

**TENDER NO.-1/CMB(HW)/2019**

**E-TENDER DOCUMENT**

**FOR**

**ANNUAL MAINTENANCE CONTRACT (AMC) IN RESPECT OF COMPUTER HARDWARE [DESKTOPS, LAPTOPS, PRINTERS, MULTI FUNCTIONAL PRINTERS(MFPs), SCANNERS, UPSs ETC.] OF DIFFERENT MAKE/MODEL INSTALLED IN LOK SABHA SECRETARIAT AND AT THE RESIDENCE OF OFFICERS OF LOK SABHA SECRETARIAT**

**(Visit us at website <https://eprocure.gov.in/eprocure/app> & [www.loksabha.nic.in](http://www.loksabha.nic.in))**

**LOK SABHA SECRETARIAT**

**Computer Hardware and Software Management Branch-(Hardware Unit)**

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**LOK SABHA SECRETARIAT**  
**COMPUTER MANAGEMENT BRANCH-(HARDWARE UNIT)**  
**FB-091, PARLIAMENT LIBRARY BUILDING**  
**NEW DELHI-110001**

**TEL.NOs. 23035055, 23034715, 23035633,**

**A. E - TENDER NOTICE**

**NOTICE INVITING TENDER FOR ANNUAL MAINTENANCE CONTRACT OF COMPUTER HARDWARE & PERIPHERALS**

Lok Sabha Secretariat invites tender under two bid system from registered, reputed, experienced and bonafide companies in Delhi/NCR capable of providing maintenance services for computer and peripherals (Desktops, Laptops, Printers, MFPs, Scanners, UPSs, etc.) as per the List mentioned at **Annexure – X** for on-site maintenance of these items in Parliament House Complex and at the residence of Officers of Lok Sabha Secretariat. The Tender Document may be furnished **initially for a period of nine months of Financial Year 2019-2020, i.e. from 01.07.2019 to 31.03.2020, extendable further on a year-to-year basis for two more years on the same quoted Price and Terms & Conditions** on the performance of the Firm/Companies. Detailed scope of work regarding Annual Maintenance Contract (AMC) of computer hardware and peripherals is mentioned at **Annexure-I**.

**2. Document Download:**

The Tender Document having Detailed Instructions and Terms and Conditions are available on the Lok Sabha Website **www.loksabha.nic.in** under link '**Tender' and 'Central Public Publication Portal (CPPP)'** **https://eprocure.gov.in/eprocure/app**. CRITICAL DATE SHEET for e-tender is as under :

**CRITICAL DATE SHEET**

Date of Publication of Tender	20.05.2019 (1700 hours)
Bid Documents download start date and time	20.05.2019 (1700 hours)
Clarifications start date and time	22.05.2019 (1000 hours)
Clarifications ends date and time	24.05.2019 (1700 hours)
Date of reply to the clarifications, if any	31.05.2019
Bid Submission start date and time	01.06.2019 (1000 hours)
Bid Submission end date and time	10.06.2019 (1700 hours)
Technical Bid Opening Date	12.06.2019 (1500 hours)
Financial Bid Opening Date	Will be intimated to those tenderers who would be technically qualified.

### 3. Following points may be noted while submitting bids: -

(i) Bids shall be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app>.

(ii) Tenderers/Contractors are advised to follow the instruction 'Instructions to Bidder for Online Submission of bid' provided in the **Annexure-II** for online submission of bids".

(iii) Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

(iv) Tenderer who has downloaded the tender from the Lok Sabha website [www.loksabha.nic.in](http://www.loksabha.nic.in) and Central Public Procurement Portal (CPPP) website <https://eprocure.gov.in/eprocure/app>, <https://eprocure.gov.in/epublish/app> **shall not tamper/modify the tender form including downloaded price bid template in any manner.** In case, if the same is found to be tampered/modified in any manner, such a tender will be completely rejected and Bid Security/Earnest Money Deposit (EMD) would be forfeited and tenderer will be liable to be banned from doing business with Lok Sabha Secretariat. Intending tenderers are advised to visit Lok Sabha website [www.loksabha.nic.in](http://www.loksabha.nic.in) and CPPP Website <https://eprocure.gov.in/eprocure/app> regularly till closing date of submission of tender for any corrigendum/addendum/amendment.

(v) No tender fee is required to be paid at the time of submission of bids.

(vi) The tenderer need to submit two hard copies of the bid documents/enclosures/attachments at Reception Office, PLB on the date of opening of bid.

(vii) Bidder is required to submit Bid Security/Earnest Money Deposit (EMD) of **Rs.21,47,061 (Rupees Twenty One Lakh Forty Seven Thousand and Sixty One only)** in the form of Banker's Cheque/Demand Draft drawn in favour of '**Drawing and Disbursing Officer, Lok Sabha**' payable at New Delhi, which must be delivered to the Director, Room No. 091, First Basement, Parliament Library Building, Sansad Marg, New Delhi -110001 on or before Bid opening date as mentioned in critical date sheet. Tenderer shall be liable for legal action for non-submission of Original Payment Instrument like Demand Draft, etc., against the submitted Bid.

(viii) Bid Security/Earnest Money Deposit (EMD) shall not be accepted in the form of cheque

(ix) The tenderer has to verify the documents attached with the original documents.

#### **4. Submission of Tender**

The Bid shall be legible, typed/printed and be in English only. All the pages of the Bid should be serially numbered and signed.

- (i) The Tender shall be submitted online in two bid system, viz., Technical Bid and Financial Bid.
- (ii) All the pages of Bid being submitted must be signed and sequentially numbered by the Bidder irrespective of nature of content of the documents before uploading.
- (iii) The Tender submitted by Telegram/Fax/e-mail/ by-hand/by- post/by-courier shall not be considered. It will be accepted through CPP Portal only. No correspondence will be entertained in this matter.

#### **5. Technical Bid**

The following signed and scanned copies of documents are to be uploaded by the Bidder along with Technical Bid as per the Tender Document:

- (i) Proof for payment of Bid Security/Earnest Money Deposit (EMD);
- (ii) Registration certificate as per existing norms (indicating the Legal Status—Company/Partnership Firm/Proprietorship Concern, etc.);
- (iii) GST and PAN Card Registration Certificates;
- (iv) Income Tax Returns filed for the Last Three Financial Years (2015-16, 2016-17, 2017-18);
- (v) Profit & Loss Account Statements for the Last Three Financial Years (2015-16, 2016-17, 2017-18);
- (vi) Proof of having minimum Three Years of experience of providing After Sale Service/Maintenance of Desktop, UPS, Laptop, Printer, MFP, Scanner etc. to Departments/Ministries of the Government of India/PSUs/Autonomous Bodies located in Delhi/National Capital Region (one copy of AMC papers signed with Governments/PSUs/Autonomous Bodies during each of the last three years, i.e. 2015-16, 2016-17, 2017-18, should be enclosed);
- (vii) Technical Bid Data Sheet as per **Annexure III**;

(viii) Price Bid Undertaking (**Annexure-V**), Tender Acceptance Letter(**Annexure-VI**), Declaration regarding Blacklisting or otherwise. (**Annexure-VII**) and Letter of Authorization for attending the Bid Opening(**Annexure-VIII**).

## **6. FINANCIAL BID**

The Financial Bid should have only Prices/Rates quoted by the Bidder in proforma enclosed as per **Annexure IV and V**.

The following points may also be noted:-

(i) The rate/price should be quoted in Indian Rupees only (in words as well as in figures). The rate/price quoted should be inclusive of all taxes/packing/cartage etc. However, a break-up of price, applicable taxes and tax rates should be mentioned therein.

(ii) The Financial Bid shall be evaluated on the basis of quoted overall AMC charges (inclusive of all taxes) for all the items mentioned in **Annexure-X** and not on the basis of the charges quoted for the individual items.

(iii) The rate quoted shall be final.

ADDITIONAL DIRECTOR  
Lok Sabha Secretariat

## **B. INSTRUCTIONS TO THE BIDDERS**

### **Minimum eligibility criteria**

#### **1. Bidder should,**

- a. be an Indian Company/Firm engaged in providing maintenance services in respect of Computer peripherals (Desktops, Printers, UPSs, Scanners, MFPs, Laptops) of different makes and models in Delhi/NCR and having its office in Delhi/NCR.
- b. have minimum 3 years of experience in maintenance of Computer Hardware (Desktop, Laptop, UPSs, Printers, MFPs, Scanners etc.) in Government Departments/Ministries/ PSUs/Autonomous Bodies, have sufficient and qualified manpower to carry out the repairs/attend to service related matters at short notice. (Valid proof- Copies of Comprehensive/Annual Maintenance contracts signed with Ministries/Depts./PSUs/ Autonomous Bodies in each year for last 3 years viz., 2015-16, 2016-17 and 2017-18 mentioning value, magnitude of work has to be attached).
- c. have minimum turnover of Rs. 15 lakh per year during each of the last Three Financial Years, viz., 2015-16, 2016-17 and 2017-18 (valid and certified proof has to be attached).
- d. have not been Blacklisted by the Departments/Ministries of the Govt. of India/PSUs/Autonomous bodies (declaration has to be submitted in the Specified Format given at **Annexure-VII**).

