



रक्षा लेखा प्रधान नियंत्रक (अफसर) कार्यालय  
गोलीबार मैदान, पुणे - 411001  
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RFP No.EDP/91/AMC-SYSTEM/ Vol-XIII

Date:02/02/2020

**Invitation of Bids for Annual Maintenance Contract (AMC) for Computers & Peripherals/ Printers/ UPS/ Generators/ LAN at PCDA(O) under single window Facility Management Systems for the period 01/04/2020 to 31/03/2021.**

1. Bids in sealed cover are invited for Annual Maintenance Contract (AMC) for Computers & Peripherals/ Printers/ UPS/ Generators/ LAN at PCDA(O) under single window Facility Management Systems for items listed in Annexure-"A" of this RFP. Please superscribe the above mentioned Title, RFP number and date of opening of the Bids on the sealed cover to avoid the Bid being declared invalid.
2. The address and contact numbers for sending Bids or seeking clarifications regarding this RFP are given below –
  - a. Bids/queries to be addressed to: Shri Dhiraj D Gugale, IDAS,DCDA
  - b. Postal address for sending the Bids: PCDA(O), Golibar Maidan,  
Pune- 411001
  - c. Name/designation of the contact personnel: Shri Dhiraj D Gugale, IDAS, DCDA
  - d. Telephone numbers of the contact personnel: 020-26401105, 26401144
  - e. e-mail ids of contact personnel : [generalquery-pcdaopune@nic.in](mailto:generalquery-pcdaopune@nic.in)
  - f. Fax number : 020-26453446
3. This RFP is divided into five Parts as follows:
  - a. **Part I** – Contains General Information and Instructions for the Bidders about the RFP such as the time, place of submission and opening of tenders, validity period of tenders, etc.
  - b. **Part II** – Contains essential details of the items/services required, such as the Schedule of Requirements (SOR), Technical Specifications, Delivery Period, Mode of Delivery and Consignee details.
  - c. **Part III** – Contains Standard Conditions of RFP, which will form part of the Contract with the successful Bidder.

**d. Part IV** – Contains Special Conditions applicable to this RFP and which will also form part of the contract with the successful Bidder.

**e. Part V** – Contains Evaluation Criteria and Format for Price Bids.

4. This RFP is being issued with no financial commitment and the Buyer reserves the right to change or vary any part thereof at any stage. Buyer also reserves the right to withdraw the RFP, should it become necessary at any stage.

## Part I – General information

**1. Last date and time for depositing the Bids: 14 /02/2020 (11.00AM)**

The sealed Bids (both technical and Commercial) should be deposited/reach by the due date and time. The responsibility to ensure this lies with the Bidder. The **Technical Bid and Commercial Bid** should be sealed by the bidder in separate covers duly superscribed as “**Technical Bid**” and “**Commercial Bid**”. Both these bids should be put in a Bigger Cover which should also be sealed and duly super scribed with “**Quotation for Annual Maintenance Contract (AMC)**” for the period **01/04/2020 to 31/03/2021**.

**2. Manner of depositing the Bids:** Sealed Bids should be either dropped in the Tender Box marked as **EDP Tender Box** or sent by **Registered Post** at the address given above so as to reach by the due date and time. Late tenders will not be considered. No responsibility will be taken for postal delay or non-delivery/non-receipt of Bid documents. Bids sent by FAX or e-mail will not be considered (unless they have been specifically called for by these modes due to urgency).

**3. Time and date for opening of Bids: 14/02/2020 (4.00PM)**

(If due to any exigency, the due date for opening of the Bids is declared a closed holiday, the Bids will be opened on the next working day at the same time or on any other day/time, as intimated by the Buyer).

**4. Location of the Tender Box: Security section located on left side of the main gate.**

Only those Bids that are found in the Tender Box will be opened. Bids dropped in the wrong Tender Box will be rendered invalid.

**5. Place of opening of the Bids: Chamber of WO(EDP).**

The Bidders may depute their representatives, duly authorized in writing, to attend the opening of Bids on the due date and time. Rates and important commercial/technical clauses quoted by all Bidders will be read out in the presence of the representatives of all the Bidders. This event will not be postponed due to non-presence of your representative.

**6. Two-Bid system:** In the Two-bid system, only the Technical Bid would be opened on the time and date mentioned above. Date of opening of the Commercial Bid will be intimated after acceptance of the Technical Bids. Commercial Bids of only those firms will be opened, whose Technical Bids are found compliant/suitable after Technical evaluation is done by the Buyer.

**7. Forwarding of Bids:** Bids should be forwarded by Bidders under their original memo / letter pad inter alia furnishing details like TIN number, GST number, Bank address with EFT Account if applicable, etc and complete postal & e-mail address of their office.

8. **Clarification regarding contents of the RFP:** A prospective bidder who requires clarification regarding the contents of the bidding documents shall notify to the Buyer in writing about the clarifications sought not later than 14(fourteen) days prior to the date of opening of the Bids. Copies of the query and clarification by the purchaser will be sent to all prospective bidders who have received the bidding documents
9. **Modification & Withdrawals of Bids:** A bidder may modify or withdraw his bid after submission provided that the written notice of modification or withdrawal is received by the buyer prior to deadline prescribed for submission of bids. A withdrawal notice may be sent by fax but it should be followed by a signed confirmation copy to be sent by post and such signed confirmation should reach the purchaser not later than the deadline for submission of bids. No bid may be withdrawn in the interval between the deadline for submission of bids and expiration of the period of bid validity specified. Withdrawal of a bid during this period will result in forfeiture of bid security.
10. **Clarification regarding contents of the Bids:** During evaluation and comparison of bids, the Buyer may, at its discretion, ask the bidder for clarification of bid. The request for clarification will be given in writing and no change in prices or substance of the bid will be sought, offered or permitted. No post-bid clarification on the initiative of the bidder will be entertained.
11. **Rejection of Bids:** Canvassing by the bidder in any form, unsolicited letter and post-tender correction may invoke summary rejection with forfeiture of EMD. Conditional tenders will be rejected.
12. **Validity of Bids:** The Bids should remain valid till 90 **days (13/05/2020)** from the last date of submission of the Bids (i.e.14/02/2020).
13. **Earnest Money Deposit: Bidders are required to submit Earnest money deposit (EMD) for amount of Rs.40,000/-** (Rs. forty thousand only) along with the bids in favour of PCDA(O) Pune.The EMD may be submitted in the form of an Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee from any of the public sector banks or a private sector bank authorized to conduct government business as per Form DPM-16 (Available in MoD website and can be provided on request). EMD is to remain valid for a period of forty-five days beyond the final bid validity period. EMD of the unsuccessful bidders will be returned to them at the earliest after expiry of the final bid validity and latest on or before the 30<sup>th</sup> day after the award of the contract. The Bid Security of the successful bidder would be returned, without any interest whatsoever, after the receipt of Performance Security from them as called for in the contract. EMD is not required to be submitted by those Bidders who are registered with the Central Purchase Organization (e.g. DGS&D), National Small Industries Corporation (NSIC) or any Department of MoD or MoD itself. The EMD will be forfeited if the bidder withdraws

or amends, impairs or derogates from the tender in any respect within the validity period of their tender.

