase in the component whenever the minimum wages would be raised by the Govt. of the NCT of Delhi. However any bid would be evaluated as per the given wages provided the same are as per the MW Act and proof of payment to the persons at the agreed rates have to be provided to this office on monthly basis. So far as the application of the MW Act is concerned, the persons as per
requirement would be treated as skilled/unskilled categories. Otherwise, the bid would be summarily rejected.

5. Eligibility/Qualification Criteria:

a) The bidder shall have to provide services required at New Delhi / Delhi and hence they must have some office or franchisee in New Delhi/Delhi or have some MOU with some firm working in the same line of business/activity in Delhi for the purpose, (in force on the date of submission of the technical bid by the concerned bidder); the proof of the existence of such an office/franchisee/MOU with another firm in Delhi.

b) The bidder should have experience as system integrator, managing and providing support for computer equipment including Hardware, Software and peripherals of existing IT hardware at least in one organization of similar nature having strength of 100 nodes.

c) All bidders must enclose GST registration and service tax registration certificate as applicable along with the tender documents, in the manner as prescribed above.

d) The firm will have to furnish evidence with regard to its capacity to render the service in an effective manner.

e) The bidders must have a minimum annual turnover of more than Rs. 1 crore in at least one year during last two years. Copies of the balance sheet of last two years may be enclosed for reference.

f) The bid may be rejected on not meeting any one criteria mentioned above.

g) Any Organisation, which has been blacklisted, will not be eligible to participate in the bid.

6. Period of validity of bid:

The bid shall remain valid for 90 days from the last date of submission of bids. If any bidder withdraws his tender before the said period shall, without prejudice to any other right or remedy, will forfeit the Bid Security absolutely.

7. Submission of Bids / Opening of Bids:

a) The bidder should submit online bids under the two bids system, viz., the “Technical Bid” and “Financial Bid”. The bidder should specifically provide full technical details of the service offered and also shall provide full details of deviation they intend to make from the technical specifications and contract terms detailed in the Bid. No price details shall be given. Violation to this would result invalidation of tender.

b) “Financial Bid” of only those bidders will be opened who will qualify at Technical stage fulfilling all the eligibility criteria/conditions as laid down.

c) The bid will be evaluated for selecting L-1 bidder(s) on the basis of total price as calculated in the format of the Financial Bid, as per the methodology mentioned in the Financial Bid format.

d) As the items are interlinked to each other and the comparison of the financial bid shall be on the basis of total annual price (inclusive of all taxes, etc) quoted by the bidder. No comparison of individual items will be made and the individual item charges are only for reference purpose of this office calculation of the total bid value.
e) Any deviation of any sort e.g. in the form of Technical or Commercial terms and conditions, has to be specifically indicated in the Technical Bid itself.

f) Silence or use of the word "Noted" against any of the Bid conditions shall mean bidder agrees to comply with that/those conditions of Bid,

g) The firms who have submitted the bids and whose offers are found technically suitable shall be informed of the opening date of the Financial Bid, if the opening of financial bid cannot be conducted on the scheduled date and time for any reason whatsoever.

h) All prices and other information in this regard having a bearing on the price shall be written both in figures and words in the prescribed offer form.

i) Any additional information should be enclosed separately and referred to in the relevant column of the bid form. All relevant product literature must be enclosed with the bid.

j) Bidders shall furnish clause-by-clause acceptance on all clauses of Bid Document including Technical Specifications and must specify the reference page number.

k) Any firm will not be allowed to participate in the bid, if the firm is having any pending issue / disputes in this office, like, pending of work, technical, financial issues etc.

l) The bidders’ representatives who will be present shall sign in the designated register evidencing their attendance. In the event of the specific bid opening being declared a holiday for the purchaser, the bid shall be opened at the same time and location on the next working day.

m) No correction or amendment on the Financial Bid is allowed and any such correction/strike through/modification would render the relevant bid invalid.

8. Clarification of Bids:

To assist the examination, evaluation and comparison of bids, the purchaser, may at its discretion, ask the bidder for clarification of its bid. The request for clarification and the response shall be in writing and no change in price or substance of the bid shall be sought, offered or permitted.

9. Evaluation of Bids:

a) The purchaser will examine the bids to determine whether:
   I. They are complete
   II. Required EMDs etc have been furnished,
   III. The documents have been properly signed with proper numbering on all documents; and

b) Evaluation of bids shall be done based on the information furnished by the bidder as per the methodologies mentioned herein. The conformity of the bids to the technical specifications and commercial terms and conditions shall be examined.

c) The purchaser will examine the bids to determine

   Arithmetic errors will be rectified on the following basis:
(i) If there is a discrepancy between the unit price and the total price, which is obtained by multiplying the unit price with quantity, the unit price shall prevail and the total price shall be corrected unless it is a lower figure. If the Supplier does not accept the correction of errors done in this manner then, its bid will be rejected.

