

**TENDER DOCUMENT FOR “PROVIDING COMPREHENSIVE ANNUAL  
MAINTENANCE CONTRACT (CAMC)” OF IT SERVICES (IN TWO BID SYSTEM)**

**MEMORANDUM OF WORK IN BRIEF**

1.	<b>Name of Work</b>	Comprehensive Annual Maintenance Contract (CAMC) of IT Services at IDSA
2.	<b>Earnest Money</b>	Rs.20,000/-(Twenty Thousand Only)
3.	<b>Validity Period</b>	90 Days
4.	<b>Security Deposit</b>	03% of Annual Contract value
5.	<b>Period Of Contract</b>	01 Year
6.	<b>Last date of Submission of Tender</b>	03 May 2021 at 1500 hrs
7.	<b>Tentative date of opening of Financial bids of technically qualified bidders</b>	As per tender document
8.	<b>Mode of submission</b>	As per tender document

(SdXXXX)

Maj Gen (Dr.) Bipin Bakshi (Retd)  
Deputy Director General

## TABLE OF CONTENTS

<b>SNo.</b>	<b>Title</b>	<b>Page No.</b>
(i)	Notice Inviting Tender (NIT)	3-4
(ii)	Process of E- Tender	5
(iii)	Scope Of Work	6-7
(iv)	List of Computers and Peripherals under CAMC	8-9
(v)	Pre-qualification / Eligibility Criteria	10
(vi)	Terms & Conditions	11-14
(vii)	AMC Works (Last 3 years) (Annexure IV)	15
(viii)	Present AMC Works	16
(ix)	Pre-qualification /Basic Information of Contractor	17-18
(x)	Check list for Technical Bid	19
(xi)	Performa for financial Bid (Annexure V)	20-21



MANOHAR PARRIKAR INSTITUTE FOR  
DEFENCE STUDIES AND ANALYSES

मनोहर पर्रिकर रक्षा अध्ययन एवं विश्लेषण संस्थान

**No 1 Development Enclave, Rao Tula Ram Marg,  
Delhi Cantt, New Delhi – 110 010**

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Email: [webmaster.idsa@nic.in](mailto:webmaster.idsa@nic.in),

mdabas.idsa@nic.in

F.No. IDSA/IT/AMC/2021

Date: 06.04.2021

**E- TENDER NOTICE FOR “PROVIDING COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC)” OF IT SERVICES (IN TWO BID SYSTEM)**

Prescribed format (enclosed as **Annexure IV and V**) are invited under two bid system from qualified IT service providers for providing Comprehensive Annual Maintenance Contract (CAMC) for computers (hardware and software) and other IT related services at MP-IDSA located at No. 1 Development Enclave, Rao Tula Ram Marg, Delhi Cantt, New Delhi -110 010 as per details given in formats. **The bids should remain valid up to 90 days from the last date of submission of bids.**

Detailed Tender Documents are available online from the date of tender publication at <https://www.mstcecommerce.com>, [www.idsa.in](http://www.idsa.in) and <https://eprocure.gov.in/epublish>. The interested bidders are advised to register themselves with e-procurement Portal at - <https://www.mstcecommerce.com> to participate in the e-Tender. The bidders should download and then upload duly signed tender form and their bids along with scanned copies of all the relevant certificates, documents etc. in support of their technical bids on the <https://www.mstcecommerce.com>, latest by **03 May 2021 by 1500 hrs**. Hard copies of the relevant documents also to be submitted along with (1) Demand Draft for Rs. **20,000/- (Rupees Twenty thousand only)** in favour of “**IDSA**” payable at **New Delhi** as Earnest Money Deposit and (2) **Annexure VI and V**, all pages signed and stamped, which shall be submitted in sealed cover separately to the **Assistant Director, MP-Institute for Defence Studies and Analyses**, may be sent at the Institute’s address mentioned above either by Speed Post / By hand delivery at Tender Box kept at the reception office, should reach on or before **1500 hrs, 03 May 2021** duly mentioning on top right hand corner of the sealed envelope “**EMD and Annexures for “Comprehensive Annual Maintenance Contract (CAMC)for Computers (hardware and software) and other IT Services”**”.

All the tenders are to be submitted on the prescribed forms, as enclosed, duly signed, stamped and dated on each page of all Annexure as their unconditional and explicit concurrence to the terms and conditions laid down by the Institute.

