भारत के महारजिस्ट्रार का कार्यालय,
Office of the Registrar General, India
भारत सरकार, गृह मंत्रालय,
(Government of India, Ministry of Home Affairs)
2/ए मान सिंह रोड, नई दिल्ली- 110011
2/A Mansingh Road, New Delhi-110011

2011

No.D-21014/3/2017-GS

Dated:14/11/2018

E-Tender Notice

Sub: E-Tender for Annual Maintenance Contract (AMC) of Computers/Printers/UPSs offline/ UPSs Online, Biometric Attendance Devices, LAN system and Antivirus software in the Office of Registrar General India, New Delhi.

E-tender in two bids system are invited for the comprehensive Annual Maintenance Contract for Computers, Printers, online UPS, off line UPS, LAN Equipments, Biometric devices and Anti Virus items installed at ORGI West Block-I & Sewa Bhavan (R.K.Puram) of this office in New Delhi for a period of one year commencing w.e.f. 21.12.2018.

2. The bid will be accepted through e-tender only and intending bidders must be registered with the Central Public Procurement (CPP) Portal i.e. http://eprocure.gov.in/eprocure/app.

3. The tender document contains the following:-

Annexure-I	:	Instructions for Online Bid Submission
Annexure-II	:	Scope of Work and General Instructions to Bidders
Annexure-III	:	Proforma for Technical Bid
Annexure-IV	:	Proforma for Financial Bid

E-TENDER SCHEDULE

Schedule Activities	Date
Earnest Money Deposit to be submitted	50,000/- (Fifty Thousand Only)
Date of Issue/Publishing	14.11.2018
Document download start date	15.11.2018
Bid submission start date	15.11.2018
Seek clarification start date	15.11.2018
Seek clarification end date	28.11.2018
Bid submission closing date	05.12.2018 (3:00 PM)
Date and time of opening of technical Bids	06.12.2018 (3:30 PM)
Date and time of opening of Financial Bids	After examination of technical bids by the committee.

4. In case any holiday is declared by the Government on the day of bid opening, the tenders will be opened on the next working day at the same time. This RFP is being issued with no financial commitment and purchaser reserves the right to change or vary any part thereof at any stage. Purchaser also reserves the right to withdraw the RFP if necessary at any stage.

Yours faithfully

14/11/18

(Dhirendra Kumar)
Deputy Director

Annexure-I

Instructions for Online Bid Submission

1. All interested bidders are requested to register themselves with the portal http://eprocure.gov.in and enroll their digital certificate with the user id for participation in the tender.

2. Bidders are requested to read following conditions in conjunction with various conditions, wherever applicable appearing with this bid invitation for e-Tendering. The conditions mentioned here in under shall supersede and shall prevail over the conditions enumerated elsewhere in the tender document.

3. **How to submit On-line Bids / Offers electronically against e-Tendering?**

   Vendors / Bidders are advised to read the following instructions for participating in the electronic tenders directly through internet:

   i) Late and delayed Bids / Offers after due date / time shall not be permitted in e-Tendering system. No bid can be submitted after the last date and time of submission is over. (However if bidder intends to revise the bid already submitted, they may change / revise the same on or before the last date and time of submission of bid). The system time (IST) that will be displayed on e-tendering web page shall be the time and no other time shall be taken into cognizance.
   ii) Bidders are advised in their own interest to ensure that bids are uploaded in e-tendering system well before the closing date and time of bid.
   iii) No bid can be modified after the dead line for submission of bids.
   iv) No manual bids / offers along with electronic bids / offers shall be permitted.

4. **What is a Digital Signature?**

   This is a unique digital code which can be transmitted electronically and primarily identifies a unique sender. The objective of digital signature is to guarantee that the individual sending the message is who he or she really claims to be just like the written signature. The Controller of Certifying Authorities of India (CCA) has authorized certain trusted Certifying Authorities (CA) who in turn allots on a regular basis Digital Signature Certificates.