(ii) If there is a discrepancy between words and figures, the amount whichever is lower will prevail,

d) Purchaser may contact and verify bidder's information, references and data submitted in the bid without further reference to bidders.

e) Purchaser reserves the right to use and interpret the bids as it may, in its discretion, consider appropriate, while selecting bidders for granting of the letter of intent/ Notification of Award of contract.

f) Purchaser may waive off any minor infirmity or non-conformity or irregularity in a bid, which does not constitute a material deviation, provided such a waiving does not prejudice or affect the relative ranking of any bidder.

g) The purchaser may seek clarification in writing from bidder by fax /e-mail. Bidder shall be promptly replied by fax /e-mail within the time limit specified in the clarification letter from the purchaser.

h) The comparison shall be of total price of the goods offered inclusive of all taxes.

10. Purchaser's right to accept or reject any or all bids:

a) DC (MSME) reserves the right to modify or change any of the terms & conditions applicable to the offer at any time without prior notice.

b) If at any point of time, any IT items is/are deleted or added in the SENET inventory for AMC purpose, then the contract amount shall be re-calculated accordingly, as per the price quoted for individual item in “ANNEXURE-A”.

c) The Purchaser reserves the right to accept or reject any bids and to annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the Purchaser's action.

d) The acceptance of bids will rest with O/o DC (MSME) who does not bind himself to accept the lowest bid and reserves himself the right to reject any or all the bids received without the assignment of any reason to all the bids in which any of the prescribed conditions are not fulfilled or are incomplete in any respect are liable to be rejected.
e) The DC (MSME) does not bind himself to accept the lowest or any bid and reserve to himself the right of accepting the whole or any part of tender and bidder shall be bound to perform the same at the rate quoted.

f) Canvassing in connection with tenders is illegal & strictly prohibited and the tenders submitted by the bidders, who resort to canvassing, will be rejected.

11. Termination by default:

a) The purchaser may, without prejudice to any other remedy for breach of Contract, by written notice of default sent to supplier, terminate the contract in whole or part:

I. If the supplier fails to provide services/rectify the fault within the time period specified in the contract or any extension thereof granted by the purchaser,

II. If the supplier fails to perform any other obligation(s) under the contract.

b) In the event the purchaser terminates the contract in whole or in part, pursuant to Para 12.1, the purchaser may procure, upon such terms and in such manner, as it deem appropriate, goods similar to those undelivered for any excess costs for such similar goods. However, the supplier shall continue the performance of the Contract to the extent not terminated.

c) The selected bidder, once engaged, may also have the liberty to terminate the contract after giving one month’s notice.

12. Resolution of Disputes:

12.1. Any controversy or dispute arising out of this contract shall be referred to the sole arbitration of the Head of Deptt.(HoD), New Delhi or to any officer nominated by him. There shall be no bar to the reference of dispute to the arbitrator or such an officer as is nominated by the HoD even though the said officer is an employee of the DC(MSME) , New Delhi and might have dealt with the matter earlier or expressed his opinion thereon. In case, the arbitrator to whom the matter earlier is originally referred to is transferred or vacates his office or is enable to act for any reasons, the HoD, shall be competent to appoint another person as arbitrator, who shall be entitled to proceed with the reference, from the stage at which it was left by his predecessor. No person other than the one nominated by the HoD shall act as arbitrator. The decision of the HoD or the officer nominated by him, shall be final and binding on the party/parties. The limitation for filing claim for arbitration is 90 days from the date of expiry of the contract period and in case, no claim is failed within this period, it shall be presumed that there is no claim. The place of settlement of dispute shall be Delhi. In the case of settlement of dispute is in the Court of Law, it will be in the jurisdiction of Courts of Delhi.
13. Notices:

a) Any notices given by one party to the other pursuant to the contract shall be sent in writing or by fax / telex / cable and confirmed in writing to the address specified for that purpose in the Special Conditions of Contract. The present contract may be terminated after issuing one month notice.

b) A notice shall be effective when delivered or on the notice's effective date, whichever is later.

14. Taxes and Duties:

Supplier shall be entirely responsible for payment of all taxes, duties, license fees, etc.. No tax or duty will be payable by the purchaser.