All bidders and/or their representatives, if they so desire, may be present at the opening of online opening of tender (Technical Bids/Financial Bids) by the constituted Committee at the time and date as specified in the schedule. It may be noted that under no circumstances tender received late shall be entertained. **Both technical and financial bid should be submitted in the E-procurement portal as mentioned above.** The Financial bid shall be opened on the date which will be communicated to only those bidders who are found to be technically qualified after evaluation of technical bids.

MP-IDSA reserves the right to accept or reject any or all quotations including the lowest bidder without assigning any reason at its sole discretion and the decision of the MP-IDSA will be final and binding to all concerned.

Bidder who has downloaded the tender /quotation from the Central Public Procurement Portal (CPPP) website <https://eprocure.gov.in/epublish/app>, MP-IDSA website and MSTC e-portal shall not tamper/modify the tender /quotation form including downloaded price bid template in any manner. In case if the same is found to be tempered/modified in any manner, tender will be completely rejected and EMD would be forfeited and Bidder is liable to be banned from doing business with MP-IDSA.

**Critical Dates of Tender:**

(i) Publish Date & Time	12/04/2021, 10:00 hrs
(ii) Document Download Start Date & Time	12/04/2021, 10:30 hrs
(iii) Bid Submission Start Date & Time	12/04/2021, 11:00 hrs
(iv) Bid Submission End Date & Time	03/05/2021, 15:00 hrs
(v) Offline submission, EMD and other supporting documents	03/05/2021, 15:00 hrs
(vi) Bid Opening Date & Time	04/05/2021, 10:30 hrs
(vii) Cost of Tender	Free of cost

**Note:**

1. Interested vendors may conduct survey and for further information, if desired, may contact the Network Executive (Phone 011-26717983 Ext 7317).
2. Upon acceptance of bid, no sub-letting/transfer would be allowed by the operator except with the prior written permission of Director General, MP-IDSA
3. Bidders may note that financial bid shall only be accepted through online mode. Kindly ensure that bid format should remain vacant, while submitting hardcopies of signed documents, otherwise financial bid shall be considered as "invalid".

**Corrigendum / addendum / modification to this tender, if any, will be notified through <https://www.mstcecommerce.com>, [www.idsa.in](http://www.idsa.in) and <https://eprocure.gov.in/epublish> only.**

(SdXXXX)  
Maj Gen (Dr.) Bipin Bakshi (Retd)  
Deputy Director General

## Process of E-tender:

**Registration:** The process involves bidder's registration with MSTC e-procurement portal free of cost. Only after registration, the bidder(s) can submit his/their bids electronically. Electronic Bidding for submission of Technical Bid as well as Commercial Bid will be done over the internet. The Bidder should possess Class III signing type digital certificate. Bidders shall make their own arrangement for bidding from a P.C. connected with Internet. MSTC or IDSA is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature). At <https://www.mstcecommerce.com>

1). Bidders are required to register themselves online with <https://www.mstcecommerce.com>

2). Bidders will receive a system generated mail confirming their registration in their email which has been provided during filling the registration form. In case of any clarification, please contact MSTC, (before the scheduled time of the e-tender).

**MSTC Help Desk: 01123212357, 01123215163, 01123217850,033-22901004.**

The technical Bid and the Price Bid shall have to be submitted online at <https://www.mstcecommerce.com> tenders will be opened electronically on specified date and time as given in the Tender. All entries in the tender should be entered in online Technical & Commercial Formats without any ambiguity. Information about tenders /corrigendum uploaded shall be sent by email only during the process till finalization of tender by IDSA. Hence, the bidders are required to ensure that their official email I.D. provided is valid and updated at the time of registration of bidder with MSTC (i.e. Agency). Bidders are also requested to ensure validity of their DSC (Digital Signature Certificate).

**E-tender cannot be accessed after the due date and time mentioned in NIT.**

**Bidding in e-tender:-**

a) The process involves Electronic Bidding for submission of Technical and Commercial Bid.

b) The bidder(s) can submit their Technical Bid and Commercial Bid through internet in MSTC website <https://www.mstcecommerce.com>

**c) System Requirement:**

i) Windows 7 Operating System and above

ii) Internet Explorer (IE-7)and above Internet browser.

iii) Signing type digital signature

iv) Java Runtime Environment 8 update 191(windows X86 offline) and above software to be downloaded and installed in the system.