5. **Documents which are signed digitally are legally valid documents as per Indian IT Act (2000).**

6. **Why is a Digital Signature required?**

In order to bid for ORGI e-tenders all the vendors are required to obtain a legally valid Digital Certificate as per Indian IT Act from the licensed Certifying Authorities (CA) operating under the Root Certifying Authority of India (RCAI), Controller of Certifying Authorities (CCA) of India. The Digital Certificates is issued by CA in the name of a person authorized for filing Bids / Offers on behalf of his Company. A Vendor / Bidder can submit their Bids / Offers on-line only after digitally signing the bid / documents with the above allotted Digital Signatures.

7. **Bidders have to procure Digital Signature Certificate (Class 3 or 2 with signing key uses) from any of the certifying Authorities in India.**

8. **Submission of Documents:-**

i) Bidders must submit on line offers by the date and time mentioned in the Notice Inviting Tender (NIT) at the website address stated therein.

ii) Each E-Tender will provide access to Commercial as well as Price part of tender. Along with the Commercial part, Bidders can attach the required documents with the bid in line with the Tender.

iii) The successful bid submission can be ascertained once acknowledgement is given by the system through bid submission number after completing all the process and steps.

iv) The bid have to be submitted online only. However, documents which necessarily have to be submitted in originals like EMD etc., if applicable. ORGI shall not be responsible in any way for failure on the part of the bidder to follow the instructions. Physical Bids will not be accepted. All such physical Bids shall be considered as invalid offers and shall be rejected summarily without any consideration.

v) Price Bid shall contain only price as per Schedule of Rates (in form of an excel sheet) without any condition. The lump sum rate along with tax and other components shall be filled up in figures and the total amount shall be automatically calculated and rounded off to the nearest rupee. It is to be noted that the Price Bid shall contain only PRICES and no conditions whatsoever.

vi) The bid shall be upload through Digital signatures by someone legally authorized to enter into commitment on behalf of the Bidder. Bidder shall upload among other documents, power of Attorney in favour of the person who is authorized to enter into commitments on behalf of the Bidder.

vii) It is advised that the bidder upload small sized documents (preferably upto 5 MB) at a time to facilitate in easy uploading into e-tendering site. ORGI does not take any responsibility in case of failure of the bidder to upload the documents within specified time of tender submission.

9. **Submission and Opening of Bids**

i) Bid along with all the copies of documents should be submitted in the electronic form only through ORGI e-tendering system. Before the bid is uploaded, the bid comprising of all attached documents should be digitally signed using digital signatures issued by an acceptable Certifying Authority (CA) in accordance with the Indian IT Act 2000.

ii) The bid shall be opened on-line on the date & time mentioned in the NIT.

iii) The Price Bids of only those bidders shall be considered for electronic opening & evaluation whose bid is determined to be technically and commercially acceptable to ORGI.

10. **Last Date for Submission of Bids:-** Bidders are advised in their own interest to ensure that bids are uploaded in e-Procurement system well before the closing date and time of bid. Vendors / Bidders must use any computer having Windows 2000 or Windows XP versions or higher of Window operating system and an internet web browser version internet explorer v 8.0 or higher recommended.

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

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

13. **Clarification regarding contents of the RFP**: A prospective bidder who requires clarification regarding the contents of the bidding documents shall notify to the ORGI in writing about the clarifications sought not later than the date mentioned in the schedule 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.

14. **Modification and Withdrawal of Bids:** A bidder may modify or withdraw his bid after submission provided that the written notice of modification or withdrawal is received by the ORGI prior to deadline prescribed for submission of bids. A withdrawal notice may be sent by fax but it should be followed by signed confirmation copy to be sent by post and such signed confirmation should reach the purchaser not later than the deadline for submission of bids. No bid shall be modified after the deadline for submission of bids. No bid may be withdrawn in the interval between the deadline for submission of bids and expiration of the period of bid validity specified. Withdrawal of a bid during this period will result in Bidder's forfeiture of bid security.

15. **Clarification regarding contents of the Bids:** During evaluation and comparison of bids, the ORGI 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.

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

17. **Validity of Bids:-**The Bids should remain valid for 120 days from the last date of submission of the Bids.