However, it is informed that mere fulfillment of minimum eligibility criteria does not entitle the Firm to demand that their Financial Bid be evaluated.

#### **2. Bid Security/Earnest Money Deposit (EMD)**

- a. The Bid Security/Earnest Money Deposit (EMD) of **Rs.21,47,061 (Rupees Twenty One Lakh Forty Seven Thousand and Sixty One only)** must be deposited by Bidders in the form of Banker's Cheque/Demand Draft drawn in favour of 'Drawing and Disbursing Officer, Lok Sabha' payable at New Delhi at the address "The Director, Computer Management Branch (Hardware Unit), Room No. 091, First Basement, Lok Sabha Secretariat, Parliament Library Building, New Delhi-110001" on or before the Opening of Tender. The Lok Sabha Secretariat will not take any responsibility for delay or non-receipt.

- b. The scanned copy of Draft/Bankers' Cheque of Bid Security/Earnest Money Deposit (EMD) from any of the commercial banks shall be uploaded along with technical bid.
- c. The Bid Security/Earnest Money Deposit (EMD) shall remain valid for a period of 45 days beyond the final Bid Validity Period.
- d. A Bid received without Bid Security/Earnest Money Deposit (EMD) shall be rejected as non responsive.
- e. The Bid Security/Earnest Money Deposit (EMD) of the unsuccessful Bidder will be discharged/returned to them within 30 days after finalization of Tender without any interest.
- f. The Bid Security/Earnest Money Deposit (EMD) may be forfeited if a Bidder withdraws the Bid during period of Bid validity specified in the Tender Document. In the case of successful Bidder, if the Bidder fails to: (i) furnish contract performance security in accordance with Tender; or (ii) if at any stage of the Tender process, the information or declaration furnished is found false; or (iii) if the Bidder fails to execute a contract as per terms and conditions of Tender Notice.
- g. No request for transfer of any previous deposit of earnest money or security deposit or payment of any pending bill held by the Department in respect of any previous job/supply will be entertained.
- h. EMD for lesser amount/EMD not submitted in the manner prescribed will be rejected and returned to the bidder.
- i. Bid Security (EMD) of successful bidder shall be refunded after furnishing of Performance Security Deposit (PSD) as per terms of the contract.
- j. Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) be exempted from furnishing EMD.

### **3. Documents/Certificates**

The Bidders are required to upload the following Documents along with Technical Bid in PDF format (Documents in original should be produced for verification before signing of the agreement), failing which their Bids will be summarily/out-rightly rejected and will not be considered any further:



- (i) Technical Bid Data Sheet as per **Annexure III**;
- (ii) Proof for payment of Bid Security/Earnest Money Deposit (EMD);
- (iii) Registration certificate as per existing norms (indicating the Legal Status– Company/Partnership Firm/Proprietorship Concern, etc.);
- (iv) GST and PAN Card Registration Certificates;
- (v) Income Tax Returns filed for the last three Financial years (2015-16, 2016-17, 2017-18);
- (vi) Profit & Loss Account Statements for the last three Financial Years (2015-16, 2016-17, 2017-18);
- (vii) Proof of having minimum three years viz., 2015-16, 2016-17 and 2017-18 of experience of providing after sale service/maintenance of Photocopiers to Departments/Ministries of the Government of India/ PSUs/Autonomous Bodies located in Delhi/NCR (**Documentary proof in respect of the experience of AMC with such organization should be provided along with the Technical bid**);
- (viii) Price Bid Undertaking (**Annexure-V**) Tender Acceptance Letter (**Annexure-VI**), Declaration regarding Blacklisting or otherwise. (**Annexure-VII**) and Letter of Authorization for attending the Bid Opening (**Annexure-VIII**).

#### **4. Clarification on Bid Document**

In case the Prospective Bidders need any clarification regarding any Terms and Conditions of the Tender, he/she/they may seek clarification through CPPP on or before the time indicated in the Critical Date Sheet.

#### **5. Rejection of incomplete and conditional Tenders**

Incomplete and conditional Tenders will be rejected. Quoting of unrealistic rates will be treated as disqualification.

#### **6. Non transferability**

This Tender is non-transferable.

## **7. Preparation and Uploading of e-Tender**

1. Bidder should take into account corrigendum, if any, published to the Tender Document before uploading their Bids.
2. Bidder should get ready the Bid documents in advance to be uploaded as indicated in the Tender Document/Schedule and generally, they should be in pdf/xls formats. Bid Documents may be scanned with 100 dpi with Black and White Option.
3. The Bid uploaded online by the Bidder, all Correspondence and Documents relating to the Bid exchanged by the Bidder with the Lok Sabha Secretariat shall be written in English only.

## **8. Documents comprising the Bid**

1. The Bids should consist of all the Documents/Certificates as mentioned in Clause 3 of instructions to the Bidders, Price Bids, etc. required to be uploaded in the E-Procurement System.
2. The Bid shall comprise of (i) Technical Bid and (ii) the Financial Bid.
  - (i) The Technical Bid comprises of Technical Bids Data Sheet (all the Information/Documents sought in as per **Annexure-III**) should be uploaded onto CPPP in pdf format only. The Documents/information sought should be in the same serial order as given in the Technical Bid Data Sheet Format (**Annexure-III**).
  - (ii) The Financial Bid shall specify the rates/prices in the format shown in the Financial Bid/Price Schedule and should be uploaded onto CPP Portal in xls format only.

**All the documents uploaded must be legible and digitally signed, otherwise the Bid is likely to be rejected.**

## **9. Signing of the Bids**

The Bidder has to authenticate with his Digital Signature Certificate (DSC) and upload the required Bid owning responsibility for their correctness/authenticating documents one by one as indicated in the Tender Document. The required Documents for the Tender should be properly paged, indexed and the requisite information should be highlighted also.

## **10. Deadline for submission of Bids**

1. Bids must be uploaded in the CPP Portal on or before the prescribed date and time mentioned in the Critical Date Sheet of Notice Inviting Tender.
2. The responsibility for uploading the Bids in time would rest with the Bidder.
3. Telegraphic/Fax offers will be treated as defective, invalid and rejected. Only detailed complete Bids received through CPP Portal prior to the closing time and date of the Bids will be taken as valid.
4. Lok Sabha Secretariat may, at its discretion, extend the deadline for bids through the issuance of an amendment for the reasons mentioned therein in which case all rights and obligations of the Purchaser and the bidders previously subject to the deadlines shall thereafter be subject to the new deadline as extended.

## **11. Bid opening**

1. On the date and time indicated in the 'Critical Date Sheet' of Notice Inviting Tender (NIT) Technical Bids will be opened at Room No.091, First Basement, Parliament Library Building, New Delhi - 110 001 by the Tender Operating Committee in the presence of Bidders or their representatives duly authorized by the Bidder who wish to be present. If the Bid Security (EMD) is not found as prescribed the Bid shall summarily be rejected. The representatives are required to bring Photo Identity Card issued by the Firm/Employer and also a copy of the Authorization as given in the '**Annexure-VIII**'.
2. Bids shall be numbered serially by the Competent Authority. The Bidder's names, documents submitted/not submitted and such other details as the Competent Authority, at its discretion may consider appropriate shall be announced at the Bid Opening.

## **12. Clarification of Bids**

1. To assist in the examination, evaluation and comparison of tenders, the Lok Sabha Secretariat may ask the bidders individually for clarification of their tenders.
2. The request for clarification and response shall be through CPP Portal but no change in the price or substance of the tender shall be sought, offered or permitted except as required to confirm the correction of arithmetical errors discovered by the Purchaser during the evaluation of the tenders.
3. The bidder shall promptly provide all necessary information and documents to be submitted to the Lok Sabha Secretariat during evaluation of its tender. Failure to provide

correct and timely information, concealment of material facts regarding litigation history and arbitration proceedings, etc., having a material bearing on the evaluation process may render its tender being treated as non-responsive and will be liable to be rejected summarily.

4. After the opening of bids, information relating to the examination, clarification, evaluation and comparisons of bids and recommendations concerning the award of contract shall not be disclosed to bidders or other persons not officially concerned with such process.

### **13. Technical Bid Evaluation**

a. The purchaser shall carry out the evaluation solely based on the uploaded certificates/documents in the e-procurement system.

b. The competent authority shall examine/evaluate the technical bids to determine whether they (i) fulfill the eligibility criteria, (ii) submitted the requisite documents (iii) meet the terms and conditions specified, (iv) complied with all the instructions contained therein, etc. For the purpose of this clause a substantially responsive bid is one which conforms to all the terms and conditions of the bid document without material deviation. The technical bids are to be opened at the first instance and evaluated by a **Technical Evaluation Committee (TEC)**. At the second stage, financial bids of only the technically acceptable offers should be opened for further evaluation and ranking before awarding the contract.

c. Prior to Financial Evaluation, the Purchaser will determine the substantial responsiveness of each Bid to the Bid Document. For the purpose of this Clause, a substantially responsive Bid is one which conforms to all the terms, conditions and specifications of the Bid Documents without any deviation or reservation. The determination of Bid's responsiveness shall be based on the contents of the Bid itself without recourse to extrinsic evidence.

d. A Bid determined as substantially non-responsive will be rejected by the Purchaser and shall not subsequent to the Bid opening be made responsive by the Bidder by correction of the non-conformity.

