

F.No.4-2/2019-20/S&S
NATIONAL COUNCIL OF EDUCATIONAL RESEARCH AND TRAINING
New Delhi - 110016.

The National Council of Educational Research and Training (NCERT) New Delhi invites online bids for CAMC of IT equipment's installed in different deptt/section of NCERT Headquarter including CIET New Delhi through Central Public Procurement portal e-tender system website: <https://eprocure.gov.in/eprocure/app> and the details of tender also available on NCERT website i.e www.ncert.nic.in may be read out carefully before applying the same. Offline/physical bids shall not be accepted and no request will be entertained on any ground/reason:-

CRITICAL DATE SHEET

Published Date	21.12.2020 at 03.00 p.m.
Bid Document Download / Sale Start Date	22.12.2020 at 11.00 a.m.
Bid Submission Start Date	23.12.2020 at 11.00 a.m.
Bid Submission End Date	08.01.2021 up to 05.30 p.m.
Bid Opening Date	11.01.2021 at 03.00 p.m.

For any queries/clarification, you may kindly contact S&S Section at phone no. 011-26534138. However, any queries relating to the process of online submission of bids relating to CPP portal in general may be directed to 24x7 CPP portal help desk on Toll Free Number – 1800-233-7315

(R. Selvaraj)
Sr.Stores Officer
011-26534138

F.No. 4-2/2019-20/S&S
National Council of Educational Research & Training
Sri Aurobindo Marg, New Delhi-110016

Dated: 21.12.2019

Tender Notice

1. The National Council of Educational Research & Training (NCERT) is an autonomous body under the Ministry of Education. The NCERT is interested in inviting e-tender from interested Companies / Firms /Original Equipment Manufacturer (OEM) or their Authorized Service Provider (ASP) only to maintain IT hardware resources including the networking equipments (active, passive components, information outlets splicing and connectorisation) to have the network setup at campus operational round the clock in NCERT Headquarter New Delhi.
2. The Tender shall be accepted under Two Bid Systems. The interested firms have to submit the Technical Bids and Financial Bids online in the prescribed proforma through e-procurement portal <http://eprocure.gov.in/eprocure/app> only. Tender sent by any other mode will not be considered and the same will be rejected summarily. All the documents in support of eligibility criteria etc. are also to be scanned and uploaded along with the Tender documents. No tender documents will be accepted after the expiry of stipulated date and time for the purpose under any circumstances what so ever.
3. All tender documents attached with this invitation to tender including the Specifications are sacrosanct for considering any offer as complete offer. It is therefore important that Tender Acceptance Letter which is a written undertaking that all the terms and condition of the tender are understood and accepted should be signed and submitted through e-Procurement site <https://eprocure.gov.in/eprocure/app>.
4. The Tender cost (none refundable) of Rs.1,000/- and Earnest money Deposit (EMD) refundable of Rs. 30,000/- (Rupees Thirty thousand only) shall be payable in the form of DD/BC drawn in favour of Secretary, NCERT, payable at New Delhi. Earnest Money will be refunded to unsuccessful tenders/bidders after finalization of the tender. After award of work to the bidder has to deposit 10% of total contract annual value as performance security Deposit. Performance Security should remain valid for 90 days beyond the date of completion of all contractual obligations including warranty/guarantee. **Hard copy of EMD and tender cost must be submitted in S&S Section, NCERT before last date of tender.** However the firm seeking exemption in Tender cost and EMD under MSME/NSIC should submit the certificate in the relevant field.
5. All entries in the tender form should be legible and filled clearly, if the space provided for furnishing is insufficient; a separate sheet duly signed by the authorized signatory may be scanned and uploaded. No correction either in the Technical Bids or Financial Bids is permitted.

6. Conditional bids shall not be considered and will be rejected summarily.
7. The Technical Bid shall be opened on the scheduled date and time i.e 11.01.2020 at 03.00 p.m. in the chamber of **Sr. Stores Officer, Workshop Building, NCERT, Sri Aurobindo Marg, New Delhi-110016.**
8. The Financial Bids of only those bidders who qualify in the technical bid will be opened after evaluation by the Committee constituted for the purpose.
9. No bidding firm will be allowed to withdraw its bids after technical bids have been opened. If any firm intends to withdraw after opening of technical bids its EMD will be forfeited.
10. The NCERT reserves the right to reject any or all the tenders submitted by the bidders at any time or relax/withdraw/ add any of the terms and conditions contained in the Tender Documents without assigning any reason thereof.
11. The tender documents can be downloaded from the website <http://eprocure.gov.in/eprocure/app> from up to 08.01.2021 at 2.30 p.m. and also from NCERT website www.ncert.nic.in
12. Any subsequent Updates, Addendums, Corrigendum's etc., if any will be published only on the website <http://eprocure.gov.in/eprocure/app> and www.ncert.nic.in. All bidders are required to regularly check the websites for any updates.

Sd/-
(R Selvaraj)
Sr Store Officer

Chapter-1 General information to Bidders

1. Eligibility Conditions

1. Eligibility Criteria

- (a) The bidder should be ISO 9001/9002 Certified Company with at least 3-years experience in providing Comprehensive Annual Maintenance Contract/AMC support for PCs, printers, peripheral and IT network setup with consistent good record in reputed organizations.
- (b) The bidders must have successfully carried out the job of Comprehensive Annual Maintenance of computers, peripherals, printers, Laptops and Active, Passive network equipment's of organization **having domain base network** out of which one should be preferably a Educational Institute.
- (c) The bidder should have **maintained at least network of minimum 200 PCs** in a single contract.
- (d) The bidder shall enclosed at least one valid OEM/Authorized business partner certificate/ authorized dealer certificate in services of from the list i.e.
- HP/IBM/DELL/Acer/Lenovo/Mac for PCs and laptops,
 - HP /Samsung/Canon for printers and scanners.
 - Any one of the networking device like Cisco/D-Link, Netgear, Sophos, Rukus etc.
- (e) The bidder should have an **Average Annual Turn over of more than Rs. 2.00 Crores for sales and service for the last three FY 2016-17, 2017-18, & 2018-19** in respect of IT sales and services for maintaining IT infrastructure. This has to be substantiated by the Balance sheet of the Firm / Company for the relevant years duly certified by CA.
- (f) The Bidder should have posted net profit in the last three financial years. The Certification to this effect **must be certified by the CA.**
- (g) The bidder should have **at least one of its registered service center located in Delhi/NCR.**
- (h) **Letter from the Principal/OEM (in case of third party critical items and accessoriness etc.)** supporting the tenderer for the entire CAMC period including the extended period as per clause for supply of spares parts and necessary support to the bidder, if required by them, to upkeep the systems and network set up in CAMC
- (i) The bidder should not have been blacklisted on any account by any government organization (undertaking as per Annexure IV).