18. **Earnest Money Deposit:-** The EMD instrument in original has to be submitted by dropping it in the Tender-box (as per instruction) and copy of the same needs to be **uploaded before the due date** and time of tender submission failing which the bid shall be summarily rejected. A scanned copy of the instrument DD/BC/PO or exemption certificate in case of NSIC or exempted category has to be uploaded along with clear scanned copies of required documents to substantiate the claim towards their credentials along with the tender documents in the appropriate space. Bidders are required to submit Earnest Money Deposit (EMD) for amount of **Rs. 50,000/-** along with their technical bids in the name of **PAO (Census), Office of Registrar General, India.** 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 format. EMD is to remain valid for a period of forty-five days beyond the final bid validity period. EMD of the unsuccessful bidders will be returned to them at the earliest after expiry of the final bid validity and latest on or before the 30th 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. The EMD will be forfeited if the bidder withdraws or amends impairs or derogates from the tender in any respect within the validity period of their tender.

19. **The tender shall be submitted in major parts, namely Technical Bid and Financial Bid (BOQ).**

20. **As a part of software requirement for the e-tender, the main features are:**

i) The price bid formats are same for global and Indian vendors. Bidders are requested to follow the instructions mentioned in the bid format.

ii) Vendors interested in the tender may submit scanned copy of EMD as stated in document in this e-tender and submit the original EMD physically within the closing time & date as mentioned.

21. In respect of Two-bid system, Bidders are required to furnish clause by clause compliance of specifications bringing out clearly the deviations from specification, if any. The bidders are required to quote only one product against each line item which meets the product specification requirement in the bid document otherwise bid will not be considered for further evaluation and compatible spare parts will not be accepted.

22. It is mandatory for every tenderer to fill all the documents as set out in the tender document irrespective of their earlier association with ORGI. Any conditional / incomplete offer or failure to follow above instructions shall lead disqualification even at the time of opening of bids.

23. Bidder shall quote their competitive price online in the BOQ (Financial Bid document). In the BOQ only basic price is to be mentioned by the bidders. However, the payment will be made to the L1 bidder including taxes as applicable. **The payment against AMC will be calculated/ paid as-Total amount without taxes (as per BOQ) + taxes/ GST extra as applicable.**

24. 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.

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

26. **Penalty for use of Undue influence:-** The Bidder undertakes that he has not given offered or promised to give, directly or indirectly, any gift, consideration, reward commission, fees, brokerage or indecent to any person in service of the ORGI or otherwise in procuring the Contracts or forbearing to do or for having done of 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 Bidder or any one employed by him or acting on his behalf (whether with or without the knowledge of the Bidder) or the commission of

any offers by the Bidder or anyone employed by him or acting on his behalf, as defined in Chapter IX of the Indian Penal Code, 1860 or the Prevention of Corruption Act, 1986 or any other Act enacted for the prevention of corruption shall entitle the ORGI to cancel the contract and all or any other contracts with the Bidder and recover from the Bidder the amount of any loss arising from such cancellation. A decision of the ORGI or his nominee to the effect that a breach of the undertaking had been committed shall be final and binding on the Bidder. Giving or offering of any gift, bribe or inducement or any attempt at any such act on behalf of the Bidder towards any officer/employee of the ORGI or to any other person in a position to influence any officer/employee of the ORGI for showing any favour in relation to this or any other contract, shall render the Bidder to such liability/penalty as the ORGI 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 ORGI.

27. **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. In case of any dispute, the settlement will be made in the Courts of Delhi only.

Annexure-II

Scope of Work and general instructions to bidders

1. The office of the Registrar General & Census Commissioner, India intends for the comprehensive Annual Maintenance Contract for Computers, Printers, online UPS, off line UPS, LAN Equipments, Biometric Devises and Anti Virus items installed at ORGI West Block-I & SewaBhavan (R.K.Puram) of this office in New Delhi with reputed, well established and financially sound firms for providing the services for IT related items.

2. The contract for AMC is likely to commence from the date of award of contract and would continue for a period of one year. The period of the contract may further be extended for a period of one year after the completion of contract as per the requirement of this office or may be curtailed/terminated before the contract period owing to deficiency in service or supply of sub-standard quality of materials. This office, however, reserves the right to terminate the initial contract at any time after giving one week notice to the awardee firm.