To enable ALL active X controls and disables "use pop up blocker" under Tools Internet Options→ custom level

## Scope of Work

### COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC)” OF IT SERVICES

#### 1. Work Details

CAMC (hardware & software): The scope of work covers comprehensive maintenance of Computers and peripheral devices, Laptops, software support, Servers etc. as per the list at **Annexure- IA**.

#### 2. Duration and Timings

2.1. The agreement shall come into effect from the day so specified in the work order and shall expire automatically after 12 (Twelve) months of the said date, unless extended on such terms and conditions as may be mutually decided between the parties.

#### 3. Deployment of staff

3.1. The contractor shall have to depute one engineer having a minimum experience of two years in the field of computer and its peripherals maintenance, software support, network and possess at least recognized diploma/degree in Comp Sc. /Electronics/IT / Bachelor’s degree in Science or related discipline. The deployed person shall be considered under “skilled category”.

3.2. The deputed engineer will be available on all working days from 0900h to 1730h. He should be well conversant with the latest trends in trouble shooting of computers and peripherals and network monitoring tools. If he is unable to solve any problem in the system then the company should be able to deploy other qualified personnel within a period of two hours. The deputed engineer will work under the supervision of IT support Of MP-IDSA.

3.3. The normal working days in MP-IDSA is from Monday to Friday. However for any important event, pending issue, the service may be called for other days also. No extra payment shall be released for such occasion.

#### 4. Hardware Maintenance

4.1. Maintenance includes proper functioning of all systems/subsystems including replacement of parts for them as listed at Annexure – IA without any additional cost.

- 4.2 All parts /components used for repair/ replacement by the Company will be of the same / equivalent or higher make and functional capability as originally available in the systems.
- 4.3 The Company will provide new branded (Exide/Amron/Okaya) batteries for UPS during the contract period at the price quoted in the financial bid.
- 4.4 In case of any hardware failure the replacement should be done within 48 hours or in case of non-availability of particular part the vendor should inform the support team of IDSA with the time require for the replacement.

**5 The scope of software maintenance covers:**

- a) Maintenance of all software already installed in the desktop computers / laptops and the software installed thereafter.
- b) Up gradation of software particularly system formatting, installation of new Windows with all necessary software's.
- b) Providing basic training on the use of PC to the user, if required.

6 The company must be specialized in networking.

7 The rates quoted should also cover the maintenance of software support services including software/ operating system installation, software patch installation / virus cleaning, pre-emptive actions against virus spread, troubleshooting of network issues and configuration of applications (client/server) and hardware support.

Further details on Scope of Work are included in the "Terms and Conditions" given at Annexure III.

**Scope of Work**  
**List of Computers and Peripherals under CAMC**

**Desktops**

S. No.	Computer/Model	Quantity	Make	Year of purchase
1.	Intel i7/6700/3.2 Ghz	30	Hp 280 G2 MT	2017
2.	Intel i7/4770/3.44 Ghz	22	Hp 406 G1 MT	2016
3.	Intel /i5/3.2 Ghz	40	Hp-Compaq 8100 Elite	2011
4.	Intel/i3/3.2 Ghz	03	Hp-Compaq 8100 Elite	2011
5.	P-4/CtD 2.13 Ghz/	15	Lenovo MTM-6075-C42	2008
<b>Total</b>		<b>110</b>		

**Laptops**

Sr No.	Model	Qty	Make	Year of Purchase
1.	L420	06	Lenovo	2011
2.	L412	01	Lenovo	2011

**Scanners**

S. No.	Scanner / Model	Quantity	Make	Year of purchase
1.	Hp 2500 F1	01	Hp	2018
2.	Canon LID 400	02	Canon	2018
3.	Scanjet - 5590	01	Hp	2016

**Printers**

S. No.	Model	Quantity	S. No.	Model	Quantity
1.	Hp MFP Pro 226dw	01	8.	Hp LJ P-1007	55
2.	Hp Ink Tank AIO 419	01	9.	Hp LJ – 2015	08
3.	Hp LJ – MFP126 NW	01	10.	Hp CLJ – 1525n	01
4.	Hp CLJ – M452 DN	01	11.	Hp LJ - 1020	15
5.	Hp Officejet Pro 6830E AIO	01	12.	Hp LJ - 1015	07
6.	Hp CLJ – 1025	01	13.	HP Designjet T790 eprinter	01
7.	Hp LJ –P1606 Dn	04			