- 14.** EMD is not required to be submitted by those bidders who are registered with the National Small Industries Corporation (NSIC), Ministry of Micro, Small & medium Enterprises (MSME) or any Department of MoD or MoD itself.

## Part II- Essential Details of Services required

### A. Schedule of Requirements:

The details of scope and quality of services are provided in succeeding paragraphs:

#### 1. Scope of Work/Service:

1.1: The AMC will cover:

1.1.1 Servicing and repair of Servers, Computer Hardware and peripherals, Printers and peripherals, MFDs, Scanners, LAN Points, Switches, UPS, Batteries and Gen Set etc.

Items not covered under AMC- Plastic Assembly / Toners, Cartridges, all types of Batteries, Physical damage and any damage due to lightning etc. Apart from these, all hardware and peripherals are included in this AMC for all purposes.

1.1.2 Preventive maintenance of all items stated at Annexure –‘A’ including cleaning/ blowing of dust from hardware every 1<sup>st</sup> week of the month and keeping the health of hardware at optimum by deleting files and updating required software.

1.1.3 AMC will include preventive maintenance and the breakdown maintenance of the Servers, Computer Hardware, Printers & Peripherals, UPS, and Batteries & Gensets.

1.2 AMC will be on-site in nature and PCDA (O) will provide office premises to the contractor as **Maintenance Cell** for handling various service requests centrally.

1.2.1 Repair/Replacement of **processor, motherboard, RAM/LAN Card/ DVD/ CD-Drives, hard disks, optical media players, monitors, keyboards, mouse, cables, adapters, etc.** in case of Computer Systems of OEM make.

1.2.2 Re-installation and maintenance of Operating System, Organisation of information Security, Access Controls, Asset Management for personal computers.

1.2.3 For defective hard disk, the contractor will provide the new hard disk at no extra cost and the defective hard disk will remain the property of PCDA(O).

1.2.4 Repair/ Replacement of **electronic parts, mechanical parts, electromechanical parts, fuser assemblies, duplexer unit, printer heads, cables, adapters, etc.** in case of Printers.

- 1.2.5 Repair / Replacement of **electronic parts, mechanical parts, electromechanical parts, ADF unit, cables, adapters, etc.** in case of Scanners.
- 1.2.6 Being a comprehensive AMC, maintenance charges shall include replacement of all the components, wire wound components like transformers, chocks, variac and changeover switch etc, supporting the GEN SETS as well as UPS. No spare part /items are exempted from the purview of comprehensive list of items
- 1.2.7 In case of replacement of defective/faulty/obsolete parts, the contractor has to supply/replace new equipment/ parts of the equivalent standard. The replaced parts/faulty parts/old/obsolete parts will be the property of PCDA(O).
- 1.2.8 In case of batteries, checking and cleaning of connectors, checking of specific gravity of each cell, applying of petroleum jelly, topping up with D M water etc on monthly basis will be part of AMC.
- 1.2.9 The LAN should fulfill the following conditions during the AMC –
- a) Any failure in the LAN should be rectified within a **maximum period of 08 hrs of lodging a complaint, inclusive of replacement of CAT6 cable, where necessary.**
  - b) Vendor will provide free on-site comprehensive maintenance and shall include all items (cable, RJ45, components, software, drivers etc.,) connected to LAN. The vendor will repair/replace without any cost any of the nodes networking components.
- 1.2.10 The successful firm/company/bidder is required to appoint **3(three)** qualified **Service Engineers** for handling service requests including **1(One) Senior Service Engineer** (BE/ B.Tech) well conversant with handling server/software related problems. If there is any need for Computer Hardware to be shifted to Maintenance Cell for any reason, the responsibility is of the Contractor after obtaining user's permission and under intimation to EDP Manager /SAO /AAO(EDP-Hardware).
- 1.2.11 Installation and maintenance of Anti-Virus software as recommended by end user. The procurement of Antivirus will be done by the user.
- 1.2.12 Maintenance contract should be comprehensive in nature including costs towards labour, parts and shipments for all items.

1.2.13 The complete responsibility of FMS (Facility Management Systems) will be of the contractor. No sub-contracting will be allowed. However, back to back contract with OEM's can be done.

1.2.14 The vendor must have a branch office in Pune, failing which the bid will be rejected.

## **2. General Terms and conditions**

Terms and Conditions of AMC for Computer Hardware/Peripherals, Servers/ Line Printers/ UPS/ Gen Set/ Battery Maintenance/ Internet and LAN under single window Facility Management Systems are as under:

**2.1 Period of Contract: 01/04/2020 to 31/03/2021.** The period of contract may be extended up to two more years, one year at a time on mutual consent on the same rates and terms & conditions. PCDA(O) reserves the right to cancel the contract by giving prior notice of one month.

### **2.2 Staff (Service Engineers/Technicians):**

a) The Contractor will appoint/allot **4(four)** numbers of Trained and professionally Qualified Service Engineers

<b>Sr. No.</b>	<b>Staff</b>	<b>Qualifications</b>
1.	Server Engineer	1.BE/ Bachelor in Computer engineering /BSC computer/ MSC/BCA/ MCA 2. MCSE/ MCP Qualified 3. 3 Years experience
2.	Network Engineer	1.CCNA /CCNP/CISCO Certified 2. 3 Years Experience
3.	Hardware Engineer	1.Diploma in hardware & networking 2. 2 Years Experience
4.	Electrician	1. ITI / Diploma in Electrical Engineering 2. 2 Years Experience

b) Police verification certificate for all the engineers is required to be submitted by the vendor. PCDA(O) if so desired will have the right to scrutinize the credentials and the competence of the Service Engineers appointed by the Contractor for handling this contract. The age of service engineers should be 18 years and above.

c) All the engineers should be issued ID Cards which should always be visible while in office. The service engineers should not carry any storage device like pen drive, external hard disc etc to the office premises. It has to ensured that no data should be



taken by them out of this office premises in any form. The engineers posted in this office should not be changed without prior permission of this office.