15. Payment:

The payment to the contractor under the contract will be on quarterly basis as per Government of India rules.

16. Addresses of the Purchaser & Supplier:

For the purposes of all notices, the following shall be the address of the Purchaser and Supplier:

Purchaser: Development Commissioner (MSME)
Ministry of Micro, Small and Medium Enterprises,
Govt of India,
7<sup>th</sup> Floor, A-Wing, Nirman Bhawan,
New Delhi-110 108

Supplier: (To be filled at the time of signing the Contract)

____________________________________________________________________________________
B. SCOPE OF WORK AND TECHNICAL SPECIFICATION OF IT ITEMS

1. Scope of Work

a) Maintenance & Service of Desktops, Laptops etc, installed in O/o DC (MSME) on comprehensive basis including replacement of all spare parts, etc.

b) Maintenance & service of UPS on comprehensive basis including replacement of all spare part like Logic card, transformer, switches etc.

c) Maintenance & repair of all printers including replacement of Teflon, Logic card etc.

d) Maintenance & service of system software and other Software packages/ material and customization of system as and when required.

e) Integration of the complete system and testing of the complete system as and when required.

f) The successful bidder has to depute 4 (Four) resident hardware engineers (skilled category) and one hardware office assistant (unskilled category) in the office to resolve all the hardware problems instantaneously, between 9:00 AM to 5:30 PM entire day on all working days (even if there is no problem of IT items). The Minimum Qualification for Hardware Engineer is 10+2 Pass alongwith certificate course in Computer Hardware Maintenance & Networking and for Hardware Office Assistant 10th Standard Pass. Hardware engineers must have experience of at least three years of working after completing technical course in related field. These engineers and the assistant are also liable to work on all holiday and Saturday/Sunday (if services are required) and no additional amount will be paid. The bidders shall have to follow the Minimum Wage Act of Government of the NCT of Delhi and strictly follow all statutory provisions as regards EPF/ESIC, etc, in making payments to the engineers and the assistant.

g) The resident engineer will be attending the complaint and should continue in office till the problem is solved. No hit & trial method will be allowed while attending the server complaint. All servers will have to work in 24X7 hrs mode. If downtime is more than 2 days, then penalty of Rs. 2,000/- per day will be imposed.

h) The engineers also required to coordinate with facility management team for all technical work and liable to work on all holiday and Saturday/Sunday (if services are required). This office will not pay any additional amount for working in holidays.

i) Installation of Antivirus in all desktops and laptops of users and updations (as and when required) and Antivirus license will be provided by this office.

j) Resident engineer will be responsible to handle any other work related to SENET Division time to time.

k) The successful bidder will not be allowed to change the engineers frequently. Engineers and the assistant, once engaged, has to be changed only after due consultation with the office.

l) Police verification, EPF, ESIC issue related to staff deputing on this site will be handled by the successful bidder. Proofs of these issues (EPF/ESIC) would have to be submitted to this
office on a quarterly basis. Police verification Reports (copies) need to be submitted within
15 days of any engineer/assistant being engaged in this office.

m) If it is not possible to repair the part or component on-site then permission shall be required
to take away the part from the user’s premises.

2. Terms and condition and method of calculation of AMC cost

1. The contract will be awarded initially for one year and it will be renewed for 2nd and 3rd year based on successful performance.

3. Technical Specification & Quantity of Hardware Items under AMC:

<table>
<thead>
<tr>
<th>Sl no.</th>
<th>Item/Equipments</th>
<th>Qty.</th>
<th>Description/Configuration, AMC Type</th>
<th>Make</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Personal Desktop (P-IV) &amp; above</td>
<td>189</td>
<td>80-160 GB HDD, 256MB to 4 GB RAM All comprehensive out of 189 computers, 32 nos. (500GB HDD/2GB-RAM/i-7) of computers are under manufacturer warranty after that these will be switch over to AMC. (only software support),</td>
<td>HP, IBM, etc</td>
</tr>
<tr>
<td>2</td>
<td>UPS - 0.8/1 KVA,</td>
<td>186</td>
<td>All Comprehensive, (Excluding battery)</td>
<td>APC, UNILINE, SAMTEK, VINITEK, TRUE POWER, LUMINOUS etc.</td>
</tr>
<tr>
<td>3</td>
<td>Printers</td>
<td>189</td>
<td>All Comprehensive, 12 printers are under warranty</td>
<td>HP, SAMSUNG etc</td>
</tr>
<tr>
<td>4</td>
<td>Scanner</td>
<td>10</td>
<td>All Comprehensive</td>
<td>HP</td>
</tr>
<tr>
<td>5</td>
<td>Laptop</td>
<td>12</td>
<td>All Comprehensive (Excluding battery &amp; Charger)</td>
<td></td>
</tr>
</tbody>
</table>

