



O/o THE PRINCIPAL CHIEF CONTROLLER OF ACCOUNTS (HOME)

वेतन एवं लेखा कार्यालय (सचिवालय)

Pay & Accounts Office (Sectt.)

गृह मंत्रालय, Ministry of Home Affairs

2/10 जाम नगर हाउस, मानसिंह रोड, नई दिल्ली

2/10, Jamnagar House, Man Singh Road, New Delhi

(दूरभाष) Phone : 011-23070635, (फैक्स) Fax: 011-23070634

Limited Tender Enquiry:- Comprehensive AMC of Computers, Laptops, UPSs, Printers (All Types) and Servers of O/o Pr. CCA(Home), CA(Home), Pr.AO(Admn.), MHA, Pr.AO(A/cs), MHA, PAO(Sectt), MHA and Internal Audit Wing, MHA of Departmental Accounting Organisation located at Delhi.

1. Sealed tender (both technical and commercial) are invited for and behalf of the President of India from the reputed and experienced service providers/firms/suppliers/contractors for Comprehensive Annual Maintenance Contract for Desktop Computers, Laptops, Printers (Laserjet, Inkjet, Colour Multifunctional & Fax), UPSs and Servers installed in the offices PAO(Sectt), MHA at 2/10 Jam Nagar House, New Delhi, Pr.AO(Admn), MHA & Pr.AO(A/cs), MHA at C-1 Hutments, Dalhousie Road, New Delhi, IAW, MHA at Loknaya Bhawan, Khan Market, New Delhi and it's Head Quarter at North Block, New Delhi for minimum 01 (one) year. Detailed tender document can be obtained from the cashier, PAO(Sectt), MHA at 2/10 Jam Nagar House, New Delhi at a cost of Rs.300/- (Rupees Three Hundred only) either cash or Demand Draft (non-refundable) in f/o A.O., PAO(Sectt), MHA on any working day between 10.00 AM to 04.00 PM till 22.09.2017. Complete tender document can also be downloaded from our website www.mha.nic.in. The downloaded tender document can be submitted by paying Rs.300/- in the form of D.D./Pay Order in f/o A.O., PAO(Sectt), MHA.
2. Sealed tender complete in all respect superscribed on Tender for "Comprehensive Annual Maintenance Contract for Desktop Computers, Laptops, Printers (Laserjet, Inkjet, Colour Multifunctional & Fax), UPSs and Servers" must be submitted to the Accounts Officer (Admn), PAO(Sectt), MHA at 2/10 Jam Nagar House, New Delhi-110011 latest by 22.09.2017 or may be sent to address mentioned in the tender document. The tender must be accompanied with an EMD of Rs.4,000/- (Rupees Four Thousand Only) as prescribed in tender document valid for at least six months. The price bid of only those bidders will be opened whose technical bids would clear the technical evaluation.
3. The tender will be opened on 25.09.2017 at 11.00 AM. The Pr. Chief Controller of Accounts (Home) reserves the right to accept or reject any or all tenders in parts or full without any reason. The tenderers or their authorized representatives may attend opening of tenders on 25.09.2017. Sale of tender document would be done from 08.09.2017 to 22.09.2017 and last date of submission would be 22.09.2017 till 05.00 PM.

Jai Parkash

(Jai Parkash)
Accounts Officer (Admn.)





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Ministry of Home Affairs

2/10 जाम नगर हाउस, मानसिंह रोड, नई दिल्ली

2/10, Jamnagar House, Man Singh Road, New Delhi

(दूरभाष) Phone : 011-23070635, (फैक्स) Fax: 011-23070634

No PAO(Sectt)/MHA/ADMN/CAMC/Comp/2017-18/ 202

Dated 3-9-17

Invitation of Bids for Comprehensive Annual Maintenance Contract of Desktop Computers, Laptop, UPS, Printers (All Types) and Servers in the O/o Pr.CCA(Home), CA(Home), Pr.AO(Admn), MHA, Pr.AO(A/cs), MHA, PAO(Sectt), MHA and Internal Audit Wing, MHA of Departmental Accounting Organisation

Request for proposal (RFP) No.

Dated

01. Bids (Technical & Commercial) in separate sealed cover are invited for and on behalf of President of India for Comprehensive Annual Maintenance contract of Desktop Computers, UPSs, Printers (All Types) and Servers listed in Part II of the RFP. Please superscribe the above mentioned Title, RFP number and date of opening of the Bids on the sealed cover to avoid the Bid being declared invalid. Both envelopes must be enclosed in a third sealed envelope and super scribed with the Tender number and due date.