d) If any service Engineer is absent for more than 5 (five) working days in a month, deduction of Rs.5000/- per month will be done as penalty from the next bill for each such service engineer, unless a suitable substitute is provided.

e) A muster will be maintained to record the attendance of the Service Engineers/Technicians.

f) The Contractor must ensure that the staff so appointed/allotted is aware of the security requirements of PCDA(O) and will instruct its staff to comply with it.

g) Entry into Server Room shall be made with the prior permission of WO(EDP) for any type of work.

h) The contractor will maintain "History Card" and documentation/diagrams for each equipment under Maintenance Contract.

i) Further, the contractor's professionals shall install and configure licensed software (OS/RDBMS/Any Other) if the necessity arises. The software and manuals will be provided by PCDA(O). The contractor will ensure that the professionals are updated of their technical knowledge on regular basis by sending them on short term training capsules.

j) The contractor will not sub-contract or permit any other personnel other than the contractor's personnel to perform any work, service or other activities required by PCDA(O) without the prior written consent of the PCDA(O).

k) Contractor will distinctively do the marking on each and every item under AMC.

l) Contractor's Coordinator / Maintenance Record Keeper will liaise, on behalf of PCDA(O), with other different vendors for repair of the equipment, which are under warranty or newly installed and a report/feedback should be submitted.

m) The CDs, Printer Cartridges & ribbons and batteries (for UPS/Mouse) will be covered as consumables and will be supplied by PCDA. However, Power Cables (of Computer Systems & peripherals); Patch Cords (CAT5/6 cable with RJ45 connectors); printer cables (USB/Parallel Port Cables) and Scanner Data Cables will from part of the AMC, at NO extra cost to PCDA.

n) The service Engineers/Technicians should replace the Printer Cartridges after obtaining an indent from the User.

### **2.3 Preventive Maintenance Service:**

- a) Preventive maintenance shall be carried out according to a pre-decided schedule. The preventive maintenance will include cleaning, functional check-up of equipment, resolving minor technical problems, etc.
- b) Preventive maintenance for all the equipments covered under this AMC will be carried out on **quarterly basis** i.e. first week of the month excluding Govt. holidays.
- c) A register will be maintained for this purpose and entries made after carrying out the preventive maintenance will be duly certified by the concerned user.
- d) Original Equipment Manufacturer's guidelines must be used for carrying out preventive maintenance of the equipments.

### **2.4 Breakdown Maintenance Service:**

In case of any breakdown of the equipment/system, on receiving a call from the Buyer, the Seller is to provide maintenance service to make the equipment/system serviceable. The response time of the Seller should not exceed 24 hours from the time the breakdown intimation is provided by the Buyer.

### **2.5 Onsite Maintenance Service:**

During the AMC period, the Seller shall carry out all necessary servicing/repairs to the equipment/system under AMC at the current location of the equipment/system. Prior permission of the Buyer would be required in case certain components/sub systems are to be shifted out of location. On such occasions, before taking over the goods or components, the Seller will give suitable bank guarantee to the Buyer to cover the estimated current value of item being taken.

### **2.6 Call Registration:**

- a) Computerized records must be maintained for the service request received.
- b) The entire complaints management is to be done by "On-line Complaint Management", the software for which is to be developed by the vendor. With this software, the user will lodge the complaints on-line and the contractor will manage the software. The contractor will submit a daily report on the no. of complaints received, their status, time taken for the rectification etc. the software should facilitate this office to know all the details of any complaint at any time and at any stage.
- c) Every service request must be allotted a unique number, which must be informed to the concerned end-user.

d) In case the service request cannot be closed satisfactorily within two working days, alternate equivalent equipment must be provided to the end-user for the period till the equipment is repaired or replaced.

## **2.7 Identifying the Faults:**

a) The user of the equipment will provide full access to the equipment to the attending Service Engineer. Suitable working space also will be provided so as to enable him/her to carry out necessary maintenance service.

b) The Service Engineers are expected to identify the faults and rectify them to the satisfaction of the end-user either by repairing the faulty part/s or by replacing them with the equivalent (if the same part is not available in the market) part/s as approved by the end-user.

c) The Service Engineers are expected to follow the norms of Cyber Security e.g. blocking of USB Ports, monitoring of file transfers through Pen Drive etc.

d) A penalty of 10% of maintenance contract charges for the month of the equipment will be charged in case preventive maintenance is not undertaken for that equipment.

e) In case the Contractor doesn't complete preventive maintenance of the equipment belonging to a particular Division/Independent Section, the entire maintenance amount of the concerned Division/Independent Section will be stopped.

f) On the last day of the contract period or on termination of the contract, all the Computer Systems and Peripherals shall be in perfect working condition failing which the full cost of repairs, if any incurred, will be recovered from the Security Deposit / last bill.

g) The contractor's professionals may have to repair any non-AMC items. The payment for spares/ parts used will be done by user on case to case basis. No separate labour charges will be given to the contractor.

h) Moreover, the contractor's professionals will do the jobs such as data transfer, data backup, etc. as instructed by user from time to time.

## **2.8 Installation of new Hardware/Software related to Warranty:**

The contractor's professionals may be required to install newly procured hardware/software at any of the equipments at the site as directed by user.

## **2.9 Spares as Standby:**

The Contractor shall keep adequate spares at PCDA(O) and shall replenish the stock with the new ones as and when utilized, so as to ensure the availability when needed.

The spares will remain the property of the Contractor. A list of expected items to be kept as standby will be given at the time of conclusion of the contract.

**2.10 Revision of Maintenance Charges:**

No upward revision of the AMC charges will be considered during the period of the contract.

**2.11 Confidentiality:**

a. Under this contract no party (Contractor) should disclose any thing to any third party. In particular any information identified as proprietary in nature by the disclosing party shall be kept strictly confidential by the receiving party and shall not be disclosed to any third party without the prior written consent of the original disclosing party. This clause shall apply to all the parties participating/contributing in this contract jointly/independently with equal force.

b. Professionals of the contractor will maintain the confidentiality of data stored on the computer systems. The contractor will be required to take appropriate actions against his professionals to ensure that the obligations of non-use & non-disclosure of confidential information is complied with strictly. No Professionals of the contractor will carry any personnel USB Drives/ Blank CDs/ Camera inside PCDA(O) premises.

**2.12 Prohibition against use of PCDA(O) name without prior written permission for Publicity Purpose:**

The parties participating/contributing in this contract jointly/ independently shall not use PCDA(O) name / logo for any publicity purpose through any public media viz. press, radio, television, etc., without prior written approval.