4. Penalties not to be imposed.

Penalties will not be imposed under the following conditions/circumstances:

a) Failure by O/o DC (MSME) to take any specified action previously agreed with Successful Bidder.

b) Where O/o DC (MSME) has modified the software or hardware without prior consent of successful bidder.

c) Time taken for prescheduled preventive maintenance and health check at a time Convenient to successful bidder during the agreed Service Hours.

d) Repair time due to machine failure caused by operational error.

e) Repair time due to machine failure caused by confirmed environmental conditions.

f) Repair time due to machine failure caused by usage of non-standard consumables.

g) Standby machine is provided.
h) In all other instances of failure to attend any break-down of any machine resident engineers will be attending the complaint and should continue in office till the problem is solved. For more than 2 days, then penalty of Rs. 2,000/- per day will be imposed.

5. Services not included in the maintenance service.

The following Services are not included in the Maintenance Service:

a) Accident or disaster, including water, wind and lighting, transportation, vandalism or burglary of machines designed to contain funds.

b) Alterations, including any deviation from original Machine design unless authorized by Successful Bidder.

c) Conversion from one model to another or the installation or removal of a feature whenever a party other than Successful Bidder performs any of these activities.

d) Damage caused by rodents or natural disaster.

e) Data loss or other consequent due to virus infections caused by the user.

6. Service warranty

a) The bidder should cover services provided including the quality of workmanship under warranty.

b) All the items of computers, printers, scanner & UPSs etc shall be maintained under Comprehensive basis.

Note: - 1. Incomplete offers will be rejected. The O/o DC (MSME) Ministry of Micro, Small and Medium Enterprises, Govt. of India has the right to accept or reject any or all bids received at their absolute discretion without assigning any reasons what so ever.

2. The successful bidder have to depute a team of engineers at the Office of DC (MSME) after Receiving the confirmation of work order for taking over the charge from the previous service provider. Negligence / delay in deputing the manpower beyond 2 days will lead to penalize the firm as per tender conditions.

3. If there is removal / disposal of any item(s) during the period of AMC the amount of AMC will be re-calculated on the basis of prices quoted for the item(s) mentioned in “Annexure-A” of tender document.
# CHECK LIST

AMC of Desktop Computers, Laptops, Printers, Servers, UPSs & Networking Equipments with Other IT Items O/o Development Commissioner (MSME)

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Name of the document</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>EMD of Rs. 30,000/-</td>
</tr>
<tr>
<td>2</td>
<td>Documents related to undertaking maintenance work of AMC of Desktop Computers, UPSs, Printers, Servers, UPSs &amp; Networking Equipments with other IT Items in similar set up for minimum 3 years.</td>
</tr>
<tr>
<td>3</td>
<td>Documents related to undertaking IT activities work order in Govt./ PSU/ etc, organizations.</td>
</tr>
<tr>
<td>4</td>
<td>Whether the bidders signed all pages in the tender document.</td>
</tr>
<tr>
<td>5</td>
<td>Document of Annual Turnover of more than Rs.1 crore.</td>
</tr>
<tr>
<td>6</td>
<td>Copy of GST &amp; Income Tax Registration.</td>
</tr>
<tr>
<td>7</td>
<td>Documents related to undertaking IT activities similar work contract order</td>
</tr>
<tr>
<td>8</td>
<td>Additional information (if any)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Yes/No</th>
<th>Page Nos.</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>From</td>
<td>To</td>
</tr>
</tbody>
</table>

Signature: -  
Name of the Authorized signatory: -  
Designation: -  
Office Seal: -
1. Name of the Bidding Firm/Agency/Company  
2. Status of the Bidder  
   (Whether Proprietary/Partnership/Public Limited Company/Private Limited Company)  
3. Name(s) of the Owner/Partner/Director(s)  
4. Full address of Registered Office (with proof)  
5. Full address of the operative branch of the Bidder (in Delhi/New Delhi/NCR) (with proof)  
6. Name of Banker with complete address  
   Telephone no. of the Banker  
7. Registration Details (self-attested copies to be enclosed)  
   (a) PAN/TIN No.  
   (b) GST Registration No.  
   (c) Proof of Audited balance sheet of the firm for the last three years  
8. Details of Earnest Money Deposit (EMD) (Rs. 30,000/-):  
   (a) Banker's Cheque No./Demand Draft No.  
   (b) Date  
   (c) Name of the Issuing Bank  
9. Experience details  
10. If registered with UAM attach copy of same  

Signature of the authorized signatory  
Date:  
Name:  
Place:  
Firm’s/Company’s Seal:
Note on Methodology of deciding on Technical Bid.