02. The address and contact numbers for sending Bids or seeking clarifications regarding this RFP are given below:-

Sl/No	Bids/Quarries to be addressed to	Accounts Officer
1.	Postal address for sending the Bids	Pay & Account Office (Sectt.), Ministry of Home Affairs 2/10 Jamnagar House, New Delhi-110011
2.	Name/Designation of the contact personnel	Sh. Jai Parkash, Accounts Officer
3.	Telephone number of the contact personnel	011-23070634/35
4.	Fax number	011-23070635

03. This RFP is divided into five parts as follows:-

a. **Part I:** Contains General Information and instructions for the Bidders about the RFP such as the time, cost of tender document, EMD, place of submission and opening of tenders Validity period of tenders, etc.

b. **Part II:** Containing essential details of the services required, such as the Schedule of Requirements (SOR), scope of work, Technical details and eligibility criteria, details of Pay & Accounts Offices and their address.

c. **Part III:** Contains Standard Conditions of RFP, which will form part of the Contract with the successful Bidder.

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

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

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

Part 1 –General Information

1. Last date and time for depositing the Bids :

22.09.2017 till 04.00 PM

The sealed Bids should be deposited/reached by the due date and time. The responsibility to ensure this lies with the Bidder.

2. Manner of depositing the Bids : Interested firms may submit their bids separately for technical and financial in sealed cover superscribed with "Quotation for Comprehensive Annual Maintenance Contract of Desktop Computers, Laptops, Printers, UPSs and Servers in the Administration Section of Pay & Accounts Office (Sectt), MHA at 2/10 Jam Nagar House, New Delhi-110011 or by registered post at the given address. No responsibility will be taken for postal delay or non-delivery/non-receipt of bid documents. Bids sent by FAX or e-mail will not be considered.

3. Time and date for opening of Bids :

25.09.2017 on 11.00 AM

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

4. Place of opening of the Bids

Pay & Account Office(Sectt), Ministry of Home Affairs, 2/10 Jamnagar House, New Delhi-110011. The Bidders may depute their representatives, duly authorized in writing, to attend the opening of technical 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 representative of all the Bidders. This event will not be postponed due to non-presence of your representative.

5. Forwarding of Bids : Bids should be forwarded by Bidders under their original memo/letter pad inter alia furnishing details like TIN number, Service Tax Registration number, VAT/CST number, Bank address with NEFT Account etc. and complete postal & e-mail address of their office.

6. Clarification regarding content of the RFP : A prospective bidder who requires clarification regarding the contents of the bidding documents shall notify to the customer in writing about the clarifications sought not later than 10(ten) days prior to the date of opening of the Bids. Copies of the query and clarification by the customer will be sent to all prospective bidders who have received the bidding documents.

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

8. Clarification regarding contents of the Bids: During evaluation and comparison of bids, the customer may, at its discretion, ask the bidder for clarification of his bid. The request for clarification will be given in writing and no change in prices or substance of the bid will be sought, offered or permitted. No post-bid clarification on the initiative of the bidder will be entertained.

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

10. **Unwillingness to quote** : Bidders unwilling to quote should ensure that intimation to this effect reaches before the due date and time of opening of the Bid, failing which the defaulting Bidder may be delisted for the given range of items as mentioned in the RFP.
11. **Validity of Bids** : The Bids should remain valid till **four months** from the last date submission of the Bids.
12. **Cost of Tender**: The detailed tender document can be obtained from the Cashier, PAO(Sectt), MHA, 2/10 Jam Nagar House, New Delhi on any working day between 10.00 AM to 04.00 PM till 22.09.2017 on payment of Rs.300/- (non-refundable) in cash. The downloaded tender document can be submitted upto 22.09.2017 till 05.00 PM by paying Rs.300/- in the form of D.D./Pay Order in favour of A.O., PAO(Sectt), MHA to be enclosed with the filled tender form
12. **Earnest Money Deposit** :Bidders are required to submit Earnest Money Deposit (EMD) for an amount of Rs.4,000/- (Rs.FourThousand Only) along with their bids. The EMD may be submitted in the form of an Account Payee Demand Draft, Banker's Cheque in favour A.O., PAO(Sectt), MHA or Bank Guarantee from any of the public sector banks or a private sector bank authorised to conduct government business as per Annexure-I. 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 form them as called for in the contract. EMD is not required to be submitted by those bides who are registered with the central purchase organisation (e.g. DGS&D), National Small Industries Corporation (NSIC) or with KHA. 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.
13. **Two Bid System**: It is a two bid system only the technical bids would be opened on the time and date mentioned above. Commercial bids of only those firms will be opened, whose technical bids are found complete/suitable after technical evaluation is done by the customer.