3. The e-tender is invited under **two bid system i.e. Technical Bid and Financial Bid**. The interested firms are advised to submit their bids "by visiting the Govt. of India, Central Public e-Procurement (CPP) Portal i.e. http://eprocure.gov.in. The bids will be accepted as e-tender only i.e. the tenderers will submit their bids on the e-Procurement Portal (module of NIC), in an encrypted format. Possession of valid Digital Signature Certificate (DSC), valid e-mail address and registration of the firm on the Government of India, Central Public e-Procurement (CPP) Portal i.e. http://eprocure.gov.in are pre-requisite for e-tendering.

4. The firms are required to upload copies of the following documents along with the Technical Bid, failing which their bids shall be summarily/outrightly rejected and will not be further considered:-

(a) Scanned copy of Earnest Money Deposit (EMD)
(b) Scanned copy of PAN Card
(c) Scanned copy of IT return filed for the last 3 financial years i.e. 2015-16, 2016-2017 and 2017-18.
(d) Scanned copy of GST Registration Certificate
(e) Work order for providing the AMC during the last 3 years (requisite proof thereof)

5. The comprehensive maintenance includes preventive maintenance monthly/regular services of the Desktops, Printers, Biometric devices & UPSs etc. and/or replacement of any items with genuine/original parts necessary for keeping the systems active and free from any defects/disturbance and the resident engineer is responsible for keeping all the equipments functional also on any unscheduled call for corrective and maintenance services, taking appropriate measures/steps on time to set right the malfunctioning of the equipments.

6. The replacement of all the spares including keyboard, mouse, power cables and connecting cables (except printer ribbons and toner cartridges) like USB, VGA Cables, LAN cable, Printer Heads, Patch Cords (CAT6, RJ45 connectors); Optical fiber (up to max 20 meter); printer cables (USB /Parallel port cables) and Scanner Data cables will form the part of the AMC, at NO extra cost to DTRL and suitable inventory be maintained by tenderer at ORGI. The replacement of defective spares with good quality and standard spares i.e. genuine/original spares will be done by the bidder without any extra charge of any kind.

7. The detail of machines (PCs, Printers, Biometric Devises & UPS etc.) of which AMC is required is annexed as **Annexure-IV**.

8. The comprehensive maintenance shall be carried out primarily at the premises as specified in the work order, during office hours. In case, the bidder feels that the equipment cannot repair at site, they will carry and deliver the equipment at their own cost and risk to get it repaired promptly.

9. The operating environment condition in which the equipment is presently installed is quite satisfactory and the bidder will not raise any condition with regard to the working environments for the equipment covered under AMC. A Complete software support for those Computers which are under manufacturer's warranty and Coordination with OEMs for troubleshooting of the computer and other peripherals under warranty are to be provided by the successful bidder. Any other maintenance work to be undertaken related to the computers/peripherals.

10. The total number of items shown in **Annexure-IV** may vary i.e. it may increase/decrease at the time of awarding contract. The actual cost of AMC will be based on actual number of items brought under AMC. It is expected that during the contract period, more equipment may be included/excluded for maintenance and repair services of AMC. These equipments will be included/excluded on pro-rata basis. For every 25% increase in total cost of maintenance & repair charges the contactor will be required to provide one additional manpower at NO extra cost. However, in the case of reducing the no of items under this AMC, no person will be withdrawn from FMS by the contractor.

11. The contractor will maintain an inventory of standby hardware for repair at ORGI. This will include Personal computer, Server, printers, monitors, keyboards, mouse, interface cables, CMOS batteries, RJ-45, Hard-discs etc. Further, one trolley, vacuum cleaner, ladder, torch & other related tool kits for carrying out the necessary jobs/work of stores within ORGI will be required to be positioned at ORGI by the contractor. The items in inventory must be branded and new. In the case of replacement of faulty hardware part, the new part must be branded and possibly of the same maker.

12. Vendor has to submit the unit AMC, FMS and Anti Virus Software etc. cost for each category of items. The total cost will be determined by multiplying the unit cost and the total number of items in each category.

13. The contractor personnel will maintain the confidentially of data stored on computers systems. The contractor will be required to take appropriate actions in respect to his personnel to ensure that obligations of non-use &non disclosure of confidential information. No staff /RSEs of contractor will carry out any personnel floppies / USB drives / Blank CDs and Mobile phone / Camera etc. inside ORGI premises.

