

**REQUEST FOR PROPOSAL FOR COMPREHENSIVE ANNUAL MAINTENANCE  
CONTRACT (CAMC) FOR DESKTOP PCs**

**LIMITED TENDER ENQUIRY  
Request for Proposal (RFP). 07/2017-18  
A/48932/CAMC/CAO/MP-III**

Government of India  
Ministry of Defence  
Office of the JS & CAO  
'E' Block, Dara Shukoh Road  
New Delhi-110011

Dated: 23 Oct 2017

M/s as per list at Appx 'C'

1. The Joint Secretary & Chief Administrative Officer, Ministry of Defence, New Delhi, for and on behalf of the President of India, hereinafter called the "Government" invites Bids under **Online Limited Tender Enquiry on Single Bid System** for '**COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR DESKTOP PCs** installed in the O/o JS & CAO and various ISOs in DHQ Zone in Ministry of Defence, for a period of one year and extendable for four years subject to satisfactory performance from Indian Bidders. The tender reference No. is **RFP No. 07/2017-18** and can be viewed at **[www.eprocure.gov.in](http://www.eprocure.gov.in)**.

2. The address and contact numbers for sending physical documents or seeking clarifications regarding this RFP and other details are given below :-

- |     |  |   |  |
|-----|--|---|--|
| (a) | Bids/ queries to be addressed to       | : | JS & CAO, Min of<br>Defence, 'E' Block,<br>Dara Shukoh Road<br>New Delhi- 110011 |
| (b) | Postal Address for sending the Bids    | : | Dy Director/MM-II<br>O/o JS & CAO<br>Room No. 55, 'E' Block<br>New Delhi-110011  |
| (c) | Name/Designation of contact person     | : | Shri Pankaj Singh Sisodiya<br>Dy Director/MM-II                                  |
| (d) | Telephone No.                          | : | 011-23014698   |
| (e) | Last Date and Time for receipt of bids | : | 09 Nov 2017 at 1500hrs   |
| (f) | Date and Time of opening of bids       | : | 09 Nov 2017 at 1530hrs   |

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.

Sd/-  
(Pankaj Singh Sisodiya)  
Dy Dir/ MM-II  
for JS & CAO

## PART I – GENERAL INFORMATION

1. **Critical Dates.** The critical dates with respect to the Tender Reference No. RFP No. 07/2017-18 are as follows :-

<b>CRITICAL DATE SHEET</b>			
<b>Ser No.</b>	<b>Description</b>	<b>Date</b>	<b>Time</b>
(a)	E-Published	25-10-2017	3:00 PM
(b)	Bid Document Download Starts	25-10-2017	3:00 PM
(c)	Bid Submission Starts	25-10-2017	3:00 PM
(d)	Clarification Starts	25-10-2017	3:00 PM
(e)	Clarification Ends	07-11-2017	3:00 PM
(f)	Bid Submission Ends	09-11-2017	3:00 PM
(g)	Bid Opening	09-11-2017	3:30 PM

2. **Manner of depositing the Bids** : The bids will be submitted online and will consist of BOQ bid (Price Bid).
3. **Time and date for opening of Bids:** **09 Nov 2017 at 1530 hrs** (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. **Place of opening of the Bids:** Room No. 158, Conference Hall, O/o JS & CAO, 'E' Block, Dara Shukoh Road New Delhi-110011. The Bidders may depute their representative, duly authorized in writing, to attend the opening of Bids on the due date and time. This event will not be postponed due to non-presence of your representative.
5. **Forwarding of Bids** :
- (a) The **BOQ** bid will be submitted "**Online only**".
- (b) **The BOQ BID should be submitted by the bidder duly digitally signed by the legal owner of the firm or the person authorised by him to do so.** Instructions for Bidders to submit the bids online through the Central Public Procurement Portal for e-procurement at (<https://eprocure.gov.in/eprocure/app>) are attached as **Appendix 'A'**.
6. **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.

7. **Modification and withdrawal of Bids:**

(a) The Bidder may modify (resubmit) his bid after submission, as per the provisions available on the portal. No bid shall be modified after the deadline for submission of bids.

(b) If bidder desires to withdraw before bid submission closing date/time, he may do so online in the portal and offline. Once with-drawn online, he cannot participate again in this tender.