Part II – Essential details of items/ services required

1. **Schedule of requirements:** List of Comprehensive Annual Maintenance Contract of Desktop Computer, Laptops, UPSs, Printers (All Types) and servers of Departmental Accounting Organisation, MHA along with the name of offices are given below:

<i>SN</i>	<i>Name of Offices</i>	<i>Nos. of Desktop Computer</i>	<i>Nos. of Laptop</i>	<i>Nos. of Printer</i>	<i>Nos. of UPS</i>	<i>Nos. of Servers</i>
01	Pr. CCA(Home).	99	06	LaserJet-56	41	02
02	CA(Hq), CA(NK), Pr.AO(Admn), PAO(Sectt), Pr.AO(A/cs), IAW of MHA			InkJet-01 Colour-05 Multifunctional- 05 Fax-05		
TOTAL		99	06	76	41	02

2. **Technical Details & Eligibility Criteria:**

- (i) The firm should be registered with the State/Central Government. Copies of PAN Number/ TIN number/ Sales Tax Number, Registration Certificate, Service Tax Number and Income-Tax clearance certificate>Returns for any 2 years during the last five years.
- (ii) The firm should have experience in maintenance of Computers/Laptops/UPSs/Printers (All Type) and Servers with Central/State Govt. Ministry/ Department/ Organization and CPSU. A list of client's alongwith any proof of work done may be enclosed for atleast two years.
- (iii) Firm must have sufficient numbers of qualified and experienced (minimum 03 years) engineers and a list of those engineers must be enclosed with technical bids.
- (iv) Establishment of the firm must be more than 02 years old.
- (v) The firm should have its office in New Delhi.
- (vi) The firm/contractor must submit documentary evidence in support of fulfilling eligibility criteria mentioned above and certificate clarifying that firm on its subsidiary or promoters has not been listed by any of the government agency and no such case is undergoing/pending/upon the firm/promoters.

3. **Scope of work**

1. The scope of work covers comprehensive maintenance of Personal Computers, Laptops, Servers, Printers (All Types/Multifunctional), UPSs etc. lying in the offices mentioned in Para (1) of Part-II of RFP.
2. The scope of work also includes maintenance of software procured by DAO, MHA and installed in the computers and peripherals. The firm should have experience in maintenance of COMPACT/PAO 2000 software's.
3. The scope of work covers provision of technical staff in the Pay & Accounts Offices of DAO, MHA and from 0930 to 1800 hrs, on all working days and if required, on Saturdays and Sundays and also after 1800 hrs. on working days. Minimum one qualified service engineers in computer/electronics/telecommunication engineering with an experience of not less than 3 years in computer hardware as well as software maintenance will be available in PAO(Sectt), MHA during the office hours and his attendance will be maintained.

4. The firm shall also be responsible for deployment of necessary staff for cleaning of all hardware's using suitable cleaning material and equipment. Each equipment has to be cleaned once in two months regularly. A register shall be maintained showing cleaning of each equipment.
5. The engineers deployed shall be responsible for preventive maintenance with virus detection and corrective maintenance of the computers and peripherals under AMC and also maintenance of software. Quarterly report on this shall be produced to PAO(Sectt), MHA at 2/10 Jamnagar New Delhi, MHA.
6. The firm shall maintain the equipments as per manufacture's guidelines and shall use standard and genuine components of replacement.
7. The necessary support of maintaining VIRUS free computer environment in DAO, MHA and help in upgrading the software's Virus Detection mechanism would be provided by the firm.
08. The firm must be specialized in LAN troubleshooting.
09. Any reported fault would be taken up by the service engineer 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 standby for the same. Also stand-by inventory of computer (P-IV), Laser Printer and UPS should be kept in the PAO(Sectt) of DAO, MHA.
10. A logbook shall be maintained in which the engineer shall record all the complaints made. All the complaints received shall be attended by them in following manner:-
 - i) Minor faults immediately.
 - ii) Major faults within 4 hours by replacement method, with the available spares, if instructed by PAOs.
 - iii) Major faults within 48 hrs, except for the Laser Printers which are to be got serviced from authorized service centers of manufactures.
 - iv) The firm shall be responsible for taking backup data and programme available on PCs before attending the fault and shall be also responsible for reloading the same. The backup copies are to be returned to the for reloading the same. The backup copies are to be returned to the users, under acknowledgement.
 - v) If the equipment is required to be transported to the firms/manufacture's service workshop for repairs, the same shall be undertaken at the risk and cost of the firm.
 - vi) The replacement of components shall be as per manufactures instructions and as per the decision of PAOs/Head of Office of PAOs.
 - vii) The firm shall have the required drivers (CDs and Floppies) for maintaining the PCs and peripherals for configuring them.
 - viii) Repair and servicing of equipments can be carried out at site or at the firm's works after attending the complaint by replacement method and the same shall be done within 7 days of the receipt of the complaints. The replacement of components shall be free of charge.
 - ix) The replacement also involves all items of equipments if it is not burnt out and physically damaged.
 - Including major parts such as monitor tubes, print heads or printers, adaptor of DeskJet printers, HDD, SMPS, CPU, motherboards, but excluding, consumables such as computer stationery, ribbon, ink cartridges.