14. Preventive maintenance schedule: All equipments under the contract will have preventive maintenance once in every three months. The preventive maintenance will include cleaning (both inside and outside) using vacuum cleaner, Cleaning of RAM, checking health of equipment, Cleaning of unnecessary temp files, Registry cleaning, Resolving technical problems. The required tools and software's for this purpose will be provided by contractor.

15. The selected bidder shall ensure 95% uptime for all equipments failing which a penalty @ Rs.500/- per day may be imposed after issue of show cause notice.The contractor will maintain minimum 5% inventory of the item / equipment in each category namely Desktop, Server, Printer, Keyboard, Mouse, UPS, Speaker, Graphics Card etc. at DTRL. The inventory may change depending upon the number of equipments under AMC added or deleted in each category. The items in inventory must be branded and new.

16. The successful bidder will station one service engineer with sufficient spare parts at each locations of this office on permanent basis.

17. The successful bidder has to maintain all the relevant records, register and documents as required.

18. 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 for a sum equal to 10% of the contract value within 30 days of receipt of the confirmed order as per format. Performance Bank Guarantee should be valid up to 60 days beyond the date of warranty.

19. The system down time should not exceed 24 hours from the time at which the complaint was made. If the down time is more than 24 hours, the bidder shall provide a standby system. In case the system is not repaired or an alternative system not supplied within the period 24 hours from the time failure report then the first party may choose to get the same repaired by or replaced from any other agency and the cost and expenditure incurred therein shall be recoverable from the bidder. Non adherence of services within scheduled time as per conditions of tender may impose penalty @ Rs.500/- per day.

20. Payment for AMC shall be made quarterly after raising the bill by the firm from the date of receipt of correct invoice along with the list of details of preventive / service calls report.

21. The Office of the Registrar General , India or the selected bidder, against the other, in case of any failure or omission or calamities such as short circuit, fire, floods, earthquakes, hurricanes or civil strikes, under any statue or regulations of the Government, lock-outs, strikes, riots, embargoes from any political reasons beyond the control of any part including war (whether declared or not), civil war or state of insurrection shall give notice to other party within 15 days of the occurrence of such incident that on account of the above event the notifying party:

(a) Has delayed the performance of its work as it was beyond its reasonable control and it has not due to negligence or default on its part. Either party, as and when gives notice of force majeure shall provide confirmation of such event in the form of a certificate from the Government department or agency or chamber of commerce. The parties shall be relieved of their respective obligations to perform, hereunder for so long as the event of force majeure continues and to the extent their performance is affected by such an event of force majeure provided notices as above are given and the event of force majeure is established as provided hereinabove.

(b) In event of any question, disputes or difference arising between the parties relating to the interpretation and application of these provisions of agreement, such disputes or differences shall be resolved amicably by mutual consultations and on failure to do so shall be referred for arbitration by district/sessions/high court of Delhi. The venue for arbitration will be New Delhi.

22. Conditional bids shall not be considered and will be rejected outrightly at the very first instance.

23. The bidder shall quote the Technical and Financial Bids as per the format enclosed at Annexure III and IV.

24. Bidders shall quote their competitive price online in the BOQ (Financial Bid document).

25. **The Technical qualification conditions for the bidding firms are as followings:-**The tendering firms should fulfill the following technical specifications with requisite proof as per the proforma mentioned at **Annexure-III**:

(a) The Registered Office or Branch Office's of the firm should be located either in Delhi or New Delhi or in any of the Satellite Towns of Delhi or in NCR.

(b) It should be registered with the appropriate registration authority;

(c) It should have its own Bank Account;

(d) It should be registered with the Income Tax, GST Authorities etc.

(e) The participating firm should have the experience of minimum 3 years for providing the Annual Maintenance Contracts for IT related hardware. The firm should submit works order worth Rs.5,00,000/- executed during the

last three years (each) of Government of India/ State Governments/Public Sector /Undertakings of similar nature (2015-16, 2016-17 and 2017-18).