(c) No bid shall be withdrawn after the deadline for submission of bid. No bid may be withdrawn in the interval between the deadline for submission of bids and expiry of the period of the specified bid validity. Withdrawal of a bid during this period will result in delisting of firm from registered vendor list

8. **Clarification regarding contents of the Bids:** During evaluation and comparison of bids, the Buyer may, at its discretion, ask the bidder for clarification of his 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.

9. **Rejection of Bids:** Canvassing by the Bidder in any form, unsolicited letter and post-tender correction may invoke summary. Conditional tenders will be rejected.

10. **Unwillingness to quote:** Bidders unwilling to quote should ensure that intimation to this effect reaches before the due date and time of opening of the Bid, failing which the defaulting Bidder may be delisted for the given range of items as mentioned in this RFP.

11. **Validity of Bids** : The Bids should remain valid till 04 Months from the last date of submission of the Bids.

12. **Manner for obtaining the Tender Set.** The tender documents are available for download at [www.eprocure.gov.in](http://www.eprocure.gov.in). The interested firm may download the documents and upload their bids online.

13. **Earnest Money Deposit:-** Bidders are required to submit Earnest Money Deposit (EMD) for amount of Rs.20,000/- (Rupees Twenty Thousand only) along with their bids. 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 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 form the tender in any respect within the validity period of their tender.

## **PART II – ESSENTIAL DETAILS OF ITEMS/SERVICES REQUIRED**

1. **Schedule of Requirements: ‘COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) FOR DESKTOP PCs’**

<b>Sl. No.</b>	<b>Description</b>	<b>Quantity</b>
1.	Comprehensive Annual Maintenance Contract (CAMC) of Lenovo Think Centre and Think Vision Computers with Intel Core 2 Duo Configuration	190
2.	Comprehensive Annual Maintenance Contract (CAMC) of HP/HP 8000 Series Desktop Computers	185
3.	Comprehensive Annual Maintenance Contract (CAMC) of Lenovo Desktop Computers with preloaded Operating System Configuration : Intel i5,	139
<b>Total</b>		<b>514</b>

2. **Scope of Work** : The maintenance job will include the following:-

- (a) Serviceability of Desktop PCs at 100% satisfaction level at all hours.
- (b) **The CAMC is on comprehensive basis i.e. no extra charges for any spare parts, or any accessories required will be paid by this office.**
- (c) **Tenderer must have experience of doing similar nature of business with Govt. agencies/PSUs etc at least for the last three years preceding the date of issue of the tender notice.**
- (d) A complaint will be attended within 24 hours from the time of its lodging, failing which the penalty of Rs. 100/- per day will be recovered from the CAMC charges for the period during which the machine remains non-functional.
- (e) A quarterly satisfactory service reports should be obtained from the user offices and signed by an officer of the rank of Section Officer or above only of the user offices and submitted alongwith the bills for release of payment on completion of 03 months of the CAMC.
- (f) The successful bidder will have to submit a Performance Security Deposit from a commercial bank in an acceptable form equivalent to the value of ten percent (10%) of the total value of the contract excluding GST within 30 days from the date of award of contract. Performance Security Deposit would be in the name of JS & CAO, Ministry of Defence, New Delhi and valid up to sixty days beyond the date of completion of all contractual obligations.
- (g) During the CAMC period, if a computers goes out of order (except due to natural calamity), the firm will have to replace the spare parts, if required, with the original new ones free of cost within 48 hours of lodging of complaint and keep it functional all the time. If the damage is caused due to natural calamity for which the firm cannot be held responsible, the damage spare parts will be procured by following the provisions contained in GFR 2017.

3. PENALTY CLAUSE:

(a) The firm should satisfactorily repair the computer within 24 Hours of lodging a complaint by the user office failing which a non-performance penalty @ Rs.100/- per day (from the date of lodging the complaint to the date of rectification, including both dates) will be recovered from the CAMC charges during the CAMC period.

(b) Notwithstanding this, in case the performance of the firm is not found satisfactory, the Government shall have not only the right to terminate the contract at any time but also to have the machines serviced/repaired from other source at the risk and cost of the Firm without prejudice to any other right available under the terms of contract or under law.

4. The firm will have to follow all the security instructions applicable from time to time. If the engineers are found guilty of any violation of security norms, they will be liable to be prosecuted under the law.

5. The firm shall not further sub-contract the CAMC under any circumstances to a third party/sub-contractor for the maintenance of the Desktop PCs.