**2.13 Rate List:**

The rates quoted should be item wise against the respective item. It should be quoted at **Annexure “C”** covering the items listed out. All sheets should be submitted duly affixed with the Company stamp and signature of the authorized signatory of the company. Additional sheets, duly authenticated, may be attached to elucidate specifications or clarify specific issues.

**2.14 Exception:**

Being a comprehensive AMC, the maintenance charges will be inclusive of replacement of all the spares / components/ print heads/ cables/ all wire wound components like transformers, chocks, variac, coolant, oil, filter etc. (excluding anti-virus protection for the hardware as mentioned in para 1.2.11 above) listed out in **Annexure “A”**. Only Printer ribbons & cartridges are excluded from the purview of AMC.

**2.15 Site Visit : 05/02/2020 to 07/02/2020 (between 10.00AM to 4.00PM)**

You are also advised to visit our office to have an “ON THE SPOT” inspection of the system & seek clarification on the doubts if any, before submitting the quotations/bids.

**2.16** You are advised to come and inspect the present status of the hardware before quoting the rates for its maintenance. It will be construed that the hardware has been inspected on submission of Tender document.

**2.17** It may please be ensured that the **undertaking** to this tender document are signed & submitted accordingly. **Tenders received without this undertaking shall not be accepted & are liable for rejection.**

**3. Other Terms and Conditions:**

**3.1:** Quotations received late, improper sealed, or with incomplete marking or with overwriting/ corrections in the quotation document are liable to be rejected.

**3.2:** Rates per unit for the items/ services must be quoted clearly and total value also be indicated in words without any scope of revision. The hardware may be checked/ inspected with **Annexure “A”** for your satisfaction on any working day between **10 AM to 4PM** from **5<sup>th</sup> February 2020 to 7<sup>th</sup> February 2020 (Office working hours)** before tendering the rates. The hardware is to be taken under AMC as and where condition.

**4. Technical Competency Parameters:**

**4.1** The contractor must attach technical competency information about the repair & maintenance facilities and other details as mentioned in Annexure-“B” to this document. The minimum desired parameters required for any firm to qualify technically are also mentioned in **Annexure – “B”**.

**4.2** The firms must comply with all the parameters mentioned in Annexure-‘B’ along with supporting documents in order to qualify technically. Non-Submission of authentic proofs required for these parameters will lead to the rejection of bid.

**4.3** No correspondence/discussion/visits whatsoever will be entertained on the subject unless specifically called by this office after opening the tenders for technical discussion/ price negotiations. Any violation of this will render the quotations invalid and the contractor is liable to be blacklisted.

### **Part III- Standard Conditions of RFP**

**1. Law:** The contract shall be considered and made in accordance with the laws of the Republic of India. The contract shall be governed by and interpreted in accordance with the laws of the Republic of India.

**2. Effective date of the contract:** The contract shall come into effect on the date of signatures of both the parties on the contract (Effective Date) and shall remain valid until the completion of the obligations of the parties under the contract. The performance of the service shall commence from the effective date of the contract.

**3. Arbitration:** All disputes or differences arising out of or in connection with the contract shall be settled by bilateral discussions. Any dispute, disagreement or question arising out of or relating to the contract or relating to construction or performance, which cannot be settled amicably, may be resolved through applicable rules of arbitration.

For issues beyond conciliation between both the parties, in r/o this contract, they shall be resolved in accordance with and subject to the provisions of the Indian Arbitration Act 1940 and only courts at Pune shall have jurisdiction in all matters arising out of or connected with this order and subject to laws of India alone.

**4. Penalty for use of Undue influence:** SELLER undertakes that he has not given, offered or promised to give, directly or indirectly, any gift, consideration, reward, commission, fees, brokerage or inducement to any person in service of the PCDA(O) or otherwise in procuring the Work Order or forbearing to do or for having done or forborne to do any act in relation to the obtaining or execution of the present Work Order or any other Work Order with the Government of India for showing or forbearing to show favour or disfavour to any person in relation to the present Work Order or any other Work Order with the Government of India. Any breach of the aforesaid undertaking by the SELLER or any one employed by him or acting on his behalf (whether with or without the knowledge of the SELLER) or the commission of any offers by the SELLER or anyone employed by him or acting on his behalf, as defined in Chapter IX of the Indian Penal Code, 1860 or the Prevention of Corruption Act, 1986 or any other Act enacted for the prevention of corruption shall entitle the PCDA(O) to cancel the Work Order and all or any other Work Order with the SELLER and recover from the SELLER the amount of any loss arising from such cancellation. A decision of the PCDA(O) or his nominee to the effect that a breach of the undertaking had been committed shall be final and binding on SELLER. Giving or offering of any gift, bribe or inducement or any attempt at any such act on behalf of the SELLER towards any Officer/employee of the PCDA(O) or to any other person in a position to influence any Officer/employee of the PCDA(O) for showing any favour in relation to this or any other Work Order, shall render the SELLER to such liability/

penalty as the PCDA(O) may deem proper, including but not limited to termination of the Work Order, imposition of penal damages, forfeiture of the Bank Guarantee and refund of the amounts paid by the PCDA(O).

**5. Agents / Agency Commission:** SELLER confirms and declares to PCDA(O) that SELLER is the original provider of the services referred to in this Work Order and has not engaged any individual or firm, whether Indian or foreign whatsoever, to intercede, facilitate or in any way to recommend to the Government of India or any of its functionaries, whether officially or unofficially, to the award of the Work Order to the SELLER; nor has any amount been paid, promised or intended to be paid to any such individual or firm in respect of any such intercession, facilitation or recommendation. SELLER agrees that if it is established at any time to the satisfaction of the PCDA(O) that the present declaration is in any way incorrect or if at a later stage it is discovered by the PCDA(O) that the SELLER has engaged any such individual/firm, and paid or intended to pay any amount, gift, reward, fees, commission or consideration to such person, party, firm or institution, whether before or after the signing of this Work Order, the SELLER will be liable to refund that amount to the PCDA(O). The SELLER will also be debarred from entering into any work, Work Order with the Government of India for a minimum period of five years. The PCDA(O) will also have right to consider cancellation of the Work Order either wholly or in part, without any entitlement or compensation to the SELLER who shall in such an event be liable to refund all payments made by the PCDA(O) in terms of the Work Order along with interest at the rate of 2% per annum above LIBOR rate. The PCDA(O) will also have the right to recover any such amount from any Work Orders concluded earlier with the Government of India.