- (j) The bidder should submit all documentary evidences in support of the eligibility criteria.
- (k) ITR for the last 3 financial years i.e 2016-2017, 2017-2018 & 2018-2019 along with copy of the PAN Card in the name of firm. However the PAN Card issued in name of proprietor can be considered subject to production of ITR acknowledgement and computation of taxable income duly certified by CA.
- (l) **Failure of submission of any of the documents in Technical Bid will make the bid rejected as non-responsive. NCERT will have the option to treat some documents as mandatory/optional in the benefit of the NCERT.**

2. Submission of Bids:

The Tender shall be accepted under Two Bid System. The interested firms have to submit the Technical Bids and Financial Bids online through CPP portal <http://eprocure.gov.in/eprocure/app> only. Tenders sent by any other mode will not be considered and the same will be rejected summarily. All the documents in support of eligibility criteria etc. are also to be scanned and uploaded along with the Tender documents. No tender documents will be accepted after the expiry of stipulated date and time for the purpose under any circumstances whatsoever.

- (i) Technical Bid: As per Performa for Technical Bid and should contain the following details:-
 - a) Vendor's eligibility Criterion (As per the format given at Eligibility Conditions).
 - b) Compliance Statement in respect of each item under Instructions to Bidder and Scope of Work as per **Chapter -2**, undertaking By Bidder as per Annexure-IV and duly signed and stamped by the bidder. Usage of vague terms like 'noted' shall lead to rejection of the bid. The compliance statement should be supported by authentic documentation as evidence for substantiation wherever applicable.
 - c) All pages of the Technical bid shall be numbered, indexed and the document shall be used as final for all purposes.
 - d) **Scanned copy of DD/BC of Rs 30,000/- (Rupees Thirty thousand only) refundable submitted as EMD and tender fee of Rs.1000/- (one thousand only) non refundable. Hard copy must be submitted in S&S Section, Workshop building NCERT before last date and time.**
 - e) Tender Acceptance Letter signed by bidder with seal as per **Annexure-IV**.
 - (f) Financial Bid: Should contain Price Bid only. (As per Performa for Financial Bid) (**Annexure-VI**).

3. Opening of bids:

i. The Technical Bid shall be opened online on the scheduled date and time at 11.01.2021 at 03.00 p.m.

ii. The Financial Bids of only those bidders who qualify in the technical bid will be opened after evaluation by the Tender Opening Board.

4. Rates:

i) Rates are to be quoted as per Performa for Financial Bid in Rupee/s.

ii) The rate should be all inclusive and shall not be subject to any change/revision during the contract period.

5. Validity of bid

i) The bid shall remain valid for 180 days after the date of opening of bids. A bid valid for a shorter period shall be rejected by NCERT as non-responsive.

ii) The NCERT may, as its discretion, request the bidder for extension of period of bid validity. The request and responses thereto shall be made in writing. In such eventuality of extension of bid validity, the validity of bid security provided shall also be suitably extended. However, modification in Bid will not be allowed at any stage.

6. Earnest Money Deposit

i) EMD of Rs 30,000/- amount will be accepted in the form of Demand Draft/Bankers Cheque drawn in favour of Secretary, NCERT, New Delhi. The bid without EMD is liable to be summarily rejected.

ii) Without prejudice to any other right of NCERT the Earnest Money Deposit may be forfeited by the NCERT:

(a) if the Bidder withdraws his bid during the period of bid validity; or

(b) in case the successful Bidder refuses to sign the Agreement; or

(c) if the bidder fails to furnish the Performance Security.

(iii) EMD will be refunded to the bidders within sixty days from the date of issue of award letter to the successful bidder and no interest would be paid thereon. **However the firm claiming exemption under MSME/NSIC should submit MSME/NSIC certificate in the relevant field.**

7. Performance Security

The successful bidder shall be required to deposit an amount equal to 10% of the contract value. Performance Security should remain valid for 90 days beyond the date of completion of all contractual obligations. Performance Security shall be submitted in the form of DD/BC/BG in favour of Secretary, NCERT, New Delhi payable at New Delhi or in the

form of Bank Guarantee issued by a scheduled bank. Performance will be discharged after completion of contractor's performance obligations under the contract. The above security deposit will be liable to be forfeited during the period of contract, in case breach of any terms & conditions of the contracting contractor or failure to provide any services under the contract or loss results from contractor's failure and breach of obligation under the contract.

8.Period of Contract

The contract shall initially be for a period of one year which can be extended further every year upto a maximum of 3 years on mutual consent on satisfactory performance, on year to year basis.

9.Acceptance/Termination of Bid

The NCERT reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids, at any time prior to award of contract without assigning any reason whatsoever and without thereby incurring any liability to the affected bidder or bidders on the grounds of NCERT's action.

10.Evaluation

1.NCERT shall evaluate the bids to determine whether they are complete, whether any computational errors have been made, whether documents have been properly signed and whether bids are generally in order.

2.If there is a discrepancy between words and figures the amount in words shall prevail. Prior to detailed evaluation, NCERT will determine the substantial responsiveness of each bid. A substantially responsive bid is one, which conforms to all the terms and conditions of bid document without material deviation. A bid determined as substantially non-responsive will be rejected by the NCERT.

3.The evaluation will be based on financial offer made by the various bidders based on the total of all rates quoted and other merits of the offer.

4. Though the evaluation will be based on the lowest total amount quoted in the Financial Bid and will considered for placement of offer. However, it may also be noted that the NCERT is NOT bound to accept the lowest offer and reserves the right to award the work to the higher bidder who satisfy the requirement so needed.

11.Award of Contract

- a).The issue of a work order shall construe the intention of the NCERT to enter into contract with the successful bidder.
- b).The successful bidder shall within **07 days** of issue order, give his acceptance along with performance security and sign the contract with the NCERT.