6. The period of initial contract is likely to be one year and extendable for a period of four years on year to year basis depending upon the satisfactory services of the vendor on the same rate, terms and conditions.

### **PART III - STANDARD CONDITIONS OF CONTRACT**

*[The Bidder is required to give confirmation of their acceptance of the Standard Conditions of the Request for Proposal 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 the Bid submitted by the Bidder]*

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 deliveries and supplies and performance of the services 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 arbitration. The Arbitration is as per Form DPM-7 (for indigenous trade) / DPM-8 (for foreign supplies) / DPM-9 (for PSUs) (*Available in MoD website*).
4. **Penalty for use of Undue Influence** : The 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 Buyer or otherwise in procuring the Contracts or forbearing to do or for having done or forborne to do any act in relation to the obtaining or execution of the present Contract or any other Contract with the Government of India for showing or forbearing to show favour or disfavour to any person in relation to the present Contract or any other Contract 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 186 or any other Act enacted for the prevention of corruption shall entitle the Buyer to cancel the Contract and all or any other Contracts with the Seller and recover from the Seller the amount of any loss arising from such cancellation. A decision of the Buyer or his nominee to the effect that a breach of the undertaking had been committed shall be final and binding on the 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 Buyer or to any other person in a position to influence any officer / employee of the Buyer for showing any favour in relation to this or any other Contract, shall render the Seller to such liability / penalty as the Buyer may deem proper, including but not limited to termination of the Contract, imposition of penal damages, forfeiture of the Bank Guarantee and refund of the amounts paid by the Buyer.

5. **Liquidated Damages** : In the event of the Seller's failure to submit the Bonds, Guarantees and Documents, supply the services as specified in this contract, the buyer may, at his discretion, withhold any payment until the completion of the contract. The BUYER may also deduct from the Seller as agreed, liquidated damages to the sum of 0.5% of the contract price of the delayed services mentioned above for every week of delay of part of a week, subject to the maximum value of the Liquidated Damages being not higher than 10% of the value of delayed stores.

6. **Agents/Agency Commission**:- The Bidder confirms and declares to the Buyer that the Bidder is the original manufacturer of the stores/provider of the services referred to in this Supply 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 Supply Order to the Bidder, 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. The Bidder agrees that if it is established at any time to the satisfaction of the Buyer that the present declaration is in any way incorrect or if at a later stage it is discovered by the Buyer that the Bidder 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 Supply Order, the Bidder will be liable to refund that amount to the Buyer. The bidder will also be debarred from entering into any supply Supply Order with the Government of India for a minimum period of five years. The Buyer will also have a right to consider cancellation of the Supply Order either wholly or in part, without any entitlement or compensation to the Bidder who shall in such an event be liable to refund all payments made by the Buyer in terms of the Supply Order along with interest at the rate of 2% per annum above LIBOR rate. The Buyer will also have the right to recover any such amount from any Supply Orders concluded earlier with the government of India.

7. **Access to Books of Accounts**: In case it is found to the satisfaction of the Buyer that the bidder has engaged an Agent or paid commission or influenced any person to obtain the Supply Order as described in clauses relating to Agents/ Agency Commission and penalty for use of undue influences, the Bidder, on a specific request of the Buyer, shall provide necessary information / inspection of the relevant financial documents/ information.

8. **Non- disclosure of Contract documents**: Except with the written consent of the Buyer/Seller, other party shall not disclose the contract or any provision, specification, plan, design, pattern, sample or information thereof to any third party.

9. **Termination of Contract**: The Buyer shall have the right to terminate this Contract in part or in full in any of the following cases:-

- (a) The service is repeatedly delayed for causes not attributable to Force Majeure for more than 24 hours after the complaint is made.
- (b) The Seller is declared bankrupt or becomes insolvent.
- (c) The Buyer has noticed that the Seller has utilised the services of any Indian / Foreign agent in getting this Contract and paid any commission to such individual / company etc.
- (d) As per decision of the Arbitration Tribunal.

10. **Notices**: Any notice required or permitted by the Contract shall be written in English language and may be delivered personally or may be sent by FAX or registered pre-paid mail / airmail, 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.

12. **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.

13. **Taxes and Duties**

(a) **General**

1. Bidders must indicate separately the relevant Taxes/Duties likely to be paid in connection with delivery of completed goods specified in RFP. In the absence of this, the total cost quoted by them in their bids will be taken into account in the ranking of bids.