**6. Access to Books of Accounts:** In case it is found to the satisfaction of the PCDA(O) that the SELLER has engaged an Agent or paid commissions or influenced any person to obtain the works order as described in clauses relating to Agents/Agency Commission and penalty for use of undue influence, the SELLER, on a specific request of the PCDA(O), shall provide necessary information/ inspection of the relevant financial documents/ information.

**7. Non-disclosure of contract documents:** Except with the written consent of the PCDA(O)/SELLER, other party shall not disclose the contract or any provision, specification, plan, design, pattern, sample or information thereof to any third party. As the data consists of personal details of defence personnel, it is necessary to keep the working tool and hardware within the Office premises and the SELLER or his representatives/ employees are not allowed to use the same outside this Office. The representatives of the SELLER will ensure due confidentiality in this regard.

**8. Liquidated damages:** In the event of SELLER's failure to submit the Bonds, Guarantees and Documents, PCDA(O) may, at his discretion, withhold any payment until the completion of the contract. The PCDA(O) may also deduct from the SELLER as agreed, Liquidated Damages to the sum of **0.5%** of the contract price of the

delayed/undelivered services mentioned above for every week of delay or part of a week, subject to the maximum value of the Liquidated Damages being not higher than **10%** of the value of delayed services. The LD cannot exceed the amount stipulated in the contract.

If the delay is longer than **Ten weeks**, PCDA(O) shall, except as provided hereinafter, be entitled to cancel the order in full or in part at their sole discretion without any financial repercussions on Govt. of India. In case the delay is attributed for any reasons at the end of PCDA(O), it will not be counted as delay on part of SELLER.

**9. Termination of the contract:** The PCDA(O) shall have the right to terminate this contract in part or in full in any of the following cases:

(a) The delivery of the services is delayed for causes not attributable to Force Majeure for more than (02 Weeks) after the scheduled date of delivery.

(b) The SELLER is declared bankrupt or becomes insolvent.

(c) The delivery of services is delayed due to causes of Force Majeure by more than one (1 month) provided Force Majeure clause is included in Work Order.

(d) The PCDA(O) has noticed that SELLER has utilised the services of any agent in getting this contract and paid any commission to such individual/company etc.

(e) As per decision of the Arbitration Tribunal.

**10. Notices:** Any notice required or permitted by the contract shall be written in the English language and may be delivered personally or may be sent by e-mail/ FAX or registered e-mail, addressed to the last known address of the party to whom it is sent.

**11. Transfer and sub-letting:** The SELLER has no right to give, bargain, sell, assign or sublet or otherwise dispose of the contract or any part thereof, as well as to give or to let a third party take benefit or advantage of the present Contract or any part thereof,, without the prior written consent of PCDA(O).

**12. Patents and Other Industrial Property Rights:** The prices stated in the present contract shall be deemed to include all amounts payable for the use of patents, copyrights, registered charges, trademarks and payments for any other industrial property rights. SELLER shall indemnify the PCDA(O) against all claims from a third party at any time on account of the infringement of any or all the rights mentioned in the previous paragraphs, whether such claims arise in respect of service delivery. SELLER shall be responsible for the completion of the contract, irrespective of the fact of infringement of any or all the rights mentioned above.

**13. Amendments:** No provision of present Contract shall be changed or modified in any way (including this provision) either in whole or in part except by an instrument in writing made after the date of this Contract and signed on behalf of both the parties and which expressly states to amend the present Contract.



**14. Taxes and Duties:** Any change in any tax upward/downward as a result of any statutory variation taking place within contract terms shall be allowed to the extent of actual quantum of such tax paid by the supplier. Similarly, in case of downward revision in any tax, the actual quantum of reduction of such duty/tax shall be reimbursed to PCDA(O) by the SELLER.

## **Part IV-Special Conditions of RFP**

The Bidder is required to give confirmation of their acceptance of Special Conditions of the RFP mentioned below which will automatically be considered as part of the Contract concluded with the successful Bidder (i.e. Seller in the Contract) as selected by the Buyer. Failure to do so may result in rejection of Bid submitted by the Bidder.

### **1. Performance Guarantee:**

The Bidder will be required to furnish a Performance Guarantee by way of Bank Guarantee through a public sector bank or a private sector bank authorized to conduct government business (ICICI Bank Ltd., Axis Bank Ltd or HDFC Bank Ltd.) for a sum equal to 10% of the contract value within 30 days of receipt of the confirmed order. Performance Bank Guarantee should be valid up to 60 days beyond the date of warranty. The specimen of PBG is given in Form DPM-15 (Available in MoD website and can be provided on request).

### **2. Option Clause:**

The contract will have an Option Clause, wherein the Buyer can exercise an option to increase and decrease the quantity of each item of AMC upto 50% of the original contracted quantity in accordance with the same terms & conditions of the present contract at pro rata basis. This will be applicable within the currency of contract. The Bidder is to confirm the acceptance of the same for inclusion in the contract. It will be entirely the discretion of the Buyer to exercise this option or not.

### **3. Tolerance Clause:**

To take care of any change in the requirement during the period starting from issue of RFP till placement of the contract, Buyer reserves the right to 25% plus/minus increase or decrease the quantity of the computer hardware proposed for AMC without any change in the terms & conditions and prices quoted by the Seller. While awarding the contract, the quantity ordered can be increased or decreased by the Buyer within this tolerance limit.

### **4. Payment Terms:**

It will be mandatory for the Bidders to indicate their bank account numbers and other relevant e-payment details so that payments could be made through SBI-CMP into the Bank Account of the contractor. Therefore, it is mandatory for the contractor to indicate their Bank Account Number and other relevant details like Name of the Account Holder, Name of the Bank & Address & IFSC Code etc. The payment will be made as per the following terms, on production of the requisite documents:

Milestone	Amount to be paid
AMC (12 months) (Quarterly Payment-after completion of respective AMC quarter)	<b>04 quarterly instalments each of 25% of total contract value) on submission of user clearance certificate.</b>

**5. Advance Payments:** No advance payment(s) will be made.

**6. Paying Authority:** PCDA(O) will be the Paying Authority for this contract

The payment of the bill will be made on submission of the following documents by the Seller to the Paying Authority along with the bill:

- a) The contractor shall submit a Quarterly bill, in triplicate, to the authorized officer of the PCDA (O) Pune.
- b) It is mandatory to obtain a certificate of satisfaction duly signed by the Head of the concerned Division/Independent Section. Certificate so obtained must be enclosed along with the bills for disbursement of the payment.
- c) Any penalty imposed as per the terms and conditions of the contract shall be deducted from the amount due for payment.
- d) Income tax/ GST as applicable will be recovered from each bill.
- e) If any discrepancy found in amount quoted in words and figures, then the amount mentioned in words will be treated as correct.
- f) The vendor has to produce a certificate for the payment/ salary of the concerned staff, deployed at PCDA(O) office, with certificate of compliance of all terms and conditions of the contract and payment of minimum wages as per labour laws etc.
- g) Bank guarantee