11. The scope of software maintenance covers:
 - a) Maintenance of all software already installed in the personal computers and peripheral and the software to be installed at later stage.
 - b) Providing basic training on the use of PC to user, if required.
12. The rate quoted should also cover the maintenance of operating system, software installation, installation of patches, data recovery, pre-emptive actions against virus spread, detection/removal of virus, configuration of internet, configuration of applications (client/server), lotus notes server and client applications, connection of computers to projector for presentation.
13. The contract shall initially be for a period of one year, may be extendable for another one year on the basis of performance of firm at the discretion of customer i.e. Pr.CCA (Home).
14. The contract can be terminated at any time by Pr.CCA (Home) after serving advance notice of three months. Pr.CCA(Home) shall have the right to terminate the contract without assigning any reason, whatsoever to the firm.
15. The contract shall be on comprehensive basis, inclusive of repairs and replacement of spare-parts without any extra payments. If it is on account of mishandling and carelessness of any offices in Article 1 then cost would be borne by PAO(Sectt), MHA.
16. The firm shall carry out preventive maintenance regularly and shall plan, as per schedule of quantities, such that maintenance is carried out in each equipment at least one in three months. A separate logbook should be maintained to record the preventive maintenance carried out on each equipment.
17. The schedule of preventive maintenance shall be as follows: -
 - i) Cleaning of all equipment using dry vacuum air, brush soft muslin clothes.
 - ii) Running of test programmes to ensure quality print/date reliability.
 - iii) Checking of power supply source for proper grounding and safety of equipment.
 - iv) Ensuring that the covers, screws, switches etc. are firmly fastened in respect of each equipment.
 - v) Shifting of equipment as and when required.
 - vi) Running of diagnostic software for system performance.
18. It shall be responsibility of the firm to make all the computers and peripherals work satisfactory throughout the contract period and to hand over the systems in working condition to the PAOs of DAO, MHA after expiry of the contract. In case any damage is found, the firm is liable to rectify in even after the contract.
19. All the Computers, Laptops, Servers, Printers & UPS should be in working condition at the time of starting of AMC and this may be ensured by both the parties.

4. **Period of Contract:** The contract would be for one year from the effective date of contract. Please note that Contract can be cancelled unilaterally by the customer in case services are not received as per quality and standard specified in the RFP and contract within the contracted period. The customer reserves the right to exercise the option clause and repeat order clause as per text given in Chapter IV of this RFP.

Part III- Standard Conditions of RFP

The Bidder is required to give confirmation of their acceptance of the Standard Conditions of the Request for proposal mentioned below which will automatically be considered as part of the Contract concluded with the successful Bidder(i.e. contractor/Supplier in the contract) as selected by the customer. Failure to do so may result in rejection of the Bid submitted by the Bidder/firm

1. **Law:** the contract shall be considered and made in accordance with the laws of the Republic of India. The contract shall be governed by and interpreted in accordance with the laws of the Republic of India.
2. **Effective Date of Contract:** The contract shall come into effect on the date of signatures of both the parties on the contract (Effective Date) and shall remain valid until the completion of the obligations of the parties under the contract. The deliveries and supplies and performance of the services shall commence from the effective date of the contract.
3. **Arbitration:** All disputes or differences arising out of or in connection with the contract shall be settled by bilateral discussions. Any dispute, disagreement or question arising out of the relating to the Contract or relating to services or performance, which cannot be settled amicably, may be resolved through arbitration. The standard clause of arbitration is given in Annexure-II
4. **Penalty for use of Undue influence:-** The firm/Binder undertakes that he has not given, offered or promised to give, directly or indirectly, any gift, consideration, reward, commission, fees, brokerage or inducement to any person in service of the customer or otherwise in procuring the Contracts or forbearing to do or for having done or forborne to do any act in relation to the obtaining or execution of the present Contract or any other Contract with the Government of India for showing or forbearing to show favors or disfavor 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 Contractor/Supplier or any one employed by him or acting on his behalf (Whether with or without the knowledge of the contractor) or the commission of any offers by the contractor 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 customer to cancel the contract and all or any other contracts with the contractor and recover from the contractor the amount of any loss arising from such cancellation. A decision of the customer or his nominee to the effect that a breach of the undertaking has been committed shall be final and binding on the Contractor. Giving or offering of any gift, bribe or inducement or any attempt at any such act on behalf of the contractor towards any officer/employee of the customer for showing any favour in relation to this or any other contract shall render the contractor such liability/penalty as the customer may deem proper, including but not limited to termination of the contract, imposition of penal damages, forfeiture of the Bank Guarantee and refund the amounts paid by the customer.
5. **Agents/ Agency Commission:** The firm/Bidder contractor/Supplier confirms and declares to the customer that the contractor is the original provider of the services referred in this Contract and has not engaged any individual or firm, whether Indian or foreign whatsoever, to intercede, facilitate or in any way to recommend to the Government of India or any of its functionaries whether officially or unofficially, to the award of the contract to the contractor.