### **14. Financial Bid**

a. The Lok Sabha Secretariat shall carry out the evaluation solely based on the uploaded schedule of rates (price bids) in the e-procurement system (**Annexure-IV**).

- b. The Financial Bid shall be evaluated on the basis of quoted overall AMC charges (inclusive of all taxes) for all the items mentioned in **Annexure-X** and not on the basis of the charges quoted for the individual items.
- c. The financial bids of technically qualified bidders only will be recommended for opening and consideration by the Competent Committee/Purchase Committee/Authority, etc. The said Committee will evaluate the bids to determine whether (i) they are complete; (ii) the requisite bid securities have been furnished; (iii) the bids have been properly signed and stamped; (iv) the bids are generally in order, etc.
- d. The Lok Sabha Secretariat shall shortlist those who are eligible and submitted substantially technical responsive bids for opening of financial bid. The names of the successful bidders will be displayed on the CPP Portal and website of Lok Sabha. Such successful bidders may like to attend the financial bid opening. The date, time and venue of the financial bid opening will be uploaded on CPP Portal and website of Lok Sabha. The financial bids of unsuccessful bidders would not be opened.
- e. A bid which in relation to the cost estimates of the empowered Committee is unrealistically priced and which cannot be substantiated satisfactorily by the bidder may be rejected as non-responsive.

## **15. Contacting the Lok Sabha Secretariat**

- a. No bidder shall try to influence the Purchaser on any matter relating to its bid, from the time of the bid opening till the time contract is awarded.
- b. Any effort by the bidder to influence the Purchaser in the Purchaser's bid evaluation, bid comparison or contract award decision shall result in the rejection of the bid.

## **16. Award of contract**

- a. The contract shall be awarded with the approval of the Competent Authority to the Bidder whose Bid has been determined to be eligible and to be substantially responsive to the Bid Documents and who has offered the lowest evaluated Bid provided further the bidder has the capability and resource effectively to carry out the contract works.

- b. Prior to the expiration of the prescribed period of Bid validity, the Additional Director, Computer Management Branch (Hardware Unit) will notify the Successful Bidder and Unsuccessful Bidder on CPP Portal.
- c. The notification of award will constitute the formation of the contract.
- d. Upon furnishing of Performance Security Deposit (PSD) by the successful bidder in accordance with the provisions of Terms and Conditions of the Tender, Additional Director, Computer Management Branch shall notify on CPP Portal for the unsuccessful bidders that their bids have been unsuccessful.

### **17. Right to accept/reject any or all Bids**

The Lok Sabha Secretariat reserves the right to accept or reject any Bid including the lowest and to annual the Bidding Process and reject all Bids, at any time prior to award or Work Order, without thereby incurring any liability to the affected Bidder or Bidders or any obligations to inform the affected Bidder or Bidders of the grounds for the said action.

### **18. Annulment of the Award**

- a. Failure of the successful bidder to comply with any of the requirements shall constitute sufficient ground for the annulment of award and forfeiture of the bid security in which event the Purchaser may make the award to any other bidder at the discretion of the Purchaser or call for new bids.
- b. Purchaser reserves the right to disqualify the supplier for a suitable period who fails to supply the item / service in time. Further, the suppliers whose items do not perform satisfactorily or the quality of which is not satisfactory may also be disqualified for a suitable period as decided by the Purchaser.
- c. Purchaser reserves the right to blacklist a bidder for a suitable period in case he fails to honour his bid without sufficient grounds.

### **19. Period of Contract**

**The contract shall be for a period w.e.f. 01.07.2019 to end of the Financial Year 2019-2020, i.e. 31.03.2020.** LSS reserves the right to terminate the contract after giving one month notice without assigning any reason whatsoever. LSS also reserves the right to extend the contract **after the expire of AMC, i.e. 31.03.2020** and the decision regarding extension of the contract further for two more years on year-to-year basis on the same quoted rate and same terms & conditions,

subject to satisfactory performance, and decision of the Lok Sabha Secretariat shall be final in this regard.

## **20. Signing of Agreement**

a. Upon the receipt of the Notification of Award by the Successful Bidder, Bidder shall fill the Agreement in accordance with Form of Agreement included in the Bid Document and submit the same to the Additional Director, Computer management Branch (Hardware Unit) within a week of the date of receipt of Notification of Award.

b. The agreement shall be valid from date of signing of the contract and shall remain in force till 31.03.2020 from the date of signing of the agreement. The right to further extend or otherwise shall remain solely with the Lok Sabha Secretariat.

## **21. Period of validity of bids**

The Bid shall remain valid and open for acceptance for a period of 120 days from the last date fixed for opening the same. A Bid valid for a shorter period shall be rejected by the Purchaser as non-responsive.

## **22. Bid Prices**

a. The rates should be quoted in Indian Rupees only in words as well as figures. GST as applicable should be quoted separately. If these levies are included in the price quoted without giving the break up details such Bids will summarily be rejected.

b. The Financial Bid shall be evaluated on the basis of quoted overall AMC charges (inclusive of all taxes) for all the items mentioned in **Annexure-X** and not on the basis of the charges quoted for the individual items.

c. Only one price should be quoted for the project and if more than one price is quoted under different options the rate quoted by him in the first option only will be valid and considered for evaluation.

d. Rates/prices should be valid for One Year from the date of signing of the Agreement. Rates/Prices shall remain fixed during the entire period of Contract. No claim for compensation or loss due to fluctuations or any other reasons/causes will be entertained. A Bid with an adjustable price quotation will be treated as non-responsive and will be rejected.

**23. Amendment of Bid Document**

a. At any time prior to 'Bid Submission Start Date' indicated in Critical Date Sheet, the Purchaser may for any reason whether at its own initiative or in response to a clarification requested by the Prospective Bidder, modify the Bid Documents by an Amendment. The amendment will be uploaded onto LSS website [www.loksabha.nic.in](http://www.loksabha.nic.in) and Central Public Procurement Portal (CPPP) website <https://eprocure.gov.in/eprocure/app>, <https://eprocure.gov.in/epublish/app> for the benefit of all the Prospective Bidders.

b. In order to give Prospective Bidders reasonable time for taking an Amendment into account in preparing their Bids, the Director, Computer Management Branch (Hardware Unit) may at his discretion, extend the deadline for the submission of Bids.



### **C. GENERAL TERMS AND CONDITIONS**

#### **1. General**

a. The rate should be calculated in Indian Rupee Rate (INR) and shall be inclusive of transportation loading and unloading, freight charges, transit insurance and octroi, delivery and installation, replacement of any defective parts with the permission of Lok Sabha Secretariat. Any mistake in calculation of the Rupee price will not justify the claim for increase in price. The bidder should be conversant with the handling of repair and maintenance of all the Computer Systems and associated peripherals covered in the specifications.

b. The Lok Sabha Secretariat Officers may visit the premises of the bidders to assess their capability to handle such jobs without giving any prior intimation. The report of this inspection, if carried out, would serve as an input for the competent authority to decide as to whether or not a bidder is technically qualified to fulfill the Annual Maintenance Contract.

c. Acceptance of Tender shall be communicated by the successful bidder by a formal letter of acceptance (**Annexure-VI**).

d. The Lok Sabha Secretariat reserves the right to reject any bid/all the bids without assigning any reason.

e. The successful bidder shall be required to depute at least 10 (Ten) service engineers for Computers/UPSs/Printers/MFPs/Scanners/Laptops etc. who shall attend the complaints in Lok Sabha Secretariat. The service engineers must be having experience of at least three years in service and maintenance of computers. At the time of award of contract, the contractor will intimate the names and proof regarding qualifications, experience of service engineers. The contractor shall not change the service engineer without prior consent of Lok Sabha Secretariat. If any service engineer is not up to the expectation of Lok Sabha Secretariat, the contractor shall have to change the engineer within a week of receipt of request. Besides, **01 (one)** coordinator shall be deployed to coordinate with the service engineers, maintain the complaint calls, coordinate with the contractor for supplying the parts etc. and **01 (one)** person for external cleaning of all the computer hardware shall be deployed on all working days. Service engineers should be well dressed, polite and well behaved. Service engineers will be provided with Mobile/Cell phones. The contractor shall give contract number of its help desk, so that in case of urgent/emergent requirement, a service personnel can be called after office hours on holidays, if required.