**7. Fall clause** - The following Fall clause will form part of the contract placed on successful Bidder -

- a. The price charged for the AMC under the contract by the Seller shall in no event exceed the lowest prices at which the Seller charge for AMC of identical description to any persons/Organization including the purchaser or any department of the Central government or any Department of state government or any statutory undertaking the central or state government as the case may be during the period till the currency of the current contract is completed.

b. If at any time, during the said period the Seller reduces the rate or offer to reduce the rates to any person/ organization including the Buyer or any Department of Central Govt. or any Department of the State Government or any Statutory undertaking of the Central or State Government as the case may be at a price lower than the price chargeable under the contract, he shall forthwith notify such reduction to this Office and the price payable under the contract for the AMC of such reduction shall stand correspondingly reduced.

#### **8. Risk and Expense clause:**

a. Should the service or any instalment thereof not be delivered with the time or time specified in the contract documents, or if defective delivery is made in respect of the services or any instalment thereof, the PCDA(O) shall after granting the SELLER 15 days to cure the breach, be at liberty, without prejudice to the right to recover liquidated damages as a remedy for breach of contract, to declare the contract as cancelled either wholly or to the extent of such default.

b. Should the services or any instalment thereof not perform in accordance with the specifications / parameters provided by the Seller in contract, the PCDA(O) shall be at liberty, without prejudice to any other remedies for breach of contract, to cancel the contract wholly or to the extent of such default.

c. In case of a service breach that was not remedied within 15 days, the PCDA(O) shall, having given the right of first refusal to the SELLER be at liberty to purchase, or procure from any other source as he thinks fit services of the same or similar description to make good: -

i. Such default.

ii. In the event of the contract being wholly terminated the balance of the services remaining to be delivered thereunder.

d. Any excess of the purchase price, or value of any services procured from any other supplier as the case may be, over the contract price appropriate to such default or balance shall be recoverable from the SELLER.

#### **9. Force Majeure:**

a. Neither party shall bear responsibility for the complete or partial non-performance of any of its obligations, if the non-performance results from such Force Majeure circumstances as Flood, Fire, Earthquake and other acts of God, as well as War, Military operations, blockade Acts or actions of state Authorities or any other circumstances beyond the control of the parties that might arise after the conclusion of the present contract.

b. In such circumstances the time stipulated for the performance of an obligation under the present contract is extended correspondingly for the period of time of action of these circumstances and their consequences.

c. The party for which it becomes impossible to meet obligations under this contract due to Force Meajure conditions, is to notify in written form to the other party at the beginning and cessation of the above circumstances immediately, but in any case not later than 10 days from the moment of their beginning.

d. Certificate of competent authority shall be sufficient proof of commencement and cessation of the above circumstances.

e. If the impossibility of complete or partial performance of an obligation lasts for more than 1 (one) month, either party hereto reserves the right to terminate the contract totally or partially upon giving prior written notice of 15 (fifteen) days to the other party of the intention to terminate without any liability other than reimbursement on the terms provided in the agreement for the goods received.

**10. Specifications:** Seller guarantees to meet the specifications as per Part-II of this RFP and to incorporate the modifications to the existing design configuration to meet the specific requirement of the PCDA(O) Services as per modifications/requirements recommended. Seller, in consultation with the PCDA(O), may carry out technical upgradation/ alterations in the design and specifications due to change in procedures or obsolescence. This will, however, not in any way, adversely affect the end specifications of the equipment. Changes in technical details, repair and maintenance techniques along with necessary tools as a result of upgradation/ alterations will be provided to the PCDA(O) free of cost within stipulated time frame of affecting such upgradation/alterations.

**11. Uptime:**

a. The uptime shall be more than 95% for all items covered under FMS(Facility Management Systems) i.e. hardware, printers, UPS, DG set/Internet/LAN etc except servers for which the uptime will be more than 99% at any given point of time.

b. In case the uptime is less than above percentage, but more than 80%, then proportionate amount will be paid in that quarter for the respective hardware item.

c. In case the uptime works out to be less than 80% during period of maintenance contract, the entire amount of maintenance contract for those items will be recovered from the amount of quarterly payment or Performance Bank Guarantee.

d. In case a LAN/Servers uptime is less than 99%, all the computers linked to that server will be considered to be down.

## **12. Downtime:**

- a. Immediate Resolution of problem and keeping Hardware, Software uptime up to 99.0% is the key factor. The contractor has to provide standby hardware in case of corrective maintenance takes more than 1(one) working day. The standby equipment arrangement will be allowed for maximum of 10 working days only. If any equipment is not repaired within 48 hours (two working days) from the time of reporting of call or the standby provision period exceeds the allotted period (max 10 working days), a recovery of 0.5% of total contract value of the quarter will be recovered per day per faulty equipment. In case of Servers and its application problems, any failure of above nature shall constitute sufficient ground for recovery of 5% of total contract value of the quarter per day or even the termination of the contact depending on the situation.
- b. If the above time schedule is not adhere to in respect of any item, the same may be considered as sufficient ground to consider services as unsatisfactory and PCDA may, at his sole discretion, terminate the contract, in which case the pro-rata payment, for the period of AMC services rendered by the firm , will be made. The firm understands and agrees not to raise any claim of whatsoever kind against PCDA for his decision to terminate the contract and incidental to it.
- c. In case of items as listed in Annexure A , the PCDA will have right to get the defect rectified at the contractor's risk and cost, if the contractor fails to rectify it within 24 hours of the first report.