recommendation. The contractor agrees that if it is established at any time to the satisfaction of the customer that the present declaration is in any way incorrect or if at a later stage it is discovered by the customer that the contractor has engaged any such individual/firm, and paid or intended to pay any amount, gift, reward, fees, commission or consideration to such person, party, firm or institution, whether before or after the signing of this contract the contractor will be liable to refund that amount to the customer. The contractor will also be debarred from entering into any supply Contract with the Government of India for a minimum period of five years. The customer will also have a right to consider cancellation of the Contract either wholly or in part, without any entitlement or compensation to the Contractor who shall in such an event be liable to refund all payments made by the customer in terms of the contract along with interest at the rate of 2% per annum above 18% penal rate. The Customer will also have the right to recover any such amount from any contracts concluded earlier with the Government of India, or with MHA.

6. **Access to Books of Accounts:** In case it is found to the satisfaction of the customer that the contractor has engaged an Agent or paid commission or influenced any person to obtain the contract as described in clauses relation to Agent/Agency Commission and penalty for use of undue influence, the Contractor, on a specific request of the customer shall provide necessary information/inspection of the relevant financial documents/information.
7. **Non-disclosure of Contract documents:** Except with the written consent of the customer, contractor shall not disclose the contract or any provision of the contract or information related to services thereof to any third party.

8. **Penalty and Liquidated damages:**

1. If the firm does not attend to the complaint within 4 hours from the time of registration of complaints with the resident engineer deployed by the firm or on the telephone number (given by the firm for lodging complaints), a penalty @ 5% of the value of AMC charges of the equipments would be imposed till it is not available for the use. If a sub assembly of the equipment fails, the penalty shall be applicable for the same scheduled item.
2. Penalty shall be levied @ 5% of the value of AMC charges for that equipment for each day.
3. If the fault is set right by replacing the defective sub assembly and equipments, the same should be re-installed after servicing within 7 days (if 7th day falls on holiday then next morning day). In case of default, penalty shall be levied at the rate of 5% of the value of the AMC charges for the scheduled item.
4. Penalty shall be levied for the absence of resident diploma engineer at the rate of Rs. 500/- (Rupees Five hundred only) for every working day.

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

- (a) The delivery of the services is delayed for causes not attributed to Force Majeure for more than 15 days after the scheduled date of signing of contract.
- (b) The contractor is declared bankrupt or becomes insolvent.
- (c) The delivery of services is delayed due to causes of Force Majeure by more than 01 months provided Force Majeure clauses is included in contract.
- (d) The customer has noticed that contractor has utilized the services of any agent in getting this contract and paid any commission to such individual/company etc.
- (e) As per decision of the Arbitration Tribunal.
- (f) If the services are not found satisfactory as per RFP/contract.

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

11. **Transfer and Sub-letting:** The firm/bidder has no right to give, bargain, sell, assign or sublet or otherwise dispose of the contract or any part thereof, as well as to give or to let a third party take benefit or advance of the present Contract or any part thereof.

12 .Patents and other Industrial Property Rights: The prices stated in the present Contract shall be deemed to include all amounts payable for the use of patents, copyrights, registered charges, trademarks and payments for any other industrial property rights. The firm shall indemnify the customer against all claims from a third party at any time on account of the infringement of any or all the rights mentioned in the previous paragraphs whether such claims arise in respect of manufacture or use. The firm shall be responsible for the completion of the services in satisfactory manner during the currency of the contract.

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

14. Duties & Taxes :

(a) Any change in any duty/tax upward/downward as a result of any statutory variation taking place within contract terms shall be allowed to the extent of actual quantum of such duty/tax paid by the contractor Similary. In case of downward revision in any duty/tax, the actual quantum of reduction of such duty/tax shall be reimbursed to the customer by the contractor. All such adjustment include all reliefs, exemptions, Rebates, concession etc. if any obtained by the contractor.

(b) If it is desired by Bidders to ask for Sales Tax/ VAT/Service Tax to be paid as extra, the same must be specifically stated. In the absence of any such stipulation in the bid, it will be presumed that the process quoted by the bidder are inclusive of sales tax/vat/services tax and no liability will developed up the customer.