## **2. Performance Security Deposit (PSD)**

- a. Successful bidder have to deposit Performance Security Deposit (PSD) @ 5% of amount contract value within 7 days of notification of the award of contract. The PSD shall remain valid for a period of sixty days beyond the date of completion of all contractual obligations by the firm including ancillary obligation, if any, EMD will be refunded to the successful bidder on receipt of performance security. No interest shall be paid by LSS to the firm on PSD/EMD.
- b. The PSD shall be in the form of (i) Demand Draft in favour of Drawing and Disbursing Officer, Lok Sabha payable at New Delhi or, (ii) Deposit receipt from a Scheduled Commercial Bank in favour of Drawing and Disbursing Officer, Lok Sabha; or Bank Guarantee from a Nationalized/scheduled Bank. The Security Deposit in any other form will not be accepted under any circumstances.
- c. The PSD can be withheld or forfeited in full or in part, if during the period of contract, the services of Service Provider are found to be unsatisfactory in any respect, and/or if any of the conditions of the contract is contravened/breached. The decision of this Secretariat in this regard shall be final and binding on the Service Provider.
- d. In case the successful bidder does not accept the contract and does not deposit the PSD within 15 days from the date of award of contract by LSS for whatsoever reason(s), the EMD submitted by the contractor shall be forfeited.
- e. If the successful bidder does not enter into a written contract within 7 days of furnishing of performance security, his performance security shall be forfeited.
- f. If the successful bidder abandons the contract prematurely, the performance security deposited shall be forfeited and no representation shall be considered by LSS.
- g. In the event of the successful bidder failing to comply with any of the terms and conditions of this contract or he commits any breach of contract or if the services of the contractor are not found satisfactory, the performance security deposited shall be forfeited and the contract will be terminated immediately. The contractor shall be liable to make good the loss(es), if any, that may be suffered by LSS due to his/her actions and/or omissions. The decision of the competent authority shall be final and binding upon the contractor

### **3. Change in quantity**

The list of the equipment mentioned in **Annexure X** is exhaustive but it may vary and the selected firm should be able to provide the service mentioned in the tender. LSS reserves the right to include or exclude any equipment in the list.

### **4. Penalty**

- a. If the firm does not attend to the complaint within 2 hours of lodging of complaint, a penalty of Rs.50 per day per equipment upto one week shall be levied. Thereafter, penalty shall be Rs.100 per day per equipment for the remaining period till the equipment is put in working condition.
- b. In case which requires replacement of the defective part/equipment, the computer system should be put in working condition within 8 hours of lodging of complaint. In such case, the penalty@Rs.50 per day per equipment shall not be levied upto 8 working hours.
- c. Penalty shall be levied for the absence of qualified service engineer at the rate of Rs.500 (Rupees Five Hundred only) for each working day.
- d. If any stage, it is found that the parts supplied by the firm are duplicate or the inferior quality, the AMC shall be summarily terminated and the Performance Security Deposit (PSD) shall be forfeited and the firm shall be blacklisted.
- e. Penalty, if applicable shall be deducted from the payable dues/PSD.

### **5. Force Majeure**

If, at any time, during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract is prevented or delayed by reasons of any war of hostility, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts or act of God (hereinafter referred to as events) provided notice of happenings of any such eventuality is given by either party to the other within 30 days from the date of occurrence thereof, neither party shall be reason of such event be entitled to terminate this contract nor shall either party have any claim for damages against other in respect of such non-performance or delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such an event come to an end or cease to exist, and the decision of the Purchase as to whether the deliveries have been so resumed or not shall be final and conclusive. Further that if the performance in whole or part any obligation under this

contract is prevented or delayed by reasons of any such event for a period exceeding 60 days, either party may, at its option, terminate the contract.

## **6. Termination for Default**

a. Lok Sabha Secretariat may, without prejudice to any other remedy for breach of contract, by written notice of default, sent to the service provider, terminate this contract in whole or in part and forfeit the Security Deposit, if:

(i) the service provider fails to cope up with the workload or does not render satisfactory services or dishonor the Contract in any way;

(ii) the service provider fails to perform any other obligation(s) under the Contract; and

(iii) the service provider, in either of the above circumstances, does not remedy his failure within a period of 15 days after receipt of the default notice from the purchaser.

b. In the event the purchaser terminates the contract in whole or in part pursuant to para 6 (a) the purchaser may acquire such services/procure, upon such terms and in such manner as it deems appropriate, goods/services similar to those undelivered and the successful bidder shall be liable to the Purchaser for any excess cost for such similar services/goods. However, the successful bidder shall continue the performance of the contract to the extent not terminated. The purchaser is free to procure the undelivered/delayed/defective services/supply from other source at the risk and cost of the successful bidder.

## **7. Termination for Insolvency**

Lok Sabha Secretariat may at any time terminate the Contract by giving written notice to the supplier, without compensation to the service provider/supplier. If the supplier becomes bankrupt or otherwise insolvent as declared by the competent court provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the purchaser.

## **8. Settlement of disputes**

All disputes, differences and questions arising out of or in any way touching or concerning this agreement or subject matter thereof or the representative rights, duties or liability of the parties shall be referred to the sole arbitration of the Secretary General,

Lok Sabha Secretariat or any person nominated by him/her. The arbitration shall be in accordance with the Arbitration and Conciliation Act, 1996. The arbitrator shall be entitled to extend the time of arbitration proceedings with consent of the parties. No part of the agreement shall be suspended on the ground of pending arbitration proceedings.

## **9. Mode of Payment**

Payment shall be made only after satisfactory completion of service on quarterly basis and certification of the same by Computer Management Branch after deducting penalty charges, if any. The payment will be made direct to the service provider through E-payment only.

No request for other mode of payment will be entertained. No advance payment will be made in any case.

## **10. Others**

- a. This Secretariat reserves the right to cancel the Contract at any time during the currency of the Contract without assigning any reasons whatsoever.
- b. Engineers deployed by the Bidder shall perform their duties at the premises with due diligence and take all precautions to avoid any loss or damage to the Government Property/Person.
- c. In no circumstances, the firm shall appoint any sub-contractor or sublease the contract. If it is found that the contractor has violated these conditions, the order will be terminated forthwith without any notice and Performance Security Deposit will be forfeited.
- d. The bidders will be bound by the details furnished by them to LSS, while submitting the tender or at subsequent stage. In case, any of such documents furnished by him / her is found to be false at any stage, it would be deemed to be a breach of terms of contract making him / her liable for **legal action besides termination of contract.**
- e. The successful bidder shall at all times indemnify Lok Sabha Secretariat towards any loss/damage caused or any claim raised against Lok Sbha Secretariat by any party/third party consequent to the contract.
- f. The Agency shall also indemnify Lok Sabha Secretariat against all charges, claims, dues etc. arising out of disputes persons deployed at the Parliament House Complex in connection with providing the services based on this Tender Process.

- g. The Engineers shall be equipped with maintenance kits comprising tool box, multi-meter, external CD ROM/combo drives and any other tools required for carrying out such services.
- h. The Machines shall be taken over for Maintenance Contract on as and where installed basis.
- i. At the end of the Contract period, the Service Provider shall demonstrate satisfactory functioning of all the Machines.

## **11. Agreement**

The selected bidder shall sign an agreement with the Lok Sabha Secretariat (LSS) as per the specimen **(Annexure - IX)**.

## **12. Process to be confidential**

- a. After the opening of bids, information relating to the examination, clarification, evaluation and comparisons of bids and recommendations concerning the award of contract shall not be disclosed to bidders or other persons not officially concerned with such process.
- b. In this event of violation of confidentiality terms, damages shall be recovered from PSD and vendor shall be blacklisted.

## **13. Purchasers rights**

- a. The Lok Sabha Secretariat (LSS) reserves the right to accept/reject any or all the Bids in whole or in part and annul the bidding process without assigning any reason whatsoever.
- b. Provided that a bid is substantially responsive, the LSS reserves the right to seek necessary information or documentation from the bidder(s), within a reasonable period of time, to rectify non-material, non-conformity, or omission in the bid related to documentation requirements. Such omission shall not be related to any aspect of the price of the bid. Failure of the bidder to comply with the request may result in the rejection of its bids.
- c. If a firm after award of the contract violates any of the terms and conditions, fails to honour its bid without sufficient grounds and within reasonable time it shall be liable for blacklisting for a suitable period. EMD/Performance security shall be forfeited.

**14. Validity of rates**

Rates quoted shall be valid for one year from the date of signing of the contract. Bids quoting the rates valid for periods less than one year will be considered non-responsive.

**15. Supply of latest and compatible equipment**

The successful bidder shall ensure that the spare parts/hardware supplied to LSS are of latest make and model and compatible with the existing hardware of LSS. Further, the manpower that will be deputed for the maintenance are possessing adequate qualification and properly trained.

**16. Guarantee/Warranty**

- a. Minimum Guarantee/Warranty, offered by the OEM of any equipment wherever applicable, shall be ensured from the date of installation.
- b. In the event of any manufacturing defects of the items installed, the firm/bidder has to replace the same free of cost.

**ANNEXURE-I**  
**(Vide Paragraph 1 – Notice Inviting Tender)**

**SCOPE OF WORK**

This Tender calls for Annual Maintenance of Computer Hardware (Desktop, Laptop, UPS, Printer, MFP, Scanner etc.) of various Makes/Models installed in Lok Sabha Secretariat (LSS) (Parliament House, Parliament House Annexe, Parliament House Annexe Extension Building & Parliament Library Building) and Offices of Lok Sabha Secretariat located outside Parliament House Complex (Residence Offices of HS, HDS, SG, Secretary, etc.). Scope of 'Annual Maintenance Service' shall be comprehensive in nature and shall therefore, essentially cover servicing, repair/fixing/replacement of all parts of Computer Hardware during the contract period. The term 'Maintenance' shall also include rectification of all Hardware problems/defects and also include cost of all parts/repairs/replacements necessary for the proper maintenance/ functioning of the Computer Hardware. No extra charges for any general wear and tear/spare parts, etc. shall be made by the Secretariat. However, the cost of physically damaged parts/damages to the cables caused by rodents will be borne by the Lok Sabha Secretariat.