(f) In case the Bidder is not the OEM, the authorisation from the OEM for selling the spare parts shall be mandatory. However, where OEMs do not exist, minor aggregates and spares can be sourced from authorized vendors subject to quality certification.

(g) The resident engineer must have the experience of minimum of 3 years in the relevant field in Govt./PSU Sectorand have Graduatation in computer science or 3 Years Computer Hardware Diploma or BCA/B.Sc (IT)/M.Sc (CS) with or MCSE, MCP, MCITP, and CCNA Certified.

(h) The address of the workshop with telephone & fax numbers at New Delhi should be indicated. The company should produce the self-attested photocopies of documents related to allocation of Registration No., PAN No., GST No. etc.

(i) The participating bidder should be an ISO 9001:2008 or equivalent.

26. **The other terms and conditions for awarding the AMC shall be as under:**

(i) The vendor will provide qualified resident service engineers, who should be available on all the working days from 9.30 A.M. to 6.00 P.M for attending and redress of complaints on the spot.

(ii) The engineer shall also be available on holidays as per requirement of the ORGI, if needed. All the engineers shall be equipped with mobile phones to ensure their 'availability. An amount of Rs. 500/- per day will be deduced if any Service Engineer remains absent/leave without providing substitute being provided by the firm. A proper log book shall be maintained to record the calls attended and problem, rectified by them.

(iii) The initial period of contract will be for one year from the date of award of contract. The rates quoted will remain in force for the full period of contract even though, if the minimum wages is revised by the GNCT of Delhi during the contract period, the resident engineers would have to be paid accordingly.

(iv) No demand for revision of rate on any ground shall be entertained during the contract period. The AMC can be extended, if so desired by the Competent Authority, based on the performance of the service provider. The firm will be responsible for taking backup of data program/ application available on the computer whenever necessary before attending the fault and will be also responsible for restoring the data, programmers' and applications after removing the fault to the satisfaction of the user. The vender must also ensure restoring of all backups to the user under its acknowledgement.

(v) The service engineers would take up any reported fault within one hour. As far as possible, the repairs would be carried out on-site itself. However, in

case the equipment is taken to the workshop, the firm would provide a stand-by for the same.

(vi) The Service engineers deputed would need to attend the complaints within 2 hours failing which appropriate penalty as determined by the Competent Authority would be levied. A call sheet duly signed by the user should be submitted to the General Section after successfully attending the call.

(vii) Immediately on award of the contract, the contractor would give a report taking over all equipment (giving their configuration in working condition also). It shall be the responsibility of the firm/company to make all the computers and peripherals work satisfactorily throughout the contract period.

(viii) The successful tenderer shall submit a performance guarantee of 10% of work order value while awarding the contract for the fulfillment of performance of the terms and conditions of the contract. The security deposit will be refundable after successful completion of the contract to the adjustment of dues against the contractors.

(ix) It may also be noted that in case of contractor backing out in midterm without any explicit consent of this Office, the firm/company will be liable to recovery at higher rates, vis-a-vis, those contracted with it, which may have to be incurred by this Office on maintenance of machines for the balance period of contract through alternative means.

(x) The above act of backing out would automatically debar the firm from any further dealing with this Office and other Govt. Ministries and the performance bank guarantee amount would also be forfeited.

(xi) No advance payment in any case would be made. However, quarterly payment on pro-rata basis on satisfactory rendering of service would be made.

(xii) The comprehensive lowest for all the items 'Acceptable' shall be considered further for placement of work order after complete clarifications and conditions, if applicable. In case of rates found to be similar in the tender, the performance and turnover would be the criteria for selection of firm.

(xiii) Liquidated Damages: In the event of the firm failure to submit the Bonds, Guarantees and Documents, software support, AMC services, supply the stores/goods etc as specified in this contract, the ORGI may, at his discretion, withhold any payment until the completion of the contract. The office may also deduct from the firm as agreed, liquidated damages to the sum of 0.5% of the contract price of the delayed/undelivered stores/services mentioned above for every week of delay or part of a week, subject to the maximum value of the Liquidated Damages being not higher than 10% of the value of delayed stores.

(xiv) The firm will ensure payment of minimum wages through Aadhaar linked Bank Account to the resident engineers.