12.Signing of Contract

The signing of contract shall construe the award of contract to the bidder. Upon successful bidder signing the contract, the NCERT shall discharge the bid security. Failure of the successful bidder to comply with the signing requirement shall constitute the sufficient ground for the annulment of the award and forfeiture of the bid security, in that situation the NCERT may at its discretion award the work to other bidder or call for fresh bids.

13.Relaxation/modification in tender: NCERT reserves the right to:

- Relax the tender conditions at any stage, if considered necessary for the purpose of finalizing the contract in overall interest of NCERT.
- Re-tender or modify the terms & conditions of the tender. It also reserves the rights to negotiate the rates with the lowest bidder.
- Accept or reject any or all of the financial bids in part or in full, irrespective of their being the lowest, without assigning any reasons.

14.TERMINATION OF CONTRACT, VACANT POSSESSION ETC.

- i) The Council reserves the right to terminate the contract at any time after giving one month's notice without assigning any reason, the decision of the Council in this regard shall be final and binding on the contractor. The contractor, if he so desires, may seek termination of the contract by giving written notice of not less than two months duration during the agreement period.
- ii) The contractor shall give two month's notice to the Licensor in case he/she intends to vacate the premises.
- iii) The contractor will on expiry of the period of the contract, peacefully and quietly hand over vacant possession of the premises to the Licensor without raising any dispute whatsoever.
- iv) The contractor shall not put up any permanent structure or make any alternations or additions in the premises without the prior consent in writing of the Licensor.

- v) The contractor will be at liberty to remove all the movable articles brought by the contractor in the premises during the continuance of the contract, before delivering possession of the premises.
- vi) In case of loss or damage caused to any of the furniture-fixtures etc. provided by the Licensor, the cost thereof shall be recovered from the contractor and the same shall be deducted from the Security Deposit.
- vii) If the contractor commits breach of any of the aforesaid terms and conditions, the contract will stand terminated forthwith and the contractor shall have to hand over vacant and peaceful possession of the premises to Licensor without raising any dispute whatsoever.
- viii) In case of the contractor going in liquidation, the contract shall be treated as cancelled and legal heirs/representatives or successors of the licensee shall not be entitled to claim any right over the demised premises.

15. Downloading of Tender document:

The tender documents can be downloaded from the website <http://eprocure.gov.in/eprocure/app> from 19.12.2020 to 08.01.2021.30 P.M and also from www.ncert.nic.in .

16 Resolution of Disputes

- 16.01 The Council and the contractor shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the contract.
- 16.02 If, after thirty (30) days from the commencement of such informal negotiations, the Council and the Contractor have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution to the formal mechanism.
- 16.03 The dispute resolution mechanism to be applied shall be as follows:
 - (a) A dispute or difference arising between the Council and Contractor relating to any matter arising out of or connected with the contract, such dispute or difference shall be referred to the International Centre for Alternate Dispute Resolution by the Director, NCERT. The award of the Arbitrator shall be final and binding on the parties to

the contract subject to the provision that the Arbitrator shall give reasoned award.

(b) The Indian Conciliation and Arbitration Act, 1996, the rules there under and any statutory modifications or re-enactments thereof, shall apply to the arbitration proceedings.

(c) If the parties fail to resolve the dispute then the dispute shall be referred to the Director, NCERT, for Arbitration. The Director may arbitrate himself/herself or in his/her discretion, may appoint any other person as an arbitrator to adjudicate upon the dispute. The decision of the arbitrator shall be final and binding on the parties.

16.04 The venue of arbitration shall be the place from where the contract is issued.

Sd/-
(R Selveraj)
Senior Store Officer

1. Scope of Work

The successful bidder shall maintain all the IT equipment as listed in Chapter 4 '**List of Hardware**' of the Tender document under a "**On site Comprehensive**" **Annual Maintenance Agreement** for a period of three years. However order from NCERT will be placed on annual basis based on the satisfactory performance of the services. It may further be extendable for third year on mutual agreement without increase in CAMC Cost. A formal letter from the NCERT to this effect & acceptance from the vendor will suffice.

The comprehensive maintenance shall cover :

- (a) Maintaining of all items under CAMC in good working condition.
- (b) Functioning of entire network setup in the NIE Campus along with all Active, Passive networking equipment in good working condition.

2. Corrective maintenance:-.

The company has to provide the **repairs/replacement of defective parts of various machines within the maintenance charges including plastic parts, printer belt, Teflon paper of printer, socket of printer, lamp of scanner, printer band, logic card, printer head, Tray, Daisy wheels, Printer roller, Tray & Door, Plastic parts, Printer belt, Transparency film, Sealed Magnetic media Plastic covers, Knobs, Tractors rods, Hard Disk, Fuser Assembly, Printer knobs, online buttons, gear, CPU along with mother board, FDD,DVD, HDD, RAM, SMPS, Monitor, Picture Tube etc.** whichever applicable including consumable parts except batteries, printer cartridges, ink, ribbons and other parts which are bound to go bad due to including electrical, burn out, physical damage.

3. Maintenance of entire Network and Passive equipment

which also include all such items for the RF link such as RAD Modem Router and other items like switches, information outlet, jack panels, cable termination and fiber splicing as and when required in case of break down for what so ever reason. This shall include the following:

- a. Maintaining of all racks and networking equipment in good, and clean conditions.
- b. Shifting or addition of network nodes in a network currently comprising of more than 1200 nodes.
- c. Fixing of conduits for cable laying as per **ISO** standard for addition of networking nodes.
- d. Laying/Removal of UTP cable, cable terminations, I/Os, patch panel, & cable testing etc.

- e. Splicing of fiber cable using suitable connectors and proper shielding of spliced cables in jointer box in case of breakdown in any part of the campus.
- f. Any other work assigned by the NCERT to keep the passive network in good and clean conditions.
- g. Inventory management of all items under AMC

4. **Maintenance of Active Network.** This shall include the following

- (a) Functioning of entire campus network in NCERT
- (b) Two hours maximum down time for any active networking equipment.
- (c) Replacement of active networking equipment with equivalent or higher within 3 days.
- (d) Maintenance of all the servers with in the domain required for making network functional.

Note: For carrying out above listed actions, prior approval from the NCERT is required with plan of work.