2. The Contract will be initially Awarded **for a period of nine months of Financial Year 2019-2020, i.e. from 01.07.2019 to 31.03.2020** but extendable on a Year to Year Basis for a maximum of Two Extensions on the same quoted rate and terms and conditions, subject to the condition that the services rendered are satisfactory.
3. Preventive maintenance shall include quarterly servicing of the all the computers and peripherals covered under the contract irrespective of whether the equipment has undergone a breakdown or not.
4. The work relating to installation of desktop, recovery of data, installation of updates will be done free of cost by the bidder. Reinstallation of Operating System (OS) in case of system failure and loading of MS-office, other programmes, softwares, loading of Windows updates, updates of Drivers, utility programmes shall also be done by the bidder without extra cost to LSS.
5. When any system is moved from one place to another, install/reinstall and maintenance of the system(s) at the new location may be made without any extra cost to LSS.



6. The successful contractor/bidder shall provide services for the repair and maintenance of the equipment. During the normal working hours of the Lok Sabha Secretariat, viz 9.30 A.M. to 6.30 P.M. Monday to Friday excluding Saturday and Sunday and Gazetted holidays. However, during the Session period of Lok Sabha, the contractor shall be required to provide services from 9.30 A.M. to till the adjournment of the House, on all week days (including Gazatted holidays, Saturday and Sunday).
7. The Contractor shall set up Call Management Centre at Lok Sabha Secretariat, Parliament Complex. Call Coordinator shall be posted by the contractor who shall receive all the calls from the users and coordinate with the Engineers for attending calls. The coordinator will record the details in the complaint register against each complaint number for record and would be submitted to Computer Management Branch.
8. The contractor shall ensure that the call coordinator, all the service engineers deployed for maintenance of PCs, Scanners, Printers, Laptops, UPSs etc. shall be well versed in solving day-to-day problems encountered in the hardware. They shall be equipped with maintenance kits comprising tool box, multi-meter, external CD ROM/combo drives, any other tools required for carrying out such services.
9. The contractor shall also ensure external cleaning of all the computer hardware and other accessories covered under the AMC when brought to service centre. The cleaner will also clean the hardware lying in stores and other places and as directed by Computer Management Branch. The Contractor shall provide the appropriate cleaning material required for the purpose.
10. The Contractor shall have to intimate the status of complaints pending/rectified on a daily basis. The Contractor shall also submit a consolidated report furnishing the details of calls attended, remedial action taken and their status on a monthly basis.
11. Maintenance of log register of all calls/complaints received, attended, pending issues, preventive maintenance records and details of all replaced spare parts by the resident engineer etc.
12. Maintenance of stock of sufficient spares of higher configuration and compatibility to meet the requirement as per terms and conditions of the agreement.
13. The Contractor shall provide new and original spare parts (with same configuration), with matching make and model compatible with defective or required replacement parts during the period of AMC, including burnt parts, logic card, Teflon Sheet, presser roller, Printer Motor, Power supply, scanner, engine controller card etc. The contract will be comprehensive (i.e. including replacement of parts) and no extra charges whatsoever would be paid. Lok Sabha Secretariat shall not be responsible

for any damage caused by equipment/item or its parts due to fluctuation of electric power supply and such items are to be replaced by the contractor. For this purpose, the contractor shall enter into back to back Service Support Agreement (SSA) with original equipment manufacturer(s)/original equipment supplier(s) and a copy of the same shall be furnished to Lok Sabha Secretariat for reference. The Lok Sabha Secretariat will provide consumable items such as fuser assembly, toners for LaserJet printer and the UPS batteries only for the computer equipment installed in the Secretariat and at the residence of the HS, HDS, SG Lok Sabha and the officers the rank of JS and above.

14. The Contractor shall attend to and rectify the complaints on the same day. The complaints of Office of Hon'ble Speaker, Hon'ble Deputy Speaker, Leader of Opposition, Secretary-General shall be given **top priority** and be sincerely redressed on the same day.

15. In case the fault could not be rectified/restored on the same day, a standby unit shall have to be provided by the Contractor and the faulty equipment shall be set right and restored in working condition within five days from the date of reporting of fault. The provision of standby unit does not absolve the Contractor from the responsibility of repairing the fault early. If the faulty equipment is not rectified and installed within 5 days from the reporting the fault, the Contractor will be solely responsible for any loss caused to Lok Sabha Secretariat, or to its property as a result of negligence or carelessness/physical damage of computer hardware during repair/transportation on the part of contractor or its engineer/representatives.

The following shall be the priority level of complaints and the time of their disposal.

Sl. No.	Nature of Complaint	Priority Level of Complaint	Time to Respond	Time resolve to the Complaint.
1.	System fault at offices and residences of HS/HDS/LOP/SG	P1	Immediate	3 hrs.
2.	System fault in MP related Branches.	P2	10 minutes	3 hrs.
3.	System fault at offices and residences of Officers in the rank of JS & above .	P3	20 minutes	4 hrs.
4.	System fault in the Offices of Chairpersons of Parliamentary Committees.	P3	20 minutes	4 hrs.

5.	System fault in Branches/Offices	P4	20 minutes	6 hrs.
6.	System fault in Offices of Parliamentary Parties located in Parliament House.	P4	20 minutes	6 hrs.
7.	System fault in offices of allied agencies.	P5	30 minutes	8 hrs.

16. The Contractor shall intimate the name and location of the user to whom the standby equipment is provided by him to Computer (HW&SW) Management Branch on the same day. No equipment/peripheral shall be taken out of the premises of Lok Sabha Secretariat without the consent in writing from Computer Management Branch (Hardware Unit).

17. The Contractor shall keep sufficient number of spares such as CPUs, Monitors, UPSs, Keyboards, Mouse, Printers, CDROM, HDDs, Combo Drive, cables etc., as standby in the room provided to them by the Secretariat so as to put these in service whenever required. Any cost incurred towards transportation of the faulty/repared as well as standby equipment shall be borne by the Contractor.

18. The Contractor shall be required to hand over all the equipment in working condition at the time of termination of the Contract, otherwise the equipment, found faulty, shall be made good at his risk and cost by arranging its repair from external agencies.

19. The Contractor shall arrange the requisite documentation and maintain necessary records, etc. as required for processing the quarterly payment during the period of AMC. He shall submit a copy of the documents/maintenance records to Lok Sabha Secretariat, as and when required for reference.

20. The Contractor shall not transfer or sub-contract the contractual obligations or any benefit or liability there under to any person(s) or company(ies).

21. The Contractor shall get the maintenance of the equipment, including the cleaning thereof, done by his maintenance staff solely at his risk. Lok Sabha Secretariat shall not, in any way, be liable to make any payment, incur any expenditure or face any law suit in any court of law for any injury or death suffered by the Contractor's maintenance staff during the course of maintenance under this AMC.

22. The Contractor shall fulfill all statutory obligations under various laws and acts like the Minimum Wages Act, Employees State Insurance, Employees Provident Fund etc. and any other statutory requirement as applicable and the relevant rules and regulations as amended from time to time. The engineers to be deputed shall have appropriate required qualifications, i.e. **at least three years diploma in Computer Science/Engineering/Electronics and at least 3 years' experience** in the field of maintaining and trouble shooting and they will be paid not less than minimum wages prescribed by the Government for the category in which they are employed. The Contractor and persons employed, shall abide by all security measures as are applicable to the office of Lok Sabha Secretariat. The Lok Sabha Secretariat reserves the right to cancel the contract in case of breach of security regulations and to take such action as may be considered necessary. Any special precautions required to be observed by the Contractor shall be made known by the Lok Sabha Secretariat from time to time.

**ANNEXURE -II****(*Vide* paragraph 3 of Notice Inviting Tender)  
INSTRUCTIONS FOR ONLINE BID SUBMISSION**

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

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

**REGISTRATION**

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

## **SEARCHING FOR TENDER DOCUMENT**

1. There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organisation Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organisation Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
2. Once the bidders have selected the tenders they are interested in, they may download the required documents/tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS/e-mail in case there is any corrigendum issued to the tender document.
3. The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification/help from the Helpdesk.

## **PREPARATION OF BIDS**

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

## **SUBMISSION OF BIDS**

1. Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
2. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
3. Bidder has to select the payment option as 'offline' to pay the tender fee/EMD as applicable in the tender document.
4. Bidder should prepare the Bid Security/Earnest Monday Deposit (EMD) as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
5. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the skyblue coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
6. The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids, etc., the bidders should follow this time during bid submission.
7. All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener's public

keys. Overall, the uploaded tender documents being readable only after the tender opening by the authorized bid openers.

8. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

9. Upon the successful and timely submission of bids (i.e. after Clicking 'Freeze Bid Submission' in the portal), the portal will give a successful bid submission message and a bid summary will be displayed with the bid no. and the date and time of submission of the bid with all other relevant details.

10. The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as requirement for entry pass for any bid opening meetings.

### **ASSISTANCE TO BIDDERS**

1. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

2. Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24X7 CPP Portal Helpdesk.