**UPS**

<b>S. No.</b>	<b>Model</b>	<b>Quantity</b>	<b>S. No.</b>	<b>Model</b>	<b>Quantity</b>
1.	APC ES-650/ APC ES-500	90	2.	Luminous 660 VA/other	30
2.	1/1.2 Kva (Luminous /other)	04			

**Pre-qualification/Eligibility Criteria**

The following shall be minimum eligibility criteria for selection of bidders technically:-

1. **Legal Valid Entity:** The Bidder shall necessarily be a legal entity either in the form of a Limited Company or a Private Limited Company registered under the Companies Act, 1956 or a Partnership firm or Proprietorship firm.
2. **Registration:** The Bidder should also be registered/comply with various statutory compliances like EPF/ESIC,GST & Pan No. etc.
3. **Financial Strength:** (1) Balance Sheet of the service provider for the last three financial years duly certified by the Chartered Accountant. (2) The income tax returns of the last three financial years.
4. **Experience:** The Company should have experience of provide annual maintenance of similar nature for at least three years with Government Departments/ Public Undertaking/ Autonomous Body/ Corporate / Private in Delhi / NCR. The total annual contract value of the AMC should not be less than Rs 03 Lacs (Rs Three lacs only). Details of work done in the last three financial years along with the name and address of the clients and work award contract should be provided.
  - a. Customer's satisfaction letter from at least two customers.
  - b. Any other document that could indicate the technical capability of the service providers
5. **Clear Track Record:** The firm must have clear track record from previous principle employers. The firm should not have been blacklisted / debarred in any manner from any Govt. Department. A declaration on a stamp paper of Rs. 10/- should be attached with the technical bid. At any point of time even after issuing the work order, the dubious record revealed or come to notice of the Institute, the contract shall be cancelled immediately and firm shall be blacklisted.
6. **Manpower on Roll:** Number of employees with their professional qualification working in the company. A detail list must be enclosed.
7. **Operational Office in Delhi NCR.** The firm must have operational Office with round the clock control room/back Office. The Office must have computer/phone for prompt communication.



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**No 1 Development Enclave, Rao Tula Ram Marg, Delhi Cantt, NEW DELHI –110010**

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### TERMS AND CONDITIONS

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1. The contract shall cover both preventive as well as corrective maintenance of all IT equipment's for all the working days (On holidays as and when required as specified in these contract conditions). The maintenance (both preventive as well as corrective) shall cover services for rectification of faults, if any, and replacement/ repair of specified components.
2. During the currency of the contract, there could be additions or deletions of IT equipments on pro rata basis. For any such alteration, intimation will be given to the contractor and if any new addition is not maintained through a warranty clause but through AMC, charges for maintenance shall be payable to the contractor on quarterly basis for service rendered at the rates agreed upon. Similarly, the deletion shall also be intimated to the contractor and charges shall be deducted for the purpose of payment to contractor.
3. The software maintenance shall include loading of software/OS presently installed, reformatting of computer, data retrieval, device driver software, system/network configuration and installation of software purchased by the Institute of the aforementioned category from time to time. No extra charges for any spare parts and software required will be paid by this office.
4. Removal of virus and patch management shall be a mandatory part of the contract. Contractor will position a competent qualified engineer who shall be required to update / monitor anti-virus software on a regular intervals as required but at least once in a month on preventive maintenance basis and even more frequently, if required on case to case basis.
5. The contractor shall have to depute one well qualified engineer having a minimum experience of two years in the field of computer maintenance having recognized diploma/degree in the related field. The service engineer will sign the attendance register at 0900 Hrs. on all working days and be available up to 17.30 Hrs. in the evening. The Engineer will work under the supervision of IT support team of MP-IDSA.
6. The services of the engineer of the contractor may be required on non-working days or beyond office hours on working days on some occasions to meet emergency needs. The contractor shall ensure that on such occasions the engineer is deputed.
7. The hardware and software problems reported by the users will be notified to the contractor's engineers and will be attended to by them based on priority indicated by the Institute. For all complaints given, the service engineer will have them recorded on the main log book on the first available occasion and attend to them at the earliest and acknowledgement of the user will be