- 5. Periodic quarterly preventive maintenance.
- 6. Removal/ cleaning of virus thorough antivirus software.
- 7. Installation of general purpose software such as Open Office, windows operating systems, MS Office etc on PCs/laptops.
- 8. Correcting Software faults as and when reported.
- 9. Configuring the devices to access ERP's Network/Internet/E-Mail. Procedures will be provided by the NCERT.
- 10. **At any point computers, peripherals and network equipment of equivalent / higher configuration may be added/removed from the CAMC at already agreed to tender rate.**
- 11. The vendor shall provide maintenance services on all working days i.e. Monday to Friday in NCERT office hours. However, if needed by NCERT, such services shall be provided by the vendor even on Saturdays/ Sundays and beyond office hours.

The vendor should station following qualified resident Engineer with at experience and necessary infrastructural facilities .

S.No.	Description of Engineer staff	Number of Engineer
1	Senior Engineer (Network) – Skilled	1
2	Senior Engineer (Hardware)- Skilled	1
3	Junior Engineer (Network)- Semi skilled	1
4	Junior Engineer (Hardware) - Semiskilled	1
5	Technical Assistant(non matriculation) - unskilled	1

Note: The number of Engineers may be increased or decreased at any time during the contract period as per requirement of NCERT on same rates. Also please refer Page-28, S.No. 23

12. Qualification of Engineers

A. Senior Engineer (Network) - Skilled

Education qualifications:-

1. BE/B.Tech/MCA/Diploma or any Graduate with at least 2 year specialized Networking course from reputed institute.,
Desirable : Certification in any : Linux, Administration, Sophos or any firewall, CCNP, MCSE etc

Experience: Minimum 3 years of experience in below mentioned areas

1. Implementing and maintenance of network, hardware and software, Manage network security tools, e.g., firewall, UTM, anti-virus and intrusion detection systems.
2. Troubleshooting any network fault, errors or inconsistencies, ensuring network security, system administration, network monitoring, network operability, designing networks to improve performance, and be able to tune network performance according to the requirements.
3. Network analyzers and network switches plan, compile reports on the performance of systems, coordinate with team, troubleshoot, solve and document network connectivity and performance issues.
4. Wireless Network Architecture, Wifi Network components such as Access Point, wi-fi controller. Design, Implement Wifi Network, Secure and troubleshoot wireless network.
Must be CCNA/MCSE/RHSE

B. Junior Engineer (Network) – Semi-Skilled

Educational Qualifications:

1. Diploma/12th with minimum 2 year of networking course from reputed institute or Graduate in any discipline with minimum 1 year of networking course from reputed institute.
Must be CCNA/MCSE/RHSE

Experience : Minimum 2 years of experience in below mentioned areas.

1. Good understanding of local area networks (LAN), proxy servers and the hardware that makes the system functional.
2. Configuration of DNS, zones, logical name space, and installation, Configuration of DHCP, IP Leasing, release and renew command and

installation, Installation of Active Directory Services, Domain users, creating user profile, Local & Domain/Enterprise level Security Policy, Print, and web services, remote access, virtualization, application servers, Troubleshooting, performance, and reliability. How to set up web server using IIS, Apache, Tomcat etc.

3. Wi-Fi Network components such as Access Point, Wi-Fi Controller.
4. Experienced in cabling system and to be conversant with the installation of copper and fiber optics cables

C. Senior Engineer (Hardware) - Skilled

Educational Qualifications:

1. BE/B.Tech/MCA/Diploma or any Graduate with at least 2 year specialized Hardware course from reputed institute.
2. Any computer Hardware related Certificate.

Experience : Minimum 2 years of experience in below mentioned areas

- (a) Installing and configuring OS (window, linux), Diagnose and troubleshoot General Hardware & Software problems in PCs, Various Booting Problems, issues related to drivers, regular maintenance, Server Installation & Configuration of various hardware devices installed in NCERT.
 - (b) Backup & Recovery of OS (Windows/Linux), Password recovery, recovering erased files and directories, Repartitioning and "cloning" a disk partition, trouble shooting different types of Motherboards, Understanding Slots and Components of Motherboard, How to Set Up Web Server Using IIS, Apache, Tomcat etc.
3. Experience in coordinating hardware team

D. Junior Engineer (Hardware) – Semi Skilled

Educational Qualifications:

1. 12th Pass with minimum 2 year of hardware course from reputed institute or Graduate in any discipline with minimum 1 year of hardware course from reputed institute.
2. Any certificate in computer Hardware

Experience: Minimum 2 years of experience in below mentioned areas
Diagnose and troubleshoot General Hardware & Software problems in

PCs, printers, scanners. Issues related to drivers, regular maintenance, Server Installation & Configuration. Installation and maintenance of different software. Configuring network/WiFi in PCs and laptops.

3. Network cabling experience of splicing copper and fiber optic cable, testing & trouble shooting of copper/fiber cables.

E. Technical Assitant non matriculation - Unskilled

Educational Qualifications: 10th pass

13. A stand by machine of similar or higher capacity must be provided if the machine is down continuously for duration as given in Annexure 4.
14. The Hardware Engineers should have mobile facility so that they can be contacted at site when in movement.
15. For each quarter of the annual contract period, on annual basis, performance certificate from Maintenance cell, Computer Division shall be obtained by the vendor. The bills along with the weekly reports and performance certificate on prescribed performance shall be submitted to the office of S&S-II Section immediately after expiry of the each quarter for the release of the payment. Payment will be released subject to deducting penalty, if any. The vendor will maintain complaint details in respect of all user requests/ complaints. Complaint register shall also be maintained by the vendor at all such places where their resident engineer will be located. Data/ information management shall be computer based and weekly reports must mailed to Sr. System Analyst to the Sr. Stores Officer, S&S Section, Workshop Building, NCERT, Sri Aurobindo Marg, New Delhi. This will be a precondition for processing of Bills. One senior engineer must visit every fortnight to review/repair the complex problems. Also monthly review meeting on the activity will be a must to attend and sort out issues with mutual discussion.
16. Maintenance of Recommended spare parts at Sr. Stores Officer, S&S Section, Workshop Building, NCERT, Sri Aurobindo Marg, New Delhi. It must cover all such vital components required for the entire jobs as above
17. The firm will guarantee minimum uptime of 95% in respect of PC, printers and passive equipment. If the uptime of any system falls below this for any given month, NCERT shall have the right to extend the contract period for that system by one month on compensatory ground in addition to the penalty clause mentioned.
18. Safeguarding the Users' data before performing any operation on the Computer.
19. Setting up an **"IT Help Desk"** for providing a single window solution for all IT related problems including recording of complaints, problem diagnosis and coordinating with the concerned sections of various departments/ sections/divisions etc. for providing timely solution.
20. Maintaining item wise record of replacement/repair activities carried out

on each equipment. The NCERT may seek these details as and when required.