**ANNEXURE -III****(*Vide* paragraph 3 of Instructions to the Bidders)****TECHNICAL BID DATA SHEET****INFORMATION AND DOCUMENTS TO BE SUBMITTED**

1. Name of the tender Firm/Agency/Company \_\_\_\_\_  
\_\_\_\_\_
2. Address of the Tender Firm/Agency/Company \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
3. Contact details of the Tendering Firm/Agency
  - (a) Tel. No. with STD(O) \_\_\_\_\_
  - (Fax) \_\_\_\_\_ (R) \_\_\_\_\_
  - (b) Mobile No. \_\_\_\_\_
  - (c) E-mail \_\_\_\_\_
  - (d) Website \_\_\_\_\_
4. Name of Proprietor/Partners/Directors of the firm/agency \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
5. Bidder's Bank Details
  - 1) Name of Account Holder \_\_\_\_\_
  - 2) Complete A/c No. (Current/Saving) \_\_\_\_\_
  - 3) Name of Bank \_\_\_\_\_
  - 4) Name of Branch with complete Address \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
  - 5) IFS Code of Branch \_\_\_\_\_
  - 6) 9 Digit MICR Code of Branch \_\_\_\_\_

**(Attach one copy of cancelled cheque leaf after cutting the cheque number).**

6. Details of Bid Security/Earnest Money Deposit (EMD) \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_
7. Registration Certificate as per existing norms (indicating the legal Status-Company/Partnership Firm/Proprietorship Concern, etc.) \_\_\_\_\_
8. GST and PAN Card Registration Certificates \_\_\_\_\_
9. Income Tax Returns filed for the Last Four Financial Years (2014-15, 2015-16, 2016-17 and 2017-18) \_\_\_\_\_
10. Profit & Loss Account Statements for the Last Four Financial Years (2014-15, 2015-16, 2016-17 and 2017-18) \_\_\_\_\_
11. Proof of having minimum three years of experience of providing After Sale Service/ Maintenance of Systems to Departments/Ministries of the Government of India/ PSUs/Autonomous Bodies located in Delhi/NCR (one copy of AMC papers signed with Governments/PSUs/Autonomous Bodies during each of the last three years should be enclosed) \_\_\_\_\_
12. Price Bid Undertaking (Annexure V) \_\_\_\_\_
13. Tender Accepting Letter (Annexure-VI)
14. Declaration regarding Blacklisting or otherwise. (Annexure-VII)
15. Letter of Authorization for attending the bid opening (Annexure-VIII)
16. Any other information \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

I/we certify that the information furnished above is true and correct. The terms and conditions are acceptable to us.

Date \_\_\_\_\_

Name & Address of the Firm \_\_\_\_\_  
 Authorised Signature & Seal of the Firm

**ANNEXURE-IV**  
**( Vide paragraph 14 of Instructions to the Bidders)**

**PRICE BIDS (SCHEDULE OF RATES)**

The below mentioned Financial Proposal/Commercial bid format is provided as along with this tender document at <https://eprocure.gov.in/eprocure/app>. Bidders are advised quote their offer/rates in the permitted column and upload the same in the commercial bid. Bidders shall not tamper/modify downloaded price bid template in any manner. In case, the same is found to be tampered/modified in any manner, tender will be completely rejected and Earnest Money Deposit (EMD) would be forfeited and tenderer is liable to be banned from doing business with Lok Sabha Secretariat.

<b><u>Item Rate BoQ</u></b>									
Tender Inviting Authority: Lok Sabha Secretariat									
Name of Work: Annual Maintenance Contract (AMC) in respect of Computer Hardware (Desktops, UPSs, Printers (Basic and MFP), Scanners etc. of different Make/Model Installed in Lok Sabha Secretariat and at the residence of officers of Lok Sabha Secretariat									
Contract No:									
Name of the Bidder/ Bidding Firm / Company :									
<b><u>PRICE SCHEDULE</u></b>									
(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)									
NUMBER #	TEXT #	NUMBER #	TEXT #	NUMBER #	NUMBER	NUMBER	NUMBER #	NUMBER #	TEXT #
Sl. No.	Item Description	Quantity	Units	AMC amount (In Rs.)	GST (as applicable) (%)	GST Amount	TOTAL AMOUNT	TOTAL AMOUNT	TOTAL AMOUNT In Words
1.01	Desktop					0.00	0.00	0.00	INR Zero Only
1.02	UPS					0.00	0.00	0.00	INR Zero Only
1.03	Printer					0.00	0.00	0.00	INR Zero Only
1.04	Scanner					0.00	0.00	0.00	INR Zero Only
1.05	Laptop					0.00	0.00	0.00	INR Zero Only
Total in Figures							0.00	0.00	INR Zero Only
Quoted Rate in Figures			Select				0.0000	0.0000	Zero Only
Quoted Rate in Words		INR Zero Only							

**ANNEXURE-V**

**(*Vide* paragraph 3 point (viii) of Instructions to the Bidders)**

**PRICE BID UNDERTAKING**

**(To be given on Company Letter Head)**

From

(Full name and address of the Bidder)

\_\_\_\_\_  
\_\_\_\_\_

To,  
The Director,  
Computer Management Branch (Hardware Unit),  
Room No. 091, First Basement,  
Parliament Library Building,  
New Delhi - 110001.

Dear Sir,

I/We submit the Price Bid for \_\_\_\_\_  
and related activities as envisaged in the Bid document.

2. I/We have thoroughly examined and understood all the Terms and Conditions as contained in the Bid Document, and agreed to abide by them.
3. I/We offer to work at the Rates and applicable Taxes as indicated in the Financial Bid, Annexure-IV.

Yours Faithfully,

Signature of authorized Representative

**ANNEXURE -VI****(Vide paragraph 1, Point C. General Terms and Conditions)****TENDER ACCEPTANCE LETTER**  
**(To be given on Company Letter Head)**

Date :.....

To,  
 The Director,  
 Computer Management Branch - Hardware Unit,  
 Room No. 091 First Basement,  
 Lok Sabha Secretariat, Parliament Library Building,  
 New Delhi - 110001..

Dear Sir,

I/We have downloaded/obtained the tender document(s) for the above mentioned tender from the web site(s), namely, [www.loksabha.nic.in](http://www.loksabha.nic.in) and Central Public Procurement Portal (CPPP) website <https://eprocure.gov.in/eprocure/app>, <https://eprocure.gov.in/epublish/app>.

2. I/We hereby certify that I/we have read the entire terms and conditions of the tender documents from Page No. ....to ..... (including all documents like annexure (s), schedule(s), etc.), which form part of the contract agreement and I/we shall abide hereby by the terms and conditions/clauses contained therein.

3. The corrigendum(s) issued from time to time by your department/organization too have also been taken into consideration, while submitting this acceptance letter.

4. I/We hereby unconditionally accept the tender conditions of above mentioned tender document(s)/corrigendum(s) in totality/entirely.

5. I/We certify that all information furnished by our Firm is true and correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/organization shall without giving any notice or reason thereof or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

**ANNEXURE-VII****(*Vide* paragraph 3 point (viii) of Instruction to the Bidders)****DECLARATION****(To be given on Company Letter Head)**

To

The Director,  
Computer Management Branch (Hardware Unit),  
Room No.112, Parliament House Annexe,  
New Delhi - 110001.

Dear Sir,

I/We have read and understood the contents of the Tender and agree to abide by all the terms and conditions of this Tender.

2. I/We also confirm that in the event of my/our tender being accepted, I/we hereby undertake to furnish Performance Security, as applicable, in the format to be provided by your office as per-condition for obtaining the Work Order/rendering the services.

3. I/We further undertake that none of the Proprietor/Partners/Directors of the firm was or is Proprietor or Partner or Director of any firm with whom the Government have blacklisted/ banned / suspended business dealing. I/We further undertake to report to the Lok Sabha Secretariat, New Delhi immediately after we are informed but in any case not later than 15 days, if any firm in which Proprietor /Partners/Directors are Proprietor or Partner or Director of such a firm which is blacklisted/banned/suspended in future during the currency of the Contract with you.

Yours faithfully,

(Signature of the Bidder)  
Name & Designation with Seal of the Firm

**Date :** \_\_\_\_\_

**ANNEXURE-VIII**

**(Vide para 3 point (viii) and para 11 instructions to the bidders)**

**LETTER OF AUTHORIZATION FOR ATTENDING THE BID OPENING**

**(To be given on Company Letter Head)**

**Subject : Authorization for attending the Tender Opening on**  
\_\_\_\_\_ **for the tender for AMC of**  
\_\_\_\_\_

Following person is hereby authorized to attend the Bid Opening for the tender mentioned above on behalf of M/s \_\_\_\_\_ (Name of the Bidder).

Name \_\_\_\_\_ Specimen signature \_\_\_\_\_

Alternate representative

Name \_\_\_\_\_ Specimen signature \_\_\_\_\_

Signature of Bidder

Or

Officer authorized to sign the Bid documents on behalf of the Bidder

**ANNEXURE-IX****SPECIMEN AGREEMENT****(To be furnished in Company's letter head)**

**'To be executed at the time of entering into agreement before issuance of work order'**

**'Each page of this form shall be signed by the tenderer for acknowledging that he/she has read and accepted terms and conditions of the tender agreement'**

This contract for Annual Maintenance of Computers and peripherals (hereinafter referred to as 'AMC') is made on this \_\_\_\_\_ **day of \_\_\_\_\_ in the year Two Thousand and Nineteen between M/s \_\_\_\_\_** (hereinafter referred as "FIRST PARTY") having its office at \_\_\_\_\_ Ph. Nos. \_\_\_\_\_ which expression shall where the context admits includes its successors or legal representatives.