- required in his counter log book. Delay in repairing of parts/complaints shall attract penalty as deemed fit.
8. The requirement of keeping one service engineer will be mandatory. The deputed/resident engineer should not be changed frequently so as to avoid disruption in services. Penalty will be charged for days absent. The performance of the deputed engineer will be monitored by the IT support team MP-IDSA. In case of non-satisfactory performance, the engineer should be replaced immediately by the vendor.
  9. If average down time of all the systems taken together increases beyond 10 % of total working hours over a period of 3 months (calculated quarterly), IDSA reserves the right to cancel the contract forthwith without assigning any reasons and blacklisting the firm.
  10. The equipment will have to be repaired inhouse. The component/parts cannot be taken out of the premises without System Incharge's permission. In case of replacement of hard disk, the removed disk shall be destroyed physically in the presence of responsible officials of IDSA. The company would be solely responsible for any damage to the equipment caused by its employees during maintenance/repairs.
  11. The contractor would carry out preventive maintenance of each machine once in every 3 months. Failure to do so shall attract penalty as deemed fit. The report of preventive maintenance will be checked by system administrator.
  12. The items that are defective and need to be replaced would be first checked by the Institute's System Support Cell before the same are declared as defective. The defective equipment's/items will be replaced by the equipment's/spares of the same specification/make and in case these are not available, the equipment with higher specification will have to be installed.
  13. Non repairable defective mouse and keyboard must be replaced with new HP/Lenovo/Logitech/ Dell brand mouse and keyboard only.
  14. The contractor shall keep sufficient quantity of genuine and certified spare parts available centrally for ready use which include CPU, RAM, MBD, HDD, Printer Drum, Monitor, DVD Writer, UPS, KBD, Mouse and other required spares of currently installed make, type and capacity.
  15. The contractor and his engineer shall be responsible for data recovery and data security in case of system failure and crashing of hard drive/disk of any computer system under the maintenance contract.
  16. The engineers will not change the setting of any computer without seeking the prior permission of the System Support Cell, IDSA.
  17. The contractor will have to follow all the security instructions applicable from time to time. If the engineers are found guilty of any violation of security norms, they will be liable to be prosecuted under the law.
  18. The contract is comprehensive and covers free replacement of all the defective parts except printer cartridges. If any part gives repeated problems, i.e., 2 repairs in a minimum period of two-month time, then the Company must replace it immediately with a new original part. The contractor is also responsible to replace defective batteries of UPS with new Exide 7 AH batteries at the cost quoted in tender during the contract period.

19. The contractor shall not further subcontract this Comprehensive Annual Maintenance Contract (CAMC) under any circumstance to a third party/ sub-contractor for the maintenance.
20. Bidders are advised to consider the total cost including manpower under semiskilled category.
21. Quoting less amount with respect to violation of Minimum wages Act, Contract Labour Act, Govt. of NCT Delhi, Ministry of labour and Employment order and other statutory provisions shall be liable for disqualification. No communication will be entertained in this regard. The EPF, ESIC, Bonus (as per Chapter IV of The Code on Wages, 2019) & service charge/profit etc. Minimum wages (as per Chapter III of The Code on Wages, 2019) are mandatory and should be as per the latest notification of Govt. of NCT Delhi at the time of opening of financial bid.

**The financial bids should contain the following:**

22. The amount that the service provider quotes in **Annexure – ‘V’** format for providing the services described in the “**Scope of work**” categorised as **Annexure-I**.

**Dispute Resolution**

- 23 Parties shall endeavour to amicably resolve disputes, if any, with regard to the interpretation, execution and/or implementation of this agreement.
- 24 Thereafter, all such disputes shall be determined exclusively by the Director General, IDSA whose decision shall be final and binding upon the parties.
- 25 Disputes, if any, with regard to the decision of the Director General, in this regard, shall be referred to Arbitration by a sole Arbitrator to be appointed by IDSA and all proceedings in this regard shall be subject to the sole and exclusive jurisdiction of Courts of competent jurisdiction at New Delhi.
- 26 The Arbitration Proceedings shall be conducted in accordance with the Arbitration and Conciliation Act, 1996 and the proceedings of the Arbitration shall be in English. The venue shall be at the IDSA or at such other location as the Arbitrator may deem fit.
- 27 Standard force-majeure conditions would apply.