(c) On the bids quoting services tax extra the rate and the nature of services tax applicable at the time of supply should be shown separately. Service Tax will be paid to the Contractor at the rate at which it is liable to assessed or has actually been assessed provided transaction of services is legally liable to Service tax and the same is payable as per the terms of the contract.

15. Pre-Integrity pact Clause : An "Integrity Pact" would be signed between the customer & firms. This is a binding agreement between the customer and firms for specific contract in which the customer promises that it will not accept bribes during the procurement and services process and bidder promise that they will not offer bribes. Under this Pact, the Bidder for specific services or contracts agree will the customer to carry out the procurement and services in a specified manner Elements of the Pact are as follows:

a. A pact (contract) between the GOI, MHA, Border Security Force and those companies submitting a quotation/tender for this specific activity (the Bidder).

b. An undertaking by the Principal that its officials will not demand or accept any bribes, gifts etc., with appropriate disciplinary or criminal a sanctions in case of violation.

c. A statement by each Bidder that it has not paid, and will not pay, any bribes.

d. An undertaking by each Bidder to disclose all payments made in connection with the contract in question to anybody (including agents and other middlemen as well as family members, etc. of officials) the disclosure would be made either at the time of submission of Bids or upon demand of the Principal, especially when a suspicion of a violation by that Bidder emerges.

e. The explicit acceptance by each Bidder that the no-bribery commitment and the disclosure obligation as well as the attended sanctions remain in force for the wining Bidder until the contract has been fully executed.

f. Undertaking on behalf of Bidding company will be made " In the name for and on behalf of the company's Chief Executive Officer".

g. The following set of sanctions shall be enforced for any violation by a Bidder of its commitments or undertaking.:

i. Denial or loss of contract.

ii. Forfeiture of the bid security and performance bond.

- iv. Debarment of the violator by the Principal for an appropriate period of time.
- h. Bidders are also advised to have a company code of conduct (clearly rejecting the use of bribes and other unethical behaviors and compliance program for the implementation of the code of conduct throughout the company).

Part IV – Special Conditions of Tender

The Bidder is required to give confirmation of their acceptance of Special conditions of the RFP mentioned below which automatically be considered as part of the Contract concluded with the successful Bidder. (i.e. Contractor/Supplier in the contract) as selected by the customer. Failure to do may result of Bid submitted by the Bidder.

1. Performance Guarantee :

The Bidder will be required to furnish a Performance Guarantee by way of Bank Guarantee through a public sector bank or a private sector bank authorized to conduct government business (ICCI bank Ltd., Axis bank Ltd., or HDFC Bank Ltd.) for a sum equal to 10% of the contract value within 30 days or receipt of the confirmed order. Performance Bank Guarantee should be valid upto 60 days beyond the date of completion of Contract period. The specimen of PBG is given in Annexure-III. In case the contract is extended, the performance guarantees have to be suitably revalidated by the contractor accordingly.

2. **Option clause** : The contract will have an Option Clause, wherein the customer can exercise an option to procure an additional 50% of the original contracted computers and peripherals number in accordance with the same rate, terms & conditions of the present contract. The bidder is to confirm acceptance of this clause. **It will be entirely the discretion of the customer to place the Repeat Order or not.**

3. **Repeat Order Clauses** : The contract will have a Repeat order Clause, wherein the customer can order upto 100% of contracted number under the present contract within six months from the date of successful completion of this contract at the same rate, terms & conditions of the contract. The bidders are to confirm acceptance of this clause. **It will be entirely the discretion of the customer to place the Repeat Order or not.**

4. **Payment Terms** : It will be mandatory for the Bidders to indicate their bank account numbers and other relevant e-payment details so that payments could be made through ECS/EFT mechanism instead of payment through cheques, wherever feasible. The payment will be made as per the following terms, on production of the requisite documents:

- a. Monthly payment would be made to the firm in respect of comprehensive AMC depending upon the satisfactory performance of work (service).
- b. No advance payment would be made at any cost.
- c. Payment for any inclusion/deletion of Computers/Printers/UPSs/Server/laptop during the AMC period will calculated on pro-rata basis.
- d. Penalty and Liquidity damages shall be deducted from the monthly/running payment.

5. Paying Authority :

- i. Ink signed copy of firm bills.
- ii. Ink signed copy of log-book maintained by firm.
- iii. Performance report submitted by supervising officer.
- iv. Claim for statutory and other levies to be supported with requisite documents/proof of payment such a Service Tax, etc. as applicable.
- v. Details of electronics payment viz Account holder's name, Bank name, Branch name and

- vi. Any other document/certificate that may be provided for in the job Order/Contract.
- vii. User Acceptance.
- viii. Xerox copy of PBG.