AND

Lok Sabha Secretariat, Parliament House Complex, Sansad Marg, New Delhi on behalf of President of India (hereinafter referred to as "SECOND PARTY") which expression shall, where the context admits, include its successors or assignees.

(i) Whereas Second Party intends to enter into AMC for maintenance of Desktop Computers, Printers, Laptops, MFPs, Scanners, UPSs etc. installed in Parliament House Complex and at the residence of officers.

(ii) Whereas FIRST PARTY is engaged in the business of providing maintenance services of Computer Hardware and is ready to provide the maintenance service.

(iii) Whereas both Parties have agreed that Help-Desk may be established at Parliament House complex, New Delhi, for maintenance and expeditious redressal of complaints during Warranty period.

(iv) Whereas as a result of mutual contract between M/s \_\_\_\_\_ FIRST PARTY and Lok Sabha Secretariat, the SECOND PARTY both the parties have decided to work jointly on the following terms and conditions.



Now this indenture witnesses that in consideration of the promise, it is mutually agreed and declared between parties hereto as follows :

1. The FIRST PARTY agrees to carry out maintenance of Computer hardware peripherals (Desktops, Laptops, Printers, MFPs, UPSs, Scanners etc.) installed in Lok Sabha Secretariat (Parliament House, Parliament House Annexe, Parliament House Annexe Extension Building, Parliament Library Building, 36 GRG Road, Mahadev Road) and at residence of HS, HDS and officers of JS and Above. All parts of the Computer, Printers, UPSs, Laptops, MFPs, Scanners shall be replaced free of cost and replacement of parts shall be made within a reasonable period by FIRST PARTY during AMC period. However, the cost of physically damaged mouse, key boards etc. will be borne by the Lok Sabha Secretariat.
2. AMC shall cover corrective as well as preventive maintenance. Engineers shall carry out necessary repairs and fittings, replacement of parts, replacement of communication/interface cables connecting other devices, transfer of data, data recovery etc.
3. AMC shall cover each and every part, including plastic body and parts, **except parts excluded from the scope of maintenance work.**
4. FIRST PARTY shall replace defective parts by only original spare parts recommended or used by OEM. In case of non-availability of parts, prior approval of SECOND PARTY shall be taken for replacement.
5. The environment conditions in which the Computer equipments are installed shall be maintained throughout the period of AMC. FIRST PARTY, shall not demand any change in such conditions during the period of AMC.
6. Softwares of Computers and Printers shall be covered under the scope of maintenance.
7. Lok Sabha Secretariat shall provide vehicle for attending to complaints at locations outside Parliament House Complex.
8. FIRST PARTY shall maintain/keep Computers, Printers, MFPs, UPSs, Laptops and Scanners for providing standby to obviate inconvenience to users. However FIRST PARTY shall repair and reinstall the defective Computers, Printers, MFPs, UPSs, Laptops and Scanners within the time limit as stipulated time period.
9. FIRST PARTY shall maintain adequate stock of spare parts. For this purpose, arrangement shall be made with OEM.
10. FIRST PARTY shall take prior permission of SECOND PARTY for taking the Computers, Printers or Hardware Parts outside Parliament House Complex for replacement and repairs.

11. FIRST PARTY shall ensure that Computers, Printers and other equipments covered under this contract are handed over to SECOND PARTY in working condition within 60 days of expiry of AMC.

### **Help Desk**

12. FIRST PARTY Shall establish a dedicated Help-Desk at Parliament House Complex, New Delhi with 10 qualified and experienced Engineers for maintenance and expeditious redressal of complaints during the period of AMC. Also, the skeleton Staff shall be deputed on (Saturdays/Sundays) holidays as required. Besides, 01 (one) coordinator shall be deployed to coordinate with the service engineers, maintain the complaint calls, coordinate with the contractor for supplying the parts etc. and 01 (one) person for external cleaning of all the computer hardware shall be deployed on all working days. Service engineers should be well dressed, polite and well behaved. Service engineer will be provided with Mobile/Cell phones.

13. The Coordinator, Engineers and other persons employed shall be person of integrity, good moral character and shall be deployed with prior approval of SECOND PARTY. The character antecedents of these personnel deputed shall be verified by Parliament Security Service for security purpose. The details like name, father's name, address, qualification, mobile no. etc. shall be furnished to the Secretariat for this purpose.

14. The Help-Desk shall function from 9.30 am to 6.30 pm on normal working days. During Parliament Session period, the services of engineers may be extended beyond normal working hours for functional requirement. The engineers shall also be available on mobile/cell phone to meet urgency/emergency even beyond normal office hours and on holidays.

15. The space for Help-Desk and telephone connections shall be provided by SECOND PARTY. The space shall be provided free of cost. However, the outgoing call charges shall be borne by First party.

16. A Call Log Register shall be maintained at Help-Desk for keeping details of complaints. The details pertaining to date and time of receipt of complaints, nature of complaint, name of user, time of resolution of complaint shall be entered in the Call Log Register. Complaint redressal and pending status shall be intimated to SECOND PARTY daily. The Call Log Register shall be verified weekly by SECOND PARTY.

17. A Senior Officer of FIRST PARTY shall visit the Help-Desk and Computer Management Branch fortnightly for assessing the performance of AMC, management of Help-Desk and taking remedial action as required or asked for by Second Party.

18. FIRST PARTY shall not change the service engineer without prior consultation/permission of Computer Management Branch, SECOND PARTY and in case of leave, resignation, non-performance, the substitute shall be made available immediately.

19. The attendance of Service engineer shall be maintained in prescribed register in Computer Management Branch of SECOND PARTY.

20. The FIRST PARTY shall be entirely responsible for any loss caused to Lok Sabha Secretariat or to its property as a result of negligence or carelessness on the part of its authorized engineers/representatives. Any loss caused to Lok Sabha Secretariat by First party or their engineer/representative due to negligence and carelessness, shall be recovered from the security deposit furnished or amount due. The decision of the competent authority in this context shall be final and binding on them.

21. The engineers shall take necessary steps to ensure that computers withstand power fluctuation.

22. Engineers of the FIRST PARTY shall work in full cooperation with Officers of Computer Management Branch, SECOND PARTY and other agencies like National Informatics Centre (NIC), who are providing network and anti-virus services to SECOND PARTY.

### **Items under AMC**

23. A list of items placed under AMC is given at **Annexure - X**. This Secretariat also reserves the right to add into the contract additional number of systems during the currency of the Contract for the purpose of maintenance on the same approved rates and the same Terms and Conditions. Likewise, this Secretariat also reserves the right to exclude from the Contract any number systems if they are found to be unserviceable at the point of time during the currency of the Contact.

### **Penalty**

24. If the firm does not attend to the complaint within 2 hours of lodging of complaint, a penalty of Rs.50 per day per equipment upto one week shall be levied. Thereafter, penalty shall be Rs.100 per day per equipment for the remaining period till the equipment is put in working condition.

25. In case which requires replacement of the defective part/equipment, the computer system should be put in working condition within 8 hours of lodging of complaint. In such case, the penalty@Rs.50 per day per equipment shall not be levied upto 8 working hours.

26. Penalty shall be levied for the absence of qualified service engineer at the rate of Rs.500 (Rupees Five Hundred only) for each working day.

27. If any stage, it is found that the parts supplied by the firm are duplicate or the inferior quality, the AMC shall be summarily terminated and the Performance Security Deposit (PSD) shall be forfeited and the firm shall be blacklisted.

28. Penalty, if applicable shall be deducted from the payable dues/PSD.

### **29. Priority Level Complaints and Response Time for their Disposal**

The following shall be the priority level of complaints and the time for their disposal.

Sl. No.	Nature of Complaint	Priority Level of Complaint	Time to Respond	Time to resolve the Complaint.
1.	System fault at offices and residences of HS/HDS/LOP/SG	P1	Immediate	3 hrs.
2.	System fault in MP related Branches.	P2	10 minutes	3 hrs.
3.	System fault at offices and residences of Officers in the rank of JS & above .	P3	20 minutes	4 hrs.
4.	System fault in the Offices of Chairpersons of Parliamentary Committees.	P3	20 minutes	4 hrs.
5.	System fault in Branches/Offices	P4	20 minutes	6 hrs.
6.	System fault in Offices of Parliamentary Parties located in Parliament House.	P4	20 minutes	6 hrs.
7.	System fault in offices of allied agencies.	P5	30 minutes	8 hrs.

### **30. Matters not covered under AMC**

- a) Damages resulting from abnormal power supply.
- b) All types of consumable items, viz. cartridges, toner printer heads, printer ribbons, battery, etc.
- c) Power adapters, etc.
- d) Physical damage.

Repair/replacement of defective parts not covered under the AMC shall be undertaken with the prior permission of Computer (HW&SW) Management Branch of SECOND PARTY. No payment shall be made on this account without certification by the said Branch.