**Indemnity**

- 28 The company shall indemnify, and keep indemnified IDSA fully against all claims, proceedings, actions, damages, legal costs, expenses and any other liabilities whatsoever arising out of the AMC. The decision of the Director General, IDSA in this regard shall be final and binding.

### **Payment terms & conditions:**

- 29 The payment of AMC shall be made quarterly at the end of every quarter after obtaining satisfactory performance certificate from the designated officer of the Institute.
- 30 Penalty clause will operate for complains which are not attended within the stipulated time. The contractor will have to provide standby equipment if he expects the repairs to take more than two days. In such case penalty clause will not operate provided the original equipment is returned within a period of 7 working days from the date of its breakdown. Penalty for the delay/damage/loss shall be charged and the same shall be deducted from the gross amount of the bill.
- 31 **Security Deposit:** The firm shall furnish a bank guarantee or Bank Draft from a nationalized bank for a sum equivalent to 03% of AMC value in favour of IDSA, New Delhi valid till the end of the contract period towards security (Refundable Interest free). In case the contractor fails to comply any specified terms and conditions of the agreement, the security shall be forfeited
- 32 **Duration of the agreement:** This CAMC shall be valid for a period of one year starting from the forenoon of first day till last day (afternoon) of the contract. The CAMC shall, however, be extendable for two years or more years depending on the quality of services and commercial terms offered and on mutually acceptable terms and conditions. The contract may be terminated by either party by giving one month's notice in writing to other party during the currency of the contract.

**LIST OF AMC WORKS EXECUTED BY THE ORGANISATION DURING THE LAST  
3 YEARS**

S. No.	Name of organisation with address and name and contact nos. of 2-persons (Engineers or top officials of the org.)	Work details	Annual Contract Amount (Rs.)	Enclose clients' certificate for satisfactory completion.
1	2	3	4	5

## Notes:

1. Information has to be filled up specifically in this format. Please do not write remarks.
2. **Only AMC work of computer and software maintenance with annual contract value more than 03 lakhs should be listed.**
3. For certificates, the issuing authority shall not be less than an Executive In Charge.

**B) LIST OF PRESENT AMC WORKS**

S. No.	Name of organisation with address and name and contact nos. of 2-persons (Engineers or top officials of the org.)	Work Details	Contract Amount (Rs.) with copy of Work Order
1	2	3	4

**Notes:**

1. Information has to be filled up specifically in this format. Please do not write remarks.
2. **Only AMC work of computer and software maintenance should be listed.**



**PREQUALIFICATION OF CONTRACTOR  
BASIC INFORMATION**

1.	a) Name of the organisation b) Address of the Registered Office (with Phone Nos Fax Nos & Email ID & Contact Person)	
2.	Year of establishment	
3.	Type of the organisation (Whether sole proprietorship, Partnership, Private Ltd. Or Ltd. Co. etc.)  (Enclosed certified copies of documents as evidence)	
4.	Name & qualification of the Proprietor / Partners / Directors of the Organisation/Firm  a)  b)  c) Enclose certified copies of document as evidence	
5.	Details of registration – Whether partnership firm, Company, etc. Name of Registering Authority, Date and Registration number.  Enclose certified copies of document as evidence	
6.	Whether registered with Government / Semi-Government / Institute Authorities of any other Public Organisation and if so, in which class and since when? (Enclose certified copies of document as evidence)	
7.	Address of Delhi office through which the proposed work of the Institute will be handled and the Name & Designation of officer in charge.	

8.	Yearly turnover of the organisation during last 5 years (year wise) and furnish audited balance sheet and Profit & Loss A/c (Audited) for the last -3- years.	
9.	Name & Address of PF office (where registration carried out, also mention Registration Number and a copy of enclose last challan of PF )	
11.	PAN No/GST No.	
12.	Details of registration for ESI. (Enclose latest ESI challan)	
14.	Whether any Civil Suit / litigation arisen in contracts executed / being executed during the last 10 years. If yes, please furnish the name of the project, employer, Nature of work, Contract value, work order and brief details of litigation.  Give name of court, place, and status of pending litigation.	Attach a separate sheet if required.
15.	Information relating to whether any litigation is pending before any Arbitrator for adjudication of any litigation or else any litigation was disposed of during the last ten years by an arbitrator. If so, the details of such litigation are required to be submitted.	
16.	Have you ever been put on a holiday list or banned by any Public sector units? If so give details	

I/We confirm that to the best of our knowledge the information is authentic and accept that any deliberate concealment will amount to disqualification at any stage.