(xiv) Aadhaar Biometric Attendance records / log register for each resident engineer should be maintained.

27. Specification of Antivirus Software to be installed:

Needs & requirements of the organization: Presently, there are many computer systems installed in various Divisions/Sections of ORGI at four different locations in Delhi. Almost, all the computer systems are connected through Local Area Network (LAN) in each location, while only some of the computer systems have internet facilities. In view of the structure of the ORGI and availability of the computer systems, the Anti Virus Software should be able to address at least the following features:

i.) Business Size: Large Enterprise
ii.) Deployment: Installed on Device instead of On-Line Access
iii.) Endpoints Protection for: File Server, Mail Server, Virtualised Environment, Workstations
iv.) Endpoint Protection Features: Anti-Spam, Email Attachment Scanning, Endpoint Firewall, Malware Protection
v.) Management Options: Automatic (Anti Virus Server based) Client Updates, Remote Software Installation, Remote Software Updates. Even if only one computer system in a LAN is having internet facility, then in such case the computer system can be setup as Anti Virus Server. It can be used to update its virus definition database through internet, and to update virus definitions of all the (offline) computer systems (connected) in the LAN
vi.) Supported Platforms: Windows, Linux

28. Pricing Details: Whether it comes under single License for single user, or Bundled License for Multiple users. Bundled License for Multiple users will be most cost effective.

29. Protection features provided by the Anti Virus Software: There are many security features available in antivirus software. However, while selecting the suitable anti virus software, it should at a minimum include the ten features listed below:

i.) Anti-Malware: This component of antivirus software protects your computer from infection by malicious software, also known as malware. Malicious software includes trojans, viruses, spyware and other software designed to cause your computer to malfunction or destroy your data.
ii.) Protection Against Browser Exploits: Browser exploits usually involve website code that is written to take advantage of a vulnerability in a web browser. For example, hackers using a technique called 'click jacking' may embed code on a web page that virtually 'steals' your click and applies it toward an action you never intended. Like taking your 'Cancel' click and making it a 'Confirm' click.
iii.) Anti-Virus: An antivirus guards computer against infection by checking activity on computer against a database of 'known suspicious activity'. For example, if computer is attempting to modify critical files, the antivirus may recognize that as a malicious activity and block it. Antivirus software will also attempts to locate and eliminate the source of the malicious activity.

iv.) Anti-Trojan: Anti-Trojan software performs an integrity check on programs installed on computer. It identifies and isolates software that may be performing a clandestine activity. For example, a handy text editor, that also sends snapshots from webcam to some undisclosed location.

v.) Anti-Spyware: Spyware is a type of malware that can secretly steal files and record the activity of an infected computer. Spyware can be used to gather information used to access password protected accounts or view a listing of visited websites. The operative word here is 'SPY'.

vi.) Anti-Worm: A worms is a type of malware infection that spreads by duplicating itself across networks and onto infected hard drives. Worm activity can cause a computer to run more slowly and eventually crash by filling all available hard disk space.

vii.) Anti-Rootkit: A rootkit is a type of software infection that can integrate into an operating system and replace critical files, with corrupt and malicious versions. Anti-rootkit functionality can help to detect, prevent the installation of, and remove certain rootkit infections. Unfortunately, the most reliable way to remove a root kit is to reformat the infected hard drive and reinstall the operating system.

viii.) Anti-Phishing: Anti-Phishing software typically integrates with web browser and email client software. It then attempts to identify and notify the user of any phishing content encountered on the web or by email.

ix.) Secure Network: There are automated programs running on computers around the world whose purpose is to find any vulnerable computer connected to Internet. The network can be a potential vulnerability for any device that uses one to connect to the Internet. Software with features designed to secure your network will typically close unnecessarily open ports to your computer and monitor activity between the programs on your computer and the Internet.

x.) Email Protection: Email Protection features of antivirus software include the ability to scan inbound and outbound email for infected attachments and URLs to malicious websites. Some antivirus software include quarantine and blocking features.

30. The contractor shall be responsible for any loss or damage caused to any of the machines owing to negligence on his part. The contract will be on comprehensive basis inclusive repairs and replacement of spare parts without extra payment.