21. Providing comprehensive IT support to the top executives in the NCERT through 'Executive Help Desk'. This shall include support to the Director, Joint Director, Secretary, Heads of Depts./Divisions/Cells/Units and other important officers of the NCERT. The activities shall include the following:

- (a) Ensuring availability of the IT resources to the executive (irrespective of the coverage of such resource under CAMC).
- (b) Providing all support in accomplishment of IT based work.
- (c) Carrying out preventive maintenance activities on regular basis and ensuring readiness of an up to date backup resource in case of any hardware/software failure.
- (d) Coordinating the work with other external suppliers for ensuring availability.
- (e) Above services will be required at all the locations (offices, residence) wherever equipments have been provided by NCERT, New Delhi.

Other requirements of the Top Executive Help Desk are:

- Extended working for the deputed resource
- Good communication skills
- Good knowledge of hardware as well as commonly used software including Windows OS, MS-Office, Antivirus, etc..

21. Replacement of Original Parts of IT Equipments

The faulty parts of the IT Equipments shall be replaced with new one of the Original Equipment Manufacturer (OEM) make only. In support of this the successful bidder will have to submit the Cash Memo/Bills from the OEM concerned. In case if the faulty parts is not replaced with the prescribed OEM make part, the contract of the AMC shall be terminated and the performance security deposit shall be forfeited without assigning any reason/notice in this regard.

22 Any other action required for keeping the equipment under good working conditions.

Chapter 3:

Terms & CONDITION OF CONTRACT

1. Performance Guarantee Bond & Security Deposit

- (a) After an 'Acceptance of tender' is issued by NCERT, the successful bidder shall be required to submit a Performance Guarantee Bond & Security Deposit 10% of Annual Contract Value (BG) from a nationalized/commercial bank. This will be done within 15 days from the receipt of the acceptance of the award of contract. Performance Security shall remain with NCERT for a period of 90 days beyond the date of completion of all contractual obligations of the supplier including warranty obligation. No interest shall be paid on the Security Deposit amount.
- (b) If the vendor, having been called upon by NCERT to furnish Performance Guarantee Bond, fails to furnish the same, it shall be lawful for NCERT:-
to recover the amount of the bond from the vendor by deducting the amount from EMD or any pending bill of the vendor under any contract with NCERT or the Government or any person contracting through NCERT or otherwise howsoever and cancel the contract and award the contract to another vendor at the risk and cost of the vendor.
- (c) On performance and completion of the contract in all respects, the Performance Guarantee Bond will be returned to the vendor without any interest.

2. Deployment of Engineers and Other Personnel

- (a) The bidder shall depute qualified, cultured resident-engineers and other personnel. In case of absence of an engineer, substitute shall be provided by the successful bidder on day-to-day basis. The successful bidder shall furnish names, designations, qualifications experience and mobile numbers of all deputed engineers. Deputed Engineers should be well experienced in maintenance of all types of PCs, peripherals, network cabling, Software such as Windows, Linux and Anti Virus, and TCP/IP networking. The engineers must report every day at 8:30 a.m. to the IT Help Desk, Computer Division and mark attendance. The engineers shall be changed only after prior approval of the In-charge, Computer Center during maintenance period. The engineers may be assigned duties depending on the requirements.
- (b) **The resident engineers and Technical Assistant should not, in any case, be paid less than the minimum wages prescribed by the concern competent govt. authorities State/Central Govt.**

3. Delivery of Services

- (a) The vendor shall, as may be required by NCERT, deliver/provide the services at the NCERT HQs, New Delhi .
- (b) The vendor will ensure maintaining services by deputing engineers in NCERT with sufficient spare parts of Computers/LAN/Printers etc. The maintenance call should be attended along with solution/standby on the same day at NCERT Headquarter. For the other location, were residence engineers is not available, service must be provided within 24 hours after call is registered. The calls may be registered through phone/fax/email/manual entry in call register or through any other means of communication like online registration paging, SMS etc. If the calls are received in the morning, it must be attended on the same day and only next day if the calls are received in afternoon/evening.
- (c) The vendor will have to do preventive maintenance of Computer/Printers/Network Switches etc at least once in each quarter. Reports to this effect will be submitted by the vender to the In charge, Maintenance Cell, Computer Division in each quarter.
- (d) The vendor will collect faulty equipment from the site and deliver/install the rectified equipments on site.
- (e) The engineers will submit weekly report on their activities towards CAMC to Sr. System Analyst, ESD, NCERT, New Delhi. This will be mandatory for processing of bills.
- (f) During the contract period vendor will maintain recommended spare part at NCERT headquarters for all the components like motherboard, HDD, CDD, FDD, RAMs, Interface cards, monitors, switches, hubs modems, other network equipments if applicable, so as to provide spares on demand for keeping machines and network service up. **A penalty of Rs. 2,000/- per day or part thereof will be levied for non-maintenance of spare parts in NCERT premises as given.**

- | | | |
|--|---|---|
| 1. HDD | } | (Min. two each for every 100 computers) |
| 2. RAM | | |
| 3. CDR and CDRW | | |
| 4. FDD | | |
| 5. Key Board | | |
| 6. Mouse | | |
| 7. Mother Board | | |
| 8. SMPS | | |
| 9. Monitor | | |
| 10. Printers | | (Min. two each for every 50 printers) |
| 11. Switches
(D-Link or equivalent) | | (Min. One each for every 15 Switches/Hub) |
| 12. Laptop | | (Min. two each for every 100 Laptop) |
| 13. Networking cable | | 300 meter ((UTP) |
| 14. I/O Port | | 5 nos CAT 5e/6 |
| 15. RJ45 connector | | 50 no |
| 16. USB printer cable | | 5 nos |
| 17. LPT printer cable | | 5 nos |

18. SC and ST connector 5 nos
 19. OFC patch chords 5 nos (1 of SM SC-SC,
 2 of SM SC- ST

20. Servers 2 of MM SC-ST)
 One standby machine.

Apart from above, the maintenance engineer must be well equipped with Maintenance Kit comprising of screw driver set, crimping tool, LAN tester, power cable, CPU, Laser light, LAN and CMOS battery, Recovery CDs(wherever possible) and Brushes etc.