**Sign. & Seal of the Bidder**

**DATE:**

**PLACE:**

## CHECK LIST FOR TECHNICAL BID

S.No.	Particulars	Submitted (Yes/No)	At page
1.	Previous work details in tabular format given in the Tender document		
2.	Details of work in hand in tabular format given in the Tender document		
3.	Customer's satisfaction letter from at least two customers.		
4.	Basic information in tabular format given in the Tender document		
5.	Number of employees with their professional qualification working in the company		
6.	Balance Sheet of the service provider for the last three financial years		
7.	The income tax returns of the last three financial years.		
8.	GST No along with latest copies of the challans. Pan No of Partners/Firm.		
9.	PF and ESI registration along with latest copies of the challans		
10.	A declaration on a stamp paper of Rs. 10/- certifying that the firm is not been blacklisted / debarred in any manner from any Govt. Department.		
11.	Earnest Money in the form of bank draft to IDSA payable at New Delhi.		
12.	Address proof of Delhi/NCR office		

SIGNATURE:

DATE:

The above details must be submitted by the covering letter duly signed by the bidder in envelope superscripted, "Technical bid-IT Services".

**Performa for Financial Bid****A. Desktops**

S. No.	Computer/Model	Quantity	Rate	Total in Rs. (excluding GST)
1.	Intel i7/6700/3.2 Ghz	30		
2.	Intel i7/4770/3.44 Ghz	22		
3.	i5/3.2 Ghz 8100 Elite	40		
4.	i3/3.2 Ghz 8100 Elite	03		
5.	P-4/CtD 2.13 Ghz/ MTM- 6075-C42	15		
<b>Sub Total Cost (A) in Rs.</b>				

**B. Laptops**

S. No.	Model	Quantity	Rate	Total in Rs. (excluding GST)
1.	L420	06		
2.	L412	01		
<b>Sub Total Cost (B) in Rs.</b>				

**C. Scanners**

S. No.	Model	Quantity	Rate	Total in Rs. (excluding GST)
1.	Hp 2500 F1	01		
2.	Canon LID 400	02		
3.	Scanjet - 5590	01		
<b>Sub Total Cost (C) in Rs.</b>				

**D. Printers**

S. No.	Model	Quantity	Rate	Total in Rs. (excluding GST)
1.	Hp MFP Pro 226dw	01		
2.	Hp Ink Tank AIO 419	01		
3.	HP LJ – MFO 126 NW	01		
4.	Hp CLJ – M452 DN	01		
5.	Hp Officejet Pro 6830EAIO	01		
6.	Hp CLJ – 1025	01		
7.	Hp LJ – 1606 Dn	04		

8.	Hp LJ P-1007	55		
9.	Hp LJ – 2015	08		
10.	Hp CLJ – 1525n	01		
11.	Hp LJ - 1020	15		
12.	Hp LJ - 1015	07		
13.	HP Designjet T790 eprinter	01		
<b>Sub Total Cost (D) in Rs.</b>				

**E. UPSs**

S. No.	Model	Quantity	Rate	Total in Rs. (excluding GST)
1.	APC ES-650/ APC ES-500	90		
2.	Luminance 600VA	30		
3.	Luminance/etc.(1 /1.2KVA):	04		
<b>Sub Total Cost (E) in Rs.</b>				

**F.** Total yearly amount for a deployed person under skilled category. Rs. ....

Total AMC Cost (A+B+C+D+E+F) in Rs. (Excluding GST) in figures .....

.....

Total AMC Cost Rs (excluding GST) in words:

.....

.....

Cost of one new 7Ah branded (Exide/Amron/Okaya) Battery:

\_\_\_\_\_ i.e. Rate contract for one year with  
buyback of exhausted battery (excluding GST)

**Note:-**

1. In case amount quoted in figures and words differ higher of the two will be considered
2. The engineer deputed at the Institute shall be paid as per the minimum wages act of NCT Delhi including EPF/ESI etc.

Date:

Signature with Stamp & Name

Name of Company/Firm .....

Address of the Company/Firm .....

Contact No. ....