DKumar

(Dhirendra Kumar)
Deputy Director

Copy to:
1. ORGI web site.

Annexure-III

PRESCRIBED PERFORMA FOR TECHNICAL BID

With reference to Tender Notice No: D-21014/3/2017-GS,dated: 12.11.2018, the undersigned furnish herewith following details/documents as part of Technical Bid for consideration:-

Sl. No	Description	Name / Documents attached	Page No.		Whether documents submitted (Y/N)
			From	to	
1.	Name of the Agency				
2.	GST No. (please enclose copy)				
3.	The firm should have Annual turnover of Rs.1Crore (each year) in the last three year (2015-16, 2016-17 and 2017-18)				
	(i) 2015-16				
	(ii) 2016-17				
	(iii) 2017-18 or 2014-15				
4.	The firm will submit three works order worth Rs.5,00,000/- executed during the last three years (each) of Government of India/ State Governments/ Public Sector Undertakings/any other reputed companies of similar nature (2015-16, 2016-17 and 2017-18 or 2014-15)				
	(i) 2015-16				
	(ii) 2016-17				
	(iii) 2017-18 or 2014-15				
5.	PAN No.(please enclose copy)				
6.	Income tax clearance certificate for the last three years (2015-16, 2016-17 and 2017-18				
	(i) 2015-16				
	(ii) 2016-17				
	(iii) 2017-18 or 2014-15				
7.	Copies of the audited balance sheets for the last three years				
	(iv) 2015-16				
	(v) 2016-17				
	(vi) 2017-18 or 2014-15				
8.	Address of Work Shop				
9.	The agency shall have valid license/ registration certificate/partnership firm/proprietary firm/Pvt. Ltd/ Ltd.				
10.	Whether OEM or Authorized Dealer/ Service Provider of OEM				
11.	Whether ISO 9001: 2008 Certified company				

12.	ESI and PF Registration certificate (attested copy) and latest challan copy, if applicable				
13.	Self-certificate duly signed by the agency that agency is not currently black listed either by ORGI or any other Central Govt. / State Govt. / Public Sector Undertaking.				
14.	Undertaking that none of the relative of agency is working in ORGI. Yes/No.				
15.	The earnest Money of Rs.50,000/-(Rupees Fifty Thousand only) through a Demand draft/pay order (Draft no.& Name of the bank)				

Details of all Annual Maintenance Contract Executed/ Under Execution since 01.04.2015

Sl. No.	Name of Organization / Address	Contract Period		Value AMC in Rs.	Size of the AMC (numbers)	Whether AMC was with resident Technical Personnel or not.If yes the no. of technical personnel's deployed
		From	To			

2. I agree to the terms and condition as mentioned in the Tender Notice issued by the ORGI.

Name :
Name of the Agency :
Signature of the bidder:
Telephone No. :
E-Mail Id :
Fax No. :
Office Seal :

Annexure-IV

Price Bid Format (BOQ): - The Price Bid Format is given below and Bidders are required to fill up this correctly with full details:-

Sl. No	Description	Quantity	Rate without taxes
1	PCs	91	
2	HP Touch Smart PC	01	
2	Anti Virus	92	
3	LAN System (Per Node)	153	
4	Printers		
I.	HP Laser Jet P 1606dn Printer	27	
II.	HP Laser Jet P1505 Printer	14	
III.	HP P1007 Laser Jet Printer	7	
IV.	HP Laser Jet P2055d, HP Laser Jet P2055dn Printer	17	
V.	HP Laser Jet 1020 Printer	4	
VI.	HP Laser Jet P 3015 Printer	15	
VII.	HP Laser Jet 500 color M551, HP Laser Jet CP 5225 Printer	6	
VIII.	Laser Jet Printers of various models i.e. MFD Ricoh SP 203SF, HP Laser Jet M1213 NF, HP Laser Jet M2727NF, HP 1005 Laser Jet Printer etc.	9	
5	Offline &Online UPSs		
I.	5 KVA On line UPS	2	
II.	20 KVA On line UPS	1	
6	Biometric Machines		
I.	Tablet Device	2	
II.	Desktop Device	7	

Taxes, as applicable will be paid by this office.