2. If a Bidder is exempted from payment of any duty/tax upto any value of supplies from them, he should clearly state that no such duty/tax will be charged by them up to the limit of exemption which they may have. If any concession is available in regard to rate/quantum of any duty/tax, it should be brought out clearly. In such cases, relevant certificate will be issued by the Buyer later to enable the Seller to obtain exemptions from taxation authorities.

3. Any changes in levies, taxes and duties levied by Central/State/Local government such as GST, excise duty, VAT, Service Tax, Octroi/entry tax, etc. on final product upward as a result of any statutory variation taking place within contract period shall be allowed reimbursement by the Buyer, to the extent of actual quantum of such duty/tax paid by the Seller. Similarly, in case of downward revision in any such duty/tax, the actual quantum of reduction of such duty/tax shall be reimbursed to the Buyer by the Seller. All such adjustments shall include all reliefs, exemptions, rebates, concession etc, if any, obtained by the Seller. Section 64-A of Sales of Goods Act will be relevant in this situation.

4. Levies, taxes and duties levied by Central/State/Local governments such as GST, excise duty, VAT, Service tax, Octroi/entry tax, etc. on final product will be paid by the Buyer on actuals, based on relevant documentary evidence. Taxes and duties on input items will not be paid by Buyer and they may not be indicated separately in the bids. Bidders are required to include the same in the pricing of their product.

(b) **GST, Sales Tax / VAT**

1. If it is desired by the Bidder to ask for GST, Sales tax / VAT to be paid as extra, the same must be specifically stated. In the absence of any such stipulation in the bid, it will be presumed that the prices quoted by the Bidder are inclusive of GST/sales tax and no liability of sales tax will be developed upon the Buyer.

2. On the Bids quoting GST/sales tax extra, the rate and the nature of GST/Sales Tax applicable at the time of supply should be shown separately. GST/Sales tax will be paid to the Seller at the rate at which it is liable to be assessed or has actually been assessed provided the transaction of sale is legally liable to GST/sales tax and the same is payable as per the terms of the Contract.

(c) **Octroi Duty & Local Taxes**

1. Normally, materials to be supplied to Government Departments against Government Contracts are exempted from levy of town duty, Octroi Duty, Terminal Tax and other levies of local bodies. The local Town/Municipal Body regulations at times, however, provide for such Exemption only on production of such exemption certificate from any authorised officer. Seller should ensure that stores ordered against Contracts placed by this office are exempted from levy of Town Duty/Octroi Duty, Terminal Tax or other local taxes and duties. Wherever required, they should obtain the exemption certificate from the Buyer, to avoid payment of such local taxes or duties.

2. In case where the Municipality or other local body insists upon payment of these duties or taxes the same should be paid by the Seller to avoid delay in supplies and possible demurrage charges. The receipt obtained for such payment should be forwarded to the Buyer without delay together with a copy of the relevant act or by-laws/notifications of the Municipality of the local body concerned to enable him to take up the question of refund with the concerned bodies if admissible under the said acts or rules.

## **PART IV – SPECIAL CONDITIONS OF RFP**

*[The Bidder is required to give confirmation of their acceptance of the Standard Conditions of the Request for Proposal 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 the 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 signing of this Contract. 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).
2. **Payment Terms:**
  - (a) 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 ECS/NEFT mechanism instead of payment through Cheques, A copy of the model mandate form prescribed by RBI to be submitted by Bidders for receiving payments through ECS is at Form DPM-11(Available in MoD website and can be given on request).
  - (b) The Payment of the Firm will be made on quarterly basis i.e. after the completion of each 03 months of the CAMC period. The Firm will submit their bill after the end of each 03 months in triplicate alongwith satisfactory service certificates obtained for that period from the users.
3. **Advance Payments:** No advance payment(s) will be made.
4. **Paying Authority:** The payment of bills will be made on submission of the following documents by the Seller to the Paying Authority along with the bill:
  - (a) Ink-signed copy of Contingent Bill / Seller's bill.
  - (b) Copy of Contract.
  - (c) Inspection note/User certificates.
  - (d) Performance Bank guarantee / Indemnity bond where applicable.
  - (e) Details for electronic payment viz. account holder's name, Bank Name, Branch Name and Address, Account type, Account number, IFSC code, MICR code (if these details are not incorporated in Contract).
  - (f) Any other document / certificate that may be provided for in the Contract.
5. **Force Majeure:**
  - (a) Neither party shall bear responsibility for the complete or partial non-performance of any of its obligations (except for failure to pay any sum which has become due on account of receipt of goods under the provisions of the present contract), if the non- performance results from such Force Majeure circumstances as Flood, Fire, Earth Quake and other acts of God as well as War, Military operation, blockade, Acts or Actions of State Authorities or any other circumstances beyond the parties control that have arisen 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 majeure conditions, is to notify in written form the other party of the beginning and cessation of the above circumstances immediately, but in any case not later than 10(Ten) days from the moment of their beginning.