- (g) In case the equipment is down continuously for duration more then as given in **Annexure-III** because of faulty parts in a system, vendor shall have to replace the faulty system by another working system having similar or higher configuration without any further cost to NCERT. If however, replacement is not done by the vendor then the penalty will levied as per Chapter 4, Clause 4 unless genuine and convincing reason is submitted to NCERT, New Delhi In case hardware engineers do not attend complaints at site for more than 7 (seven) days continuously, the contract between NCERT and the vendor may be considered as breached and the CAMC may be considered by NCERT to be awarded to next lowest bidder.

4. Call attendance and Penalty

The company has to rectify the complaint within 24 hours of call placement and provide the service/solution to keep the machine up. The company will provide replacement of machine of same or higher configuration when machine is not working after the period mention in **Annexure-III**. User of the machines will have the sole authority to certify such cases whenever applicable. Penalty charges will be as follows.

(a) **Period & Penalty Charges for Computer, printer, laptop and peripherals after the expiry of maximum time**

upto 7 Days	25% of the AMC cost of the equipment for the quarter
8-15 days	50% of the AMC cost of the equipment for the quarter
16-30 days	80% of the AMC cost of the equipment for the quarter
Above One month	100% of the AMC cost of the equipment for the quarter

(b) **Period & Penalty Charges for Server and Active networking Equipment**

9 Hours to 24 hours	25% of the AMC cost of the equipment for the quarter
24 Hours to 3 days	80% of the AMC cost of the equipment for the quarter
Above 3 Days	100% of the AMC cost of the equipment for the quarter

(c) Penalty for **absence of Engineers** @ Rs. 500/- Per day per engineer will be

deducted from the quarterly bill submitted by the vendor.

- (d) Penalty @ of Rs. 2000/- per day will be deducted for **non-maintenance of proper spare parts** as given in clause 3(f) 'Terms & conditions ' in Chapter 3 of the Tender Document.

5. Payment of CAMC Charges

No part of the contract price shall become due or payable until the vendor has delivered and provided service to the complete satisfaction of NCERT. Payment for the contract will be processed on quarterly basis only after receiving bill from the service provider attached with performance report for the quarter from In-charge, Maintenance Cell, Computer Division, NCERT. Processing will be effective after the expiry of said period as per the rates quoted in commercial terms and (agreed mutually) on the basis of **actual working machines**. Review of such cases of addition/deletion of items/equipments listed in the tender documents will be on the basis of mutual agreement and **decision of NCERT will be final**. The payment is subject to necessary deduction towards penalty for downtime of machines as Clause 4 for 'Call attendance and Penalty' in Chapter 4 in the Tender Document. A pre-receipted bill shall be submitted in duplicate to the office of Sr.Stores Officer, S&S Section, Workshop Building, NCERT, Sri Aurobindo Marg, New Delhi. The Bill must accompany the 'Performance Report', as above.

6. Freight and Taxes

The prices should be inclusive of all taxes, freight etc if applicable. Octroi Duty/WCT if any, shall be borne by the vendor.

7. Termination of Agreement

The NCERT may terminate the agreement by giving a written one-month advance notice to the Service Provider, without compensation to the Service Provider and/or other suitable action, if :

- (a) The Service Provider becomes bankrupt or is otherwise declared insolvent;
- (b) The Service Provider being a company is wound up voluntarily or by the order of a court or a receiver, or manager is appointed on behalf of the debenture holders or circumstances occur entitling the court or debenture holders to appoint a receiver or a manager, provided that such termination will not prejudice or affect any right of action or remedy accrued or that might accrue thereafter to the Purchaser.
- (c) The quality of services rendered to NCERT gets degraded and/or not up to satisfaction of NCERT.

- (d) If at any stage, it is found that the parts supplied by the maintaining agency are duplicate or of inferior quality, the CAMC may be summarily terminated and the Bank Guarantee may be revoked and NCERT may take any other suitable action.
- (e) The Service Provider may request for termination of agreement by giving three-month Advance notice to NCERT.

8. Travel Expense

No travel expense will be borne by NCERT. The company is bound to provide these services at all locations of NCERT, New Delhi .

9. Other Terms and Conditions

- (a) The tenderer must ensure that the conditions laid down for submission of offers detailed in the bid document are completely and correctly fulfilled. Tenders, which are not complete in all respect as stipulated above, may be summarily rejected.
- (b) It will be imperative on each tenderer to fully acquaint him of the entire local conditions and factors which would have effect on the performance of the contract and cost. NCERT shall not entertain any request for clarification from the tenderer regarding local conditions. No request for the enhancement in price shall be entertained after the bidder has accepted the offer
- (c) In the evaluation and comparison of bids, NCERT reserves the right to reject any or all tenders.
- (d) **NCERT reserves the right to increase/decrease the quantity of items mentioned in the financial bid at the time of awarding of contract or any time during the contract. However, after awarding the contract the firm will also prepare their inventory of IT equipment's and submitted to S&S Section . The firm will also updated their inventory after a regular interval. The item whose warranty will expired will be added in the CAMC on the same rates.**
- (e) All disputes, if arise during the contract period shall be shall at once instance be mutually discussed in order to resolve the same, failing which regular Courts at Delhi/New Delhi only will be have jurisdiction to adjudicate upon the matter.
- (f) The NCERT may offer one-time orientation program to the deputed engineers to introduce them to the NCERT LAN, Antivirus system.
- (g) Items presently under maintenance/warranty with other agencies may also be included at the same unit rate on pro rata charges basis for the remaining CAMC period when the Warranty/CAMC is over with the existing agency. For this the selected bidder may need to depute additional engineer as agreed to.

- (h) The maintenance shall be done in the NCERT premises. However, if it becomes necessary to take out the faulty equipment to the workshop a Gate pass for shifting of equipment should be obtained by the IT Help Desk from S&S Section.
- (i) In case the repair of equipment takes more than 24-hours standby equipment should be made available to the user concerned.
- (j) In case, replacement of part become necessary, the part of the same make and at least the same configuration as in the original hardware shall be used. A document containing details of all such replacements is to be maintained separately.
- (k) The maintaining agency shall provide, at its cost, complete required tool kit and accessories for maintaining hardware, software and passive network to deputed engineers.
- (l) The NCERT reserves the right to depute a third party to audit the replacements made in the equipment under CAMC or take any other such action as it may deem fit necessary to evaluate and control the quality of services rendered by the selected bidder.
- (m) No transportation charges will be payable to the maintenance agency for site visits carried out by agency personnel in the course of carrying out maintenance work.
- (n) The consumable items shall be procured by NCERT independently and will be issued to the identified bidder for carrying out various work under CAMC.
- (o) The NCERT, if deems necessary, may evaluate the infrastructure availability and suitability of the bidder through inspections to be carried out by a team to be deputed by NCERT

10 Index for Technical Bid

An indicative index for Technical bid Check List has been included at the end of document. This has been designed to help the tenderer in submitting complete offer. The tenderes must fill this Check List and submit with the Technical Bid along with their offer in their own interest. An incomplete offer is liable to be rejected.