- The technical bids are of qualifying nature only. The bidder who is failing to satisfy the criteria as mentioned in this document or is not providing satisfactory proof of fulfilling any of the criteria will be considered as disqualified in the technical bid stage.

- The bidding firms are advised in their own interest to note that only one bid will be accepted from any firm/bidder. If any Firm/Agency/Company submits more than one bids, the concerned firm will straightaway be disqualified from the tendering /bidding process.

- The bidding Firm/Agency/Company should upload a duly self-attested photocopy of all the requisite documents as indicated above/under Eligibility criteria of the tender document, while submitting their online bid.

- The Bid Evaluation Criteria and other details as mentioned in this document may be gone through before filling the bid in the prescribe proforma.

- Every bidder would have to qualify in the technical bid stage to be considered for the financial bid stage. In other words, financial bids of only those bidders would be opened who would qualify in the technical bid stage as per the criteria mentioned above/Bid Evaluation Criteria.
FORMAT FOR SUBMITTING THE FINANCIAL BID

FINACIAL BID FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF COMPUTERS AND PARFAIRALS INSTALLED IN THIS DEPARTMENT.

(Amt. in Rupees)

<table>
<thead>
<tr>
<th>Sl no.</th>
<th>Item/Equipments Description</th>
<th>Qty.</th>
<th>Unit Price (Excl. Taxes) in Rupees/annum</th>
<th>Total Price (Excl. taxes) in Rupees /annum</th>
<th>Taxes if any calculated in col (5)</th>
<th>Total Price (inclusive taxes) /annum</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Personal Desktop (P-IV) 80-160 GB HDD, 256MB to 2 GB RAM All comprehensive out of 189 computers, 57 nos (500GB HDD/2GB-RAM/i-5) of computers are under manufacturer warranty (only software support),</td>
<td>189</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>UPS - 0.8/1 KVA, All Comprehensive, (Excluding battery)</td>
<td>186</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Printers ( Colour &amp; B&amp;W Both) All Comprehensive</td>
<td>189</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Scanner All Comprehensive</td>
<td>10</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Laptop 02 laptops are Comprehensive including replacement of laptop charger and 05 laptops are under manufacturer warrantee (Excluding battery)</td>
<td>12</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>TOTAL (A)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(Amt. in Rupees)

<table>
<thead>
<tr>
<th>Sl no.</th>
<th>Manpower Description</th>
<th>No. of Persons</th>
<th>Wage Rate per month/per person. * #</th>
<th>Total Price /annum</th>
<th>Taxes if any calculated in col (5)</th>
<th>Total Price (inclusive taxes) /annum</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Hardware Engineer (Skilled Category)</td>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Hardware Office Assistant (Unskilled Category)</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Total (B)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Grand Total (A+B) Total Annual Contract Value (Both in Figures and words – inclusive of all taxes and duties)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* The financial parameter on minimum wage mentioned above is for deciding L-1 only. However, other statutory requirement like ESI & EPF etc will be applicable as per the extant rule. The bidder has to contribute to the above dues of their employees as applicable.

# In this connection, ‘Bidding procedure’ (Section 4) in the bidding document may please be gone through.

Date:
Place:
Signature of the authorized person of the bidding firm
With Name & Office Seal

15
Note on conditions of the tender Methodology of deciding L-1

1. The maintenance would be on-site. Hence, the successful bidder would be required to deploy four (4) resident Hardware Engineer and one (1) Hardware Office Assistant at the premises of the offices as mentioned above. It may please be noted by the prospective bidders that any failure on the part of the successful bidder to deploy such personnel would be viewed very seriously. Absence of any of above manpower would attracts a penalty of Rs.2,000/- per day per person. These four would have to be present on all working days from 9:00 AM to 5.30 PM and may also be required to attend office on holidays in cases of urgency/emergency.

2. The L-1 bidder will be decided as per details given in Annexure A and on the basis of Grand Total (A+B).

3. The quantity quoted against each equipment gadget and manpower are tentative and may vary upward or downward and, in that case, payment will be made on pro-data basis calculated as per the actual number of items and the unit rates (incl. taxes) as established through this tendering process.

4. Rates should be inclusive of all taxes and would be considered as valid throughout the contract period.