### 13. DOWN TIME CALCULATION: WEIGHTAGE FACTOR

	<u>Nomenclature</u>	<u>Weightage Factor (Y)</u>
	<u>Main Server</u> <ul style="list-style-type: none"> <li>• HDDs</li> <li>• Monitor/Graphics adapter</li> <li>• Motherboard/Memory/SCSI Controller</li> <li>• DAT</li> <li>• CD ROM Drive</li> <li>• UPS/UPS software</li> <li>• Keyboard</li> <li>• Mouse</li> <li>• Ethernet card</li> <li>• OS</li> <li>• Any other component of MS Back Office</li> </ul>	1.0 1.0 1.0 0.25 0.20 1.0 1.0 0.75 0.95 1.0 0.80
	<u>Terminals</u> <ul style="list-style-type: none"> <li>• Monitor/Graphics adapter</li> <li>• Motherboard/Memory/SCSI Controller</li> <li>• DAT</li> <li>• CD ROM Drive</li> <li>• UPS/UPS software</li> <li>• Keyboard</li> <li>• Mouse</li> <li>• Ethernet card</li> <li>• OS</li> </ul>	1.0 1.0 0.2 0.2 1.0 0.75 1.0 0.9 1.0
	<u>Bs/Switches</u> All nodes connected to the Hub/switch	1.0
	<u>Printers</u> <ul style="list-style-type: none"> <li>• Laser</li> <li>• DMP/Inkjet</li> <li>• Line Printers</li> </ul>	0.5 0.5 0.25
	<u>Other Items</u> <ul style="list-style-type: none"> <li>• Gen Set</li> <li>• UPS</li> </ul>	1.0 1.0

13.1 The PCDA(O) will maintain proper monthly efficiency report and these will be signed by the Contractor's representative. PCDA(O) will also maintain proper records of the date and time of call logging and will also record the complaint number given by the CONTRACTOR when the complaint is logged. This record will be signed by the service engineer of the CONTRACTOR.

### Calculation of Down Time

A) No of hrs Sub System X down - Hrs

(No of working days sub-system X down\*8)

B) Weight age factor of Sub System X - Y (from Para 13)

C) Weighted Sub-system downtime -  $X*Y=Z$  (hrs)

D) Total System Down Time (TSDT) in hrs = Sum of contribution

IF REQUIRED SYSTEM UPTIME IS GREATER THAN ACTUAL SYSTEM UPTIME

Deviation in Sys Uptime

$$\frac{(\text{Required Sys Uptime} - \text{Actual Sys Uptime})}{95} \times 100 = \frac{(95-U)}{95} \times 100$$

Required Systems Uptime of weighted down time of all Sub Systems=>TSDT(HRS) =  $Z1+Z2+...+Zn$  (Where Z1, Z2 are weighted system down times of each sub-system comprising the system)

E) TSDT (DAYS) = TSDT (hrs) /8

F) Actual System Uptime percentage =  $\frac{(\text{No. Working days} - \text{TSDT in days})}{\text{No. Working days}} \times 100 = U\%$

G) Required System Uptime = 95% (For server = 99%)



## Part V - Evaluation Criteria

**1. Evaluation Criteria:** The broad guidelines for evaluation of Bids will be as follows:

- a. Only those Bids will be evaluated which are found to be fulfilling all the eligibility and qualifying requirements of the RFP, both technically and commercially.
- b. In Two-Bid system, the technical Bids forwarded by the Bidders will be evaluated by the Buyer with reference to the technical characteristics of the equipment as mentioned in the RFP. The compliance of Technical Bids would be determined on the basis of the parameters specified in the RFP. The Price Bids of only those Bidders will be opened whose Technical Bids would clear the technical evaluation.
- c. The Lowest Bid will be decided upon the lowest price quoted by the particular Bidder as per the Price Format given at Annexure –‘C’. The consideration of taxes and duties in evaluation process will be as follows:  
L-1 bidder will be determined by excluding levies, taxes and duties levied by Central/ State/ Local Governments such as Excise Duty, VAT, Service Tax, Octroi/ Entry Tax, GST etc. on final product, as quoted by the bidders.
- d. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price will prevail and the total price will be corrected. If there is a discrepancy between words and figures, the amount in words will prevail for calculation of price.
- e. The Lowest Acceptable Bid will be considered further for placement of contract / Supply Order after complete clarification and price negotiations as decided by the Buyer.



(J N Tulekar)  
Sr. Accounts Officer

**UNDERTAKING**

I the undersigned agree to abide by all the terms & conditions mentioned in para 2.17 of your RFP bearing No. EDP/91/AMC SYSTEM/Vol – XIII dated 02/02/2020.

**Name & Signature ----- Seal ----- Date -----  
of Authorized signatory**

**Read and accepted. Date Signature and stamp of the  
Authorized signatory of Firm/company**

**UNDERTAKING**

I the undersigned agree to provide with Manufactuer's Authorization Form (MAF) in case of being selected as L1 within one week of issue of Supply Order.

**Name & Signature ----- Seal ----- Date -----**  
**of Authorized signatory**

**Read and accepted. Date Signature and stamp of the**  
**Authorized signatory of Firm/company**

**ANNEXURE 'A' to tender document No.EDP/91/AMC-SYSTEM/ Vol- XIII DT. 02/02/2020**

<b>SI No</b>	<b>Machine Description</b>	<b>Year of Purchase</b>	<b>Qty</b>
1	<b>Server</b>		
	IBM Server X3800, 8866I4S	2010	1
	IBM Blade Server, 88861TA-Blade Center-S With 5 blades	2014	1
	HP DL 380P Gen8 8-SFF CTO	2014	1
	Dell Server R 530	2017	3
	Hp Tower Server Intel Xeon E-5 -2620V4	2017	2
2	<b>PCs/ Desktops</b>		
	Dell PC Optilex 3020 MT	2014	100
	Dell PC Optilex 9020 MT	2015	187
3	<b>Deskjet/ Dot Matrix Printer/ Laser Printer</b>		
	HP Laser 1106	2012	99
	RICOH SP 200	2014	20
	Ricoh SP 300 DN	2015	18
	RICOH SP 240 DN (Colour)	2015	1
	Canon Printer 6230 DN	2016	42
	HP Deskjet 3635/2132	2016	3
	HP Laserjet P 1106	2016	1
	HP Colorjet N254 DW	2018	1
	Canon Laser Printer LBP 613C dw	2019	3
4	<b>MFD Printers</b>		
	Canon Image class 325MF	2018	10
	Ricoh SP 3510 SF MFD	2014	5
	Canon MFD 246 DN	2019	2
	HP LJ M377 DW (MFP Colour Printer)	2019	2

5	<b>Scanner</b>		
	HP Scanjet 200 Flat Bed	2016	1
6	<b>Line Printers</b>		
	Lipi make 6815 (1500 LPM)	2014	1
	Lipi make 6610L (1000 LPM)	2014	1
7	<b>UPS( Make EMERSON)</b>		
	120 KVA Modular UPS	2017	1
	200 KVA Modular UPS	2017	1
8	<b>Gen Set</b>		
	Mahindra Make 40 KVA (Model No:-RM-40)	2009	2
9	<b>LAN Points</b>		615
10	<b>Internet</b>		
	Link Sys- SRW- 2024		15
	Cisco: SRW 2048-K9-EU		5
	Core Switch 3750		1
11	<b>LAN Integration</b>		
	Switch for Integration of LAN points		3
12	<b>Thin Clients</b>		
	HP Make Thin Clients with TFT Monitors	2012 (upgraded in 2017)	172
13	<b>Equipment</b>		
	Dell Backup Storage 8 TB	2016	1