11 Safety Measure

- (a) The Vendor shall take all precautionary measures in order to ensure the safety of their personnel (Engineer) in the office while executing the work.

- (b) The Vendor shall ensure that unauthorized careless or inadvertent operation of installed equipment, which may result in accident to their staff and /or damage to the equipment does not occur.

- (c) The vendor shall assume all liability for and give to NCERT the complete indemnity against all actions, suits, claims, demands cost charges or expenses arising out of and in connection with any accident, death or injury, sustained by any of their person or persons within the office premises and any loss or damage to NCERT' property sustained due to the act or omissions of the vendor irrespective of whether such liability arises under the workmen compensation act or any other statute in force from time to time.

12. Settlement of Dispute and Jurisdiction.

If the dispute cannot be settled by mutual within 30 days as provided herein the courts at Delhi/New Delhi, India only will have the jurisdiction to adjudicate upon the matter.

- 13.** The service provider shall also be required to ensure the functionality of the computers and peripherals which are under warranty.

CHAPTER:-4**List of Hardware****Items to be maintained under CAMC.**

S.No.	Item	Total qty. in CAMC (approx..)
1	Desktop-HP/LENOVA/DELL/IBM/ACER/MAC etc. of i-3, i-5, i-7 make (only 10 Computers are of MAC make) HP model – 6005 (AMD-50 nos. approx), 6305 (AMD-60 nos. approx. 8100 i-5-25 nos. (approx..) Lenovo – M-71, M-72 i-3. (120 nos.) Acer – Veritron M200- Q170 i-7- (50 nos.) Dell optiplex 980-30 (approx..), Dell optilex 755 -25 nos. (approx, Dell 9020 (i-5) – 20 nos (approx.) Any other model etc.	422
2	Server IBM/HP proliant (3GB/4GB/ 8 GB) (Model HP Proliant DL-580G7 8 GB – 3Nos. etc.)	07
3.	Server HP proliant (64 GB, 1.5 TB)	01
4	Server Dell make (64 GB, 1 TB) (Model Dell Power Edge R 820)	01
5	Laptop - DELL/HP/Acer/MAC etc. of i-3, i-5, i-7 make (only 2 laptop is of MAC make) Acer	75
6	Printers Laser Jet (HP make- 1007-70 nos.1022-30 nos., 1108-60 nos., M-202-70 nos. M203-40 nos. M1606-30 nos.) Samsung Pro express M332-30 make and any other model etc.	380
7	Multifunction printer-Samsung pro express M 3870FD including colour printer-04 etc.)	15
8	Scanners HP/Canon make etc (flat bed etc. Canon lide 220 – 40 Nos.).	50
9	UPS online, APC/Uniline/Semtek/ make etc. (3 UPS is of 1 KVA, 2 UPS is of 2 KVA and 2 UPS is of 5 KVA)	07
10	UPS offline APC/Uniline/Semtek/Kepron/Venus/ intex etc 600/650 VA	376
11	Switch – 8/16/24 ports (D-Link, Cisco, Netgear etc.)	35

12	SWITCH with Fibre ports 16/24 /48 ports (D-Link, Netgear, Cisco etc.	08
13	Patch Panel	41
14	Switch rack+ server rack	27
15	Firewall	01
16	Aadhar based Biometric machine (Mantra make)	11
17	Pass book printer	01
18	Document scanner with eVAL OMR Fujitsu (Fi-7180)	03

Chapter-5

Technical Bid

S.N	Description of Company/Firm	Detailed to be filled up	Page Number of this tender document where copy/certificate is attached
1.	Name of Firm/Company		
2.	Address		
3.	Telephone No.		
	Mobile		
	Fax:		
	E-Mail		
4.	Type of Organization (whether sole proprietorship/ partnership/private limited or Cooperative body etc.) <i>Attached Documentary Proofs</i>		
5.	Name of the Proprietor/ Partners/Directors of the Organization/Firm		
6.	GST number of firm		
7	PAN number of the firm/company (No individual PAN will be considered)		
8.	ISO 9001/9002 Certified company (certificate copy enclosed)		

9	Scanned copy of last 03 year experience certificate in providing AMC/CAMC support for PC, printers, and IT network set up with good record in reputed organizations.		
10	At least 4-5 qualified engineers as per qualifications given on point 12 of Chapter-2 on payroll of the concerned firm. (Details given on company letter head and certified by authorized official of firm)		
11	Attach documentary evidence for point no. 1 (b) of Eligibility conditions		
12	The bidder should have maintained at least network of minimum 200 PCs in single contract		
13	The bidder should have post net profit in the last three F.Y 2016-17, 2017-18 & 2018-19 must be certified by C.A		
14	Average annual turn over of the Company of more than Rs.2.00 Cr. for sales and service in the last three F.Y with the details of the Net Profit & Loss duly certified by CA. 2016-17		
	2017-18		
	2018-19		
15	ITR of Company for the last three F.Y years, 2016-17, 2017-18, 2018-19 (Proof enclosed)		
16	DD/BC of tender fee of Rs.1,000/-		
17	DD/BC of EMD of Rs.30,000/-		