(d) Certificate of a Chamber of Commerce of (Commerce and Industry) or other competent authority or organization of the respective country shall be a 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 6(six) months, either party hereto reserves the right to terminate the contract totally or partially upon giving prior written notice of 30 (thirty) 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 good received.

6. **Quality:** The quality of the services delivered shall correspond to the technical conditions or specifications enumerated as per RFP.

## **PART V – EVALUATION CRITERIA AND PRICE BID ISSUE**

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.
  - (b) The Lowest Bid will be decided upon the lowest price quoted by the particular Bidder as per the Price Format given at Para 2 below. The consideration of taxes and duties in evaluation process will be as follows:-
    - (i) In cases where only Indian Bidders are competing, L-1 bidder will be determined by excluding levies, taxes and duties levied by Central/State/Local governments.
  - (c) 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.
  - (d) The Lowest Acceptable Bid will be considered further for placement of Contract after complete clarification and price negotiations as decided by the Buyer.
  - (e) The rates of CAMC quoted should include all charges i.e transportation of Desktop PCs to the workshop of the contractor for repair and reinstallation at the user's office after necessary repairs, in case the repair is required to be carried out at the workshop of the contractor.
2. **Price Bid Format.** The **BOQ** bid format is provided as per attached **Appendix 'B'** of RFP. Bidders are advised to quote their offer in the permitted column.

### **Note**

***(i) Please confirm that the service offered by you is exactly as required under tender enquiry description specification/drawing.***

**INSTRUCTIONS TO THE BIDDERS**

Instructions for online Bid Submission Instructions to the Bidders to submit the bids online through the Central Public Procurement Portal for e-Procurement at <https://eprocure.gov.in/eprocure/app> are as follows.

1. Possession of valid Digital Signature Certificate (DSC) and enrolment/registration of the contractors/bidders on the e-procurement /e-tender portal is a prerequisite for e-tendering.
2. Bidder should do the enrolment in the e-Procurement site using the “Click here to Enrol” option available on the home page. Portal enrolment is generally free of charge. During enrolment / registration, the bidders should provide the correct/true information including valid email\_id. All the correspondence shall be made directly with the contractors/bidders through email\_id provided.
3. Bidder need to login to the site through their user ID/ password chosen during enrolment / registration.
4. Then the Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by SIFY/TCS/nCode/eMudra or any Certifying Authority recognized by CCA India on e-Token/ Smart Card, should be registered.
5. The DSC that is registered only should be used by the bidder and should ensure safety of the same.
6. Bidders logs in to the site through the secured log in by giving the user id / password chosen during enrolment/registration and then by giving the password of the e-Token / Smart Card to access DSC.
7. In case of limited tender the regd dealers / the bidders invited to participate in the tender will receive a notification through e-mail wrt to tender and after log in the bidder selects the tender and moves it to “my tenders.” In case of open tender the bidder selects the tender which he/she is interested in by using the search option & then moves it to the “my tenders” folder.
8. From my tender folder, the bidder selects the tender to view all the details indicated.
9. After downloading / getting the tender document/schedules, the Bidder should go through them carefully and then submit the documents as asked, otherwise bid will be rejected.
10. If there are any clarifications, this may be obtained online through the tender site, or through the contact details or during the pre-bid meeting if any.
11. Bidder should take into account the corrigendum published before submitting the bids online.
12. It is construed that the bidder has read all the terms and conditions before submitting their offer. Bidder should go through the tender schedules carefully and upload the documents as asked, otherwise, the bid will be rejected.