6. **Fall Clause** :The following Fall clause will form part of the contract placed on successful Bidder :

- a. The price charged for the services supplied under the contract by the contractor/firm shall in no even exceed the lowest price at which the contractor provides the services of identical description to any persons/organization including the customer or any department of the Central Government or nay department of state government as the case may be during the period till performance of all services placed during the currency of the contract is completed.
- b. If at any time, during the said period the contractor/firm reduces the service price or offer to provide services to any person/organization including the customer or any department of Central Government or any Department of the State Government or Statutory undertaking of the Central or State Government as the case may be at a price lower than the price chargeable under the contract. Such reduction of service offer of the price shall stand correspondingly reduced.
- c. The contractor/firm shall furnish the following certificate to the Paying Authority along with each bill for payment for services made against the contract – “We certify that there has been no reduction in service price of the AMC supplied to the Government under the contract herein and such services have not been offered/sold by me/us to any person/organization including the customer or any department of Central Government or nay department of a state Government or and Statutory Undertaking of the Central or State Government as the case may be up to the date of bill/the date of completion of services against all job orders/contract placed during the currency of the Contract at price lower than the price charged to the government under the contract.

7. **Risk & Expenses clause** :

- 1. Should the services thereof not be delivered within the time or times specified in the contract documents, or if defective services is made in respect of the services thereof, the customer shall after granting the contractor seven days to cure the breach, be at liberty, without prejudice to the right to recover liquidated damages as a remedy for breach of contract, to declare the contract as cancelled wither wholly or to the extent of such default.
- 2. Should the services thereof not perform in accordance with the specifications/ parameters provided by the customer during the check proof tests to be done by the customer, the customer shall be at liberty, without prejudice to any other remedies for breach of contract, to cancel the contract wholly or to the extend of such default.
- 3. In case of a contractual breach that was not remedied within 07 days, the customer shall having given the right of first refusal to the contractor be at liberty to provide services from any other source as he thinks fit, of the same or similar description to service.
- 4. Any excess of the service price, cost of service or value of any services procedure from any other contract as the case may be, over the contract price appropriate to such default or balance shall be recoverable from the firm/Contractor by Customer.

7. **Force Majeure Clause** :

a. Neither Party shall bear responsibility for the complete or partial non performance of any of its obligations (except for failure to pay any sum which has become due on account of receipt of goods under the provisions of the present contract), if the non-performance results

from such Force Majeure circumstances as Flood, Fire, Earth Quake and other acts of God as well as War, Military operation, blockade, Acts or Actions of State Authorities or any other circumstances beyond the parties control that have arisen after the conclusion of the present contract.

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

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

d. Certificate of a Chamber of Commerce (Commerce and Industry) or other Competent Authority or organization of the respective country shall be a sufficient proof of commencement and cessation of the above circumstances.

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

Part V- Evaluation Criteria & Price Bid Issues

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

a. Only those Bids will be evaluated which are found to be fulfilling all the eligibility and qualifying requirements of the RPF, both technically and commercially.

b. The technical Bids forwarded by the Bidders will be evaluated by the Buyer with reference to the technical characteristics as mentioned in the RFP. The compliance of Technical Bids would be determined on the basis of the parameters specified in the RFP. The Price Bids of only those Bidders will be opened whose Technical Bids would clear the technical evaluation.

c. The lowest Bid will be decided upon the lowest price quoted by the particular Bidder as per the Price Format given at Para 2 below. The consideration of taxes and duties in evaluation process will be as follows :

i. All taxes and duties quoted by the Bidders will be considered. The ultimate cost to the customer would be the deciding factor for ranking of Bids.

d. The Bidders are required to spell out the rates of Service Tax in unambiguous terms; otherwise their offers will be loaded with the maximum rates of duties and taxes for the purpose of comparison of prices. If reimbursement of Service Tax is intended as extra, over the quoted prices, the Bidders must specifically say so. In the absence of any such stipulation it will be presumed that the prices quoted are firm and no claim on account of such duties will be entreated after the opening of tenders. If a Bidder choose to quote a price inclusive of any duty and does not confirm inclusive of such duty son included ins firm and final. He should clearly indicate the rate of such duty and quantum of service tax included in the price. Failure to do so may result in ignoring of such offers summarily. If a Bidder is exempted from payment of Service Tax upto any value of service from them, they should clearly state that no service tax will be charged by them upto the limit of exemption which they may have. If any concession is

should be brought out clearly. Stipulation like, service tax is presently not applicable but the same will be charged if it becomes livable later on, will not be accepted unless in such cases it is clearly stated by a Bidder that service tax will not be charged by him even if the same becomes applicable later on. In respect of the Bidders who fail to comply with this requirement, their quoted prices shall be loaded with the quantum of service tax which is normally applicable on the item in question for the purpose of comparing their prices with other Bidders.

e. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price will prevail and the total price will be corrected. If there is a discrepancy between words and figures, the amount in words will prevail for calculation of price.

f. The Lowest Acceptable Bid will be considered further for placement of contract/supply order after complete clarification and price negotiations as decided by the customer. Customer also reserves the right to do Apportionment of Quantity, if it is convinced that the Lowest Bidder is not in a position to cover the full number of computers in the stipulated time at L-1 rate.

g. Any other criteria as applicable to suit a particular case.

h. The price bid should contain the rate against each item separately. The rate of each item should be quoted on a comprehensive basis including repair and replacement of spare parts without any extra payment.