18	<p>Bidder shall enclosed at least one valid OEM/Authorized business partner certificate/Authorized dealer certificate in services for the following:-</p> <p>HP/Lenovo/Dell/Acer/Mac for desktop and laptop HP/Samsung/Canon for printer and scanner Any one of the networking device like cisco/D-Link/Netgear/Sophos/Rukus</p>		
19	<p>Financial capability cum bank solvency letter of Rs. 50 lakh from any nationalized/scheduled bank (not more than six months old)</p>		
20	<p>Registered service center/office in Delhi/NCR (proof enclosed)</p>		
21	<p>Undertaking in r/o non-blacklisting on non-judicial paper of Rs.100/- as per Annexure-IV</p>		
22	<p>Tender acceptance letter as per Annexure-II</p>		
23	<p>The firm must have Sophos certified engineer in its payroll from last six months for which documentary evidence like (Certified bank statement shown salary transfer to Sophos Engineer/ESI/EPF for last six months and Sophos certificate copy).</p> <p style="text-align: center;">Or</p> <p>Bidder must have gold or higher partnership of Sophos firewall/UTM</p> <p style="text-align: center;">Or</p> <p>Bidder must provide a letter from M/s Sophos Firewall following "We M/s Sophos Tech Pvt Ltd confirm you that we provide the onsite support which includes onsite visit of Sophos firewall engineer for the said period of the AMC contract as and when required</p>		

(Authorized Signatory of the firm)

TENDER ACCEPTANCE LETTER
(To be given on Company Letter Head)

(Enclose with Technical Bid)

Date: _____

To,

The Senior Stores Officer
S&S Section, Workshop Building
NCERT, Sri Aurobindo Marg New Delhi – 110016

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: F.4-2/2019-20/S&S

Name of Tender / Work: -

TENDER FOR CAMC OF IT EQUIPMENTS INSTALLED IN DIFFERENT DEPTT/SECTION OF NCERT

Sir,

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

as per your advertisement, given in the above mentioned website(s).
2. I/We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. _____ to _____ (including all documents like annexure(s), schedule(s), etc.), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.
3. The corrigendum(s) issued from time to time by your department/ organization too have also been taken into consideration, while submitting this acceptance letter.
4. I/We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.

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

Yours faithfully,

(Signature of the Bidder, with
Official Seal)

Quality of Service Offered, Based on the Manpower suggested in this Tender Document

Item	Service Time in which machine functionality restored		Time after which standby will be provided (in Hours)	
	Expected	Offered	Expected	Offered
PCs	24 hours.		24 hours	
For Printers	48 hours.		24 hours	
For Laptops	24 hours		24 hours	
Server	8 hours		2 hours	
For Active Networking equipments	8 hours		2 hours	
Addition of Network Node	2 days		NA	
Rectifying Network switch	3 days		2 hours	

(Authorized Signatory)

Annexure-IV

UNDERTAKING BY THE AGENCY IN NON-JUDICIAL STAMP PAPER OF RS.100/-

I,.....on behalf of(Name of the firm/agency) hereby declare that there is no legal/suit/criminal case pending or contemplated of legal notice having been served to this effect against the Proprietor of the Agency or any of its Directors (in case of Pvt. Ltd. Company) on grounds of moral turpitude or for violations of any of the laws in force and company is not black listed by any Government Organization.

I,.....on behalf of(Name of the firm/agency) hereby declare that our organization or the staff to be provided has no business or direct family relationship with member(s) NCERT.

I,.....on behalf of(Name of the firm/agency) hereby undertake that all relevant statutory requirements will be complied with.

I,.....on behalf of(Name of the firm/agency) understand that if the above declaration is found incorrect, the present engagement would be terminated and (Name of the firm/agency) would be debarred from any further engagement by NCERT ever.

Signature(s)
(Name & Address of the Tenderer(s)
With Official Seal)

Place:

Date:

Inventory of Standbys items/machines to be provided at CRC in NCERT

Item with parts inventory	Quantities Expected	Quantities offered
All PC Related Components mentioned at 3(f) of Chapter -3.eg (RAMs, HDD, CD-ROMs, External CD-ROMs, Motherboards, etc.)	Min. two for every 100 machine	
For Printers	Min. two for every 50 printers	
For Server	One standby machine	
For Laptop	Two for every 100 laptop	
For Passive networking maintenance	Min. as mentioned at 3(f) of Chapter-3	
For Active networking equipment's	Min. one for every 15 switches	
Passive networking	Passive networking items and accessories for addition of approx. 100 networking nodes and maintenance of 1200 existing nodes.	

Financial Bid**Computer Maintenance cost (including manpower)**

S. No.	Name of items	Total quantity to be put under CAMC (approx..)	Unit rates per annum in Rupees	GST	Total amount per annum in Rupees
1.	Desktop- HP/LENOVA/DELL/IBM/ACER MAC make etc. of i-3, i-5, i-7	422			
2.	Server IBM/HP proliant (3, GB, 4 GB, 8 GB RAM)	07			
3	HP proliant (64 GB RAM, 1.5 TB HDD)	01			
4	Server Dell (64 GB RAM, 1TB HDD)	01			
5.	Laptop - DELL/HP/Acer/MAC etc. of i-3, i-5, i-7 make	75			
6.	Printers Laser Jet (HP make- 1007,1022, 1108, M-202, 203 1606, Samsung make etc.	380			
7	Multifunction printer/Colour printer of HP and Samsung make	15			
8	Scanners HP/Canon make (flat bed scanner)	50			
9	UPS online, APC/Uniline/Semtek etc.	07			
10	UPS offline APC/Uniline/Semtek/Keptron/Venus/intex etc.	376			
11	Switch – 16/24 ports (D-Link, Cisco, Netgear etc.)	35			
12	SWITCH with Fibre ports 16/24 ports (D-Link, Netgeat, Cisco etc.	08			
13	Patch Panel	41			
14	Switch rack+ server rack	27			
15	Firewall	01			

16	Aadhar based Biometric machine	11			
17	Pass book printer	01			
18	Document scanner with eVAL OMR Fujitsu (Fi-7180)	03			
19	Senior Engineer (Network)	01			
20	Senior Engineer (Hardware)	01			
21	Junior Engineer (Network)	01			
22	Junior Engineer (Hardware)	01			
23	Technical Assistant (non matriculation) unskilled	01			

Total Annual Cost towards maintenance

Total Amount = A+B (Rs. _____)

Grand Total = A + B (Rs. _____)

Note: The quantity of IT equipment's mentioned in the financial bid is approx. quantity which shall be increased or decreased at the time of awarding of contract or any time during the contract.

Instructions for Online Bid Submission:

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

REGISTRATION

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

SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules.

These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.

- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

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

Note: My Documents space is only a repository given to the Bidders to ease the uploading process. If Bidder has uploaded bid Documents in My Documents space, this does not automatically ensure these Documents being part of Technical Bid.

SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.

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

ASSISTANCE TO BIDDERS

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.