13. The bidder has to upload the relevant files required as indicated in the cover content. In case of any irrelevant files, the bid will be rejected.
14. If the price bid format is provided in a spread sheet file like BoQ\_xxxx.xls, the rates offered should be entered in the allotted space only and uploaded after filling the relevant columns. The Price Bid/BoQ template must not be modified/replaced by the bidder; else the bid submitted is liable to be rejected for this tender.
15. The bidders are requested to submit the bids through online e-tendering system to the Tender Inviting Authority (TIA) well before the bid submission end date & time (as per Server System Clock). The TIA will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders at the eleventh hour.
16. After the bid submission (i.e after Clicking "Freeze Bid Submission" in the portal), the acknowledgement number, given by the system should be printed by the bidder and kept as a record of evidence for online submission of bid for the particular tender and will also act as an entry pass to participate in the bid opening date.
17. The time setting fixed in the server side & displayed at the top of the tender site, will be valid for all actions of requesting, bid submission, bid opening etc., in the e-tender system. The bidders should follow this time during bid submission.
18. All the data being entered by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered will not be viewable by unauthorized persons during bid submission & not be viewable by any one until the time of bid opening.
19. Any bid documents that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers or the procurement officer opens public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
20. The confidentiality of the bids is maintained since the secured Socket Layer 128 bit encryption technology is used. Data storage encryption of sensitive fields is done.
21. The bidder should logout of the tendering system using the normal logout option available at the top right hand corner and not by selecting the (X) exit option in the browser.
22. For any queries regarding e-tendering process, the bidders are requested to contact TIA as provided in the tender document. The bidders for any further queries can also contact over phone : 1-800-233-7315 or send a mail over to – [\*\*cppp-nic@nic.in\*\*](mailto:cppp-nic@nic.in)
23. All undertaking to the effect that the terms and conditions stipulated in the tender document are acceptable by the auth signatory of the bidders Regd firm will have to be submitted. The subject undertaking on a forwarding letter shall be uploaded on CPP portal during bidding by the bidders.
24. **All items in BoQ are to be quoted by every bidder.**

**Note :- (Rate to be quoted online by bidder in BoQ Excel Sheet only).**

APPENDIX B

File Print Help

**PRICE BID**

Tender Inviting Authority: JS & CAO

Name of Work: COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) FOR DESKTOP PCs

Contract No: A/48932/CAMC/CAO/MP-III

Name of the Bidder: Bidding Firm / Company :										
<u>PRICE SCHEDULE</u>										
(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only )										
NUMBER #	TEXT #	TEXT #	NUMBER #	TEXT #	NUMBER #	NUMBER	NUMBER	NUMBER #	NUMBER #	TEXT #
Sl. No.	Item Description	Item Code / Make	Quantity	Units	BASIC RATE In Figures To be entered by the Bidder in Rs. P	GST in Rs. P	Any Other Taxes/Duties/Levies in Rs. P	TOTAL AMOUNT Without Taxes in Rs. P	TOTAL AMOUNT With Taxes in Rs. P	TOTAL AMOUNT In Words
1	2	3	4	5	13	15	17	53	54	55
1.01	Comprehensive Annual Maintenance Contract of Lenovo Think Centre and Think Vision Computers with Intel Core 2 Duo Configuration	item1	190.000	Nos				0.00	0.00	INR Zero Only
1.02	Comprehensive Annual Maintenance Contract of HP/HP 8000 Series Desktop Computers	item2	185.000	Nos				0.00	0.00	INR Zero Only
1.03	Comprehensive Annual Maintenance Contract of Lenovo Desktop Computers with preloaded Operating System Configuration : Intel i5	item3	139.000	Nos				0.00	0.00	INR Zero Only
<b>Total in Figures</b>								<b>0.00</b>	<b>0.00</b>	INR Zero Only
<b>Quoted Rate in Words</b>										

**LIST OF FIRMS**

- (a) M/s UV Technologies Pvt Ltd.,  
A-14, Jangpura Extn, New Delhi-110014
- (b) M/s Digicom Automation,  
117-A, Somdutt Chambers-I,  
5, Bhikaji Cama Place, New Delhi-66
- (c) M/s Telenet Services,  
114, Vipin Garden, Main Najaf Garh Road,  
New Delhi-110059
- (d) M/s Corportate Infotech Pvt. Ltd,  
A-16, Lower Ground Floor,  
Jungpura Extn, New Delhi-110014
- (e) M/s Shree Trading Company,  
RZF-837, Shastri Marg, Raj Nagar-II,  
Palam Colony, New Delhi-110077
- (f) M/s B.K. Traders,  
5, Kaveri Block, D-6, Vasant Kunj, New Delhi