2. Price Bid Format: The price bid format is given below and Bidders are required to fill this up correctly with full details on their letter head:

S.No.	Description	Qty	Rate for one month per item	Amount for one month	Amount for 12 month
1.	Desktop Computers	99			
2.	Laptops	06			
3.	Server	02			
4.	Printers				
	LaserJet	56			
	InkJet	01			
	Colour	05			
	Multifunctional	05			
	Fax	05			
5.	UPS	41			
6.	GST				
8.	Any other charges				
9.	Total(in figure)				
10.	Total(in words)				
(All the terms and conditions are accepted)					

The bidder/firm must visit Pay & Account Offices mentioned in Part-II of RFP to ascertain the year, make, configuration of Computers/Printers/Server/UPS/Laptop before submitting their technical and price bid.

Thanking You,

Jisipant

AO, PAO(Sectt), MHA



EMD Bank Guarantee format

Whereas(herein after called the Bidder") has submitted their offer datedfor the services and supply of

(hereafter called the "Bid") against the customer's request for proposal No.....

KNOW ALL MEN by these present that WE..... of

Unto.....(hereinafter called the "Customer") in the sum of

For which payment will and truly to be made to the said Customer, the bank binds itself, its successors and assigns by these presents.

Sealed with the Common Seal of the said Bank this.....day of20.

The conditions of obligation are :

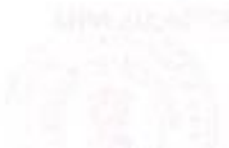
- i. If the Bidder withdraws or amends, impairs or derogates from the Bid in any respect within the period of validity of this tender.
- ii. If the bidder having been notified of the acceptance of his tender by the Buyer during the period of its validity.
 - a. If the Bidder fails to furnish the Performance Security for the due performance of the contract.
 - b. Fails or refuses to accept/execute the contract.

WE undertake to pay the Customer up to the above amount upon receipt of its first written demand, without the customer having to substantiate its demand, provided that in its demand the customer will note that the amount claimed by it is due to it owing to the occurrence of one or both the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force upto and including 45 days after the period of tender validity and any demand in respect thereof should reach the Bank not later than the above date.

.....
 (Signature of the authorized officer of the Bank)
 Name and designation of the officer
 Seal, name & address of the Bank and address of the Branch)

Handwritten signature



FORMAT OF ARBITRATION CLAUSE – INDIGENOUS PRIVATE BIDDERS

- (i) All disputes of differences arising out of or in connection with the present contract including the one connected with the validity of the present contract or any part thereof should be settled by bilateral discussions.
- (ii) Any dispute, disagreement or question arising out of or relating to this contract or relating to construction or performance (except as to any matter the decision or determination whereof is provided for by these conditions), which cannot be settled amicably shall within sixty (60) days or such longer period as may be mutually agreed upon from the date on which either party informs the other in writing by a notice that such dispute disagreement or question exists with be referred to a sole Arbitrator.
- (iii) Within (60) days of the receipt of the said notice, an arbitrator shall be nominated in writing by the authority agreed upon by the parties.
- (iv) The sole Arbitrator shall have its seal in New Delhi or such other place in India as may be mutually agreed to between the parties.
- (v) The arbitration proceedings shall be conducted under the Indian Arbitration and Conciliation Act, 1996 and the award of such Arbitration Tribunal shall be enforceable in Indian Courts only.
- (vi) The cost of preparing and presenting its case. The cost of arbitration including the fee and expenses shall be shared equally by the parties, unless otherwise awarded by the sole arbitrator.
- (vii) Continue to perform their respective obligations under this contract during the pendency of the arbitration proceedings except in so far as such obligations are the subject matter of the said arbitration proceeding.

(Note : In the event of the parties deciding to refer the dispute/s for adjudication to an Arbitral Tribunal then one arbitrator each will be appointed by each party and the case will be referred to the Indian Council of Arbitration (ICADR) for nomination of the third arbitrator . The fee of the arbitrator appointed by the parties shall be borne by each and the fees of the third arbitrator, if appointed, shall be equally shared by the Customer and Contractor.