**Annexure –“B”**  
**PROFORMA FOR TECHNICAL BID**  
**for**  
**01/04/2020 to 31/03/2021 for PCDA(O) Pune**

Payment Details (EMD)	
DD /BG/FDR No.	
DD/BG/FDR Amount	
Bank Name/ Branch	

Details of the Bidder

1	Name of Firm/ Agency:	
2	Registered Address:	
3	Telephone No.(Landline):	
4	Fax No.:	
5	Mobile No.:	
6	Email Address:	
7	Type of Organisation: (Whether proprietorship/ partnership/ society/ Private Ltd/ Co-operative body etc. attach proof)	
8	Name of Proprietor/ Partners/ Directors of the organization:	

**Annexure –“B”**

9. Technical Bid should indicate following essential information along with supporting documents for each parameter, failing which the bid is liable to be rejected.

S No	Parameter	Documents Attached	Page No
9.1	Number of years of experience in providing maintenance of hardware/software (Minimum 3 years)		
9.2	ISO 9001 : 2015 Certificate for IT AMC (essential)		
9.3	EMD for Rs.40,000/- (Rs forty thousand only)		
9.4	Company Registration Certificate		
9.5	GST Registration Certificate		
9.6	Permanent Account Number issued (PAN)		
9.7	Certificate / Undertaking to the effect that the bidder had never been blacklisted by any of the Government Organisation/ Agencies		
9.8	The firm's turnover for last 1 Financial year ( Please enclose last year balance sheet) should be at least one crore.		
9.9	Online Complaint Management System software (Hard copy to be attached)		
9.10	Technical manpower available with the Firm (List of employees with Education/ Professional Qualification) (Minimum No. of persons-10)		
9.11	Manufacturer's Authorization Form (MAF) for specific for this tender*** 1. Lipi Printer 2. IBM Server 3. UPS		
9.12	Whether having a branch office in Pune		
9.13	MSME/ NSIC / MoD Registration Certificate, if applicable		

\*\*\*MAF to be provided by vendor in case the firm is selected as L1 within one week of issue of Supply order. Undertaking to be given to this effect

Name & Signature of the authorized person of the firm along with seal

**Price Bid**

**To be submitted in a separate envelope superscribed “PRICE-BID”**  
**COST DETAILS (Repair & Maintenance Charges)**

SI No	Machine Description	Qty	Rate/ Unit (Per Annum) Rs.	Total Cost (Per Annum) Rs.
1	<b>Server</b>			
	<b>A) Hardware</b>			
	IBM Server X3800, 8866I4S <b>S No. 886614S</b>	1		
	IBM Blade Server, 88861TA-Blade Center-S With 5 blades <b>S No. D60PEBL</b>	1		
	HP DL 380P Gen8 8-SFF CTO	1		
	Dell Server R 530	3		
	HP Tower Server Intel Xeon E-5 - 2620V4	2		
	<b>B) Applications</b> (rate per annum)		-	
	<b>Sub Total (1)</b>			
2	<b>PCs/ Desktops</b>			
	Dell PC Optilex 3020 MT	100		
	Dell PC Optilex 9020 MT	187		
	<b>Sub Total (2)</b>			
3	<b>Deskjet/ Dot Matrix Printer/ Laser Printer</b>			
	HP Laser 1106	99		
	RICOH SP 200	20		
	Ricoh SP 300 DN	18		
	RICOH SP 240 DN (Colour)	1		
	Canon Printer 6230 DN	42		



	HP Deskjet 3635/2132	3		
	HP Laserjet P 1106	1		
	HP Colorjet N254 DW	1		
	Canon Laser Printer LBP 613C DW	3		
	<b>Sub Total (3)</b>			
4	<b>MFDs</b>			
	Canon Image class 325MF	10		
	Ricoh SP 3510 SF MFD	5		
	Canon MFD 246 DN	2		
	HP LJ M377 DW (MFP Colour Printer)	2		
	<b>Sub Total (4)</b>			
5	<b>Scanner</b>			
	HP Scanjet 200 Flat Bed	1		
	<b>Sub Total (5)</b>			
6	<b>Line Printers</b>			
	Lipi make 6815 (1500 LPM)	1		
	Lipi make 6610L (1000 LPM)	1		
	<b>Sub Total (6)</b>			
7	<b>UPS (EMERSON)</b>			
	120 KVA Modular UPS with maintenance of Batteries <b>S No.201702NR0729</b>	1		
	200 KVA Modular UPS with maintenance of Batteries <b>S No.201702NR0730</b>	1		
	<b>Sub Total (7)</b>			
8	<b>Gen Set</b>			
	Mahindra Make 40 KVA (Model:-RM-40) <b>Sr No. V4D9T-7548</b> <b>Sr No. V4D9T-7549</b>	2		
	<b>Sub Total (8)</b>			

9	<b>LAN Points</b>	615		
	<b>Sub Total (9)</b>			
10	<b>Internet</b>			
	Link Sys- SRW- 2024	15		
	Cisco: SRW 2048-K9-EU	5		
	Core Switch 3750	1		
	<b>Sub Total (10)</b>			
11	<b>LAN Integration</b>			
	Switch for Integration of LAN points	3		
	<b>Sub Total (11)</b>			
12	<b>Thin Clients</b>			
	HP Make Thin Clients with TFT Monitors	172		
	<b>Sub Total (12)</b>			
13	<b>Equipment</b>			
	Dell Backup Storage 8 TB <b>S.No-BMJ1H82</b>	1		
14	<b>Any other charges</b>			
15	<b>Total charges</b>			
16	<b>Taxes</b>			
17	<b>Grand Total (incl of taxes)</b>			

Note: Determination of L-1 will be done based on total of basic prices (not including taxes and duties levied by Central/ State/ Local Governments such as excise duty, VAT, Service Tax, Octroi/ Entry Tax, GST etc. of final product) of all items/ requirement as mentioned above.

**TOTAL COST SUMMARY**

**Total maintenance charges on package deal basis (exclusive of purchase of antivirus software) for the above mentioned items with Four Resident Engineers.**

Rs. ----- (Rs.-----)

----- only)

Remarks, if any:

Name & Signature ----- Seal ----- Date -----  
of Authorized Signatory