### **31. Compensation and Security Deposit**

First party. shall provide a security deposit of **Rs.**\_\_\_\_\_ (**\_\_\_\_\_only**) for ensuring the agreed performance standard. The security deposit may be furnished through a Demand Draft drawn in favour of Drawing and Disbursing Officer (DDO) Lok Sabha or through a Bank Guarantee from a Commercial Bank. The security deposit may be forfeited in case of repudiation of contract by supplier firm. The security deposit, after recovery of penalty, if any, shall be returned to M/s \_\_\_\_\_ beyond 60 days of completion of all contractual obligations. The security deposit shall not carry any interest.

### **32. Payment**

- a. The First Party shall furnish bill(s) for the Annual Maintenance Contract (AMC) of maintenance of Desktop Computers, Printers, clearly mentioning, Sales Tax/Value Added Tax/Goods and Services Tax Registration Nos., Taxpayer Identification Number/Permanent Account Number etc.
- b. No advance payment shall be made by Second Party.
- c. All bills shall be raised in Indian Rupees and payments shall also be made in Indian Rupee.
- d. The payment shall be made Quarterly/Half yearly.

**33. Amendment**

This Agreement may be amended by the mutual consent of both the Parties.

**34. Dispute Redressal**

a. All disputes, differences and questions arising out of this contract shall be referred to the sole arbitrator appointed by the Secretary-General, Lok Sabha. The Arbitration and Conciliation Act, 1996 shall not be applicable to the contract. All disputes shall be subject to jurisdiction of courts of Delhi only.

b. The Terms and Conditions of this Contract shall be interpreted in accordance with the Indian laws.

**FOR AND ON BEHALF OF M/s \_\_\_\_\_**  
**(FIRST PARTY)**

**FOR AND ON BEHALF OF THE  
 LOK SABHA SECRETARIAT  
 (SECOND PARTY)**

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Designation: \_\_\_\_\_

Official Seal: \_\_\_\_\_

Official Seal: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

Place: New Delhi

Place: New Delhi

**In the presence of:**

1. Signature \_\_\_\_\_

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

2. Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**ANNEXURE-X**  
**(Vide paragraph 1 – Notice Inviting Tender)**

List of Computer Hardware and peripheral for Annual Maintenance Contract as on 01/07/2019 (Desktop -1618, Printer-1303, UPS - 1793, Scanner-32, Laptop-10)					
<b>Desktop - 1618</b>					
Sl.No.	Make/Model	Date of purchase	Unit price (In Rs.) (excluding Taxes)	Quantity	Total Value (In Rs.)
1.	HP DC 7900	10/10/2009	36,852	318	11718936
2.	WORKSTATION HP 2400	15/06/2010	77,500	1	77500
3.	HP Elite 8200	09/08/2011	64,286	1	64286
4.	HP 8200 SFF	21/08/2012	41,788	21	877548
5.	HP 8200 SFF	17/09/2012	41,788	38	1587944
6.	Dell Optiplex 7010 SF	02/08/2013	38,926	20	778520
7.	HP 8300	01/04/2014	55,400	19	1052600
8.	Apple Mac Desktop	10/07/2014	135500	1	135500
9.	HP Elite All in One 800GI	25/11/2014	82,100	6	492600
10.	HP Elite 800 GI	29/11/2014	56,020	298	16693960
11.	HP Elite 800 GI	04/02/2015	56,020	446	24984920
12.	HP Elite All in One 800GI	27/02/2015	82,100	1	82100
13.	HP Work Station HP 6202	10/03/2015	276504	6	1659024
14.	HP 406 GI	18/03/2016	51401	442	22719242
<b>A</b>				<b>1618</b>	<b>82924680</b>
<b>Printer- 1303</b>					
Sl.No.	Make/Model	Date of purchase	Unit price (In Rs.) (excluding Taxes)	Quantity	Total Value (In Rs.)
1.	HP LJ 1010	16/06/2004	12,900	2	25800
2.	HP LJ 2300	19/10/2004	58,500	1	58500
3.	HP LJ 1010	17/11/2004	10,900	10	109000
4.	HP LJ 1020	18/01/2006	9,615	1	9615
5.	HP LJ 1022	31/03/2006	7596	68	516528
6.	HP LJ 3030	24/03/2006	19,370	1	19370
7.	HP LJ 1022	29/12/2006	7,596	237	1800252
8.	HP CLJ 3600	04/05/2007	29,489	1	29489
9.	HP 3055	04/09/2006	19,506	1	19506
10.	HP LJ 1022	00/01/2007	7,596	12	91152
11.	HP LJ 1007	10/10/2009.	5,214	418	2179452
12.	HP CLJ 2320	12/11/2009	58,076	1	58076

13.	HP PORTABLE 4708	12/11/2009	14,327	2	28654
14.	HP CLJ 1515N	22/03/2010	22,619	2	45238
15.	HP 3055	00/01/2007	19,231	22	423082
16.	LQ 1050 DX	09/08/2010	10,800	1	10800
17.	HP LJ 3055	00/01/2007	19,231	2	38462
18.	HP 4015N	22/10/2010	85,905	4	343620
19.	HP LJ 5200	23/03/2011	66,667	1	66667
20.	HP LJ 2055 ON	28/07/2011	29,500	4	118000
21.	HP CLJ 1515N	19/12/2011	22,400	2	44800
22.	HP CLJ 1515N	17/01/2012	18,952	1	18952
23.	HP CLJ 1415FN	22/03/2012	48,735	1	48735
24.	HP CLJ 1525N	17/05/2012	18,400	4	73600
25.	HP LJ 1606DN	11/09/2012	10,551	1	10551
26.	HP LJ 1213NF	20/09/2012	14,238	1	14238
27.	HP CLJ M251N	15/01/2013	16,500	4	66000
28.	HP OJ 8600 PLUS	21/03/2013	16,667	1	16667
29.	HP CLJ M375	10/07/2014	9,450	1	9450
30.	HP LJ M1536DNF	11/07/2014	22,050	5	110250
31.	HP LJ M1536DNF	25/11/2014	21,000	6	126000
32.	HP LJ PRO 401 DW	25/11/2014	30,250	1	30250
33.	HP LJ P1606DN	29/11/2014	8,404	95	798380
34.	HP LJ M202DW	17/02/2015	8,203	149	1222247
35.	HP LJ PRO M226DW	20/03/2015	22,600	1	22600
36.	HP LJ PRO 435DN	20/03/2015	38,000	1	38000
37.	HP CLJ M476DW MFP	18/05/2015	52,762	4	211048
38.	HP LJ 226DW	18/05/2015	22,600	3	67800
39.	HP LJ M476DW MFP	18/5/2015	61,500	7	430500
40.	HP LJ PRO M202DW	18/03/2016	8,232	25	205800
41.	HP LJ M425DN MFP	18/03/2016	42,000	13	546000
42.	HP CLJ M476DW	18/03/2016	62,500	2	125000
43.	HP LJ PRO 400 MFP 425DN	23/05/2016	42,000	9	378000
44.	HP LJ ENT MFP M630H	23/05/2016	195000	4	780000
45.	HP CLJ X576 DW MFP	23/03/2016	50,400	1	50400
46.	HP CLJ X576 DW MFP	30/03/2016	50,400	1	50400
47.	HP LJ PRO 1025 (Col. Printer}	10/08/2016	18,248	1	18248
48.	HP CLJ MFP M477FDW	05/08/2016	62,500	11	687500
49.	HP LJ PRO 1025 (Col. Printer}	10/11/2016	18,476	1	18476
50.	HP CLJ PRO MFP M477FDW	10/11/2016	68,095	1	68095
51.	HP LJ PRO MFP M427FDN	10/11/2016	44,200	2	88400
52.	HP CLJ PRO MFP M477FDW	30/11/2016	68,095	2	136190
53.	HP LJ PRO M427FDN	9/12/2016	45,257	5	226285
54.	HP LJ M202DW	9/12/2016	14,503	10	145030
55.	HP CLJ PRO MFP M477FDW	20/12/2016	68,095	4	272380
56.	HP LJ PRO M427FDN	6/1/2017	42,257	5	211285



57.	HP LJ M202DW	06/01/2017	14,503	10	145030
58.	HP CLJ MFP M477FDW	11/01/2017	68,095	5	340475
59.	HP CLJ MFP M477FDW	13/02/2017	68,095	4	272380
60.	HP LJ PRO MFP M427FDN	13/02/2017	42,257	5	211285
61.	HP LJ M202DW	13/02/2017	14,503	20	290060
62.	HP LJ M202DW	22/03/2017	14,503	10	145030
63.	EPSON LQ310	26/04/2017	10,953	5	54765
64.	HP LJ M203DW	20/07/2017	12,905	8	103240
65.	HP CLJ M477FDW	22/09/2017	75800	4	303200
66.	HP LJ M227FDN	22/09/2017	28,000	10	280000
67.	HP LJ M203DW	22/09/2017	9110	20	182200
68.	HP CLJ M177FW	15/09/2017	38,555	1	38555
69.	HP LJ M132NW	15/09/2017	14,766	1	14766
70.	CANNON MF735CX	28/12/2017	51,499	10	514990
71.	HP LJ M227FDN	27/02/2018	23,415	7	163905
72.	HP LJ M227FDN	25/04/2018	23,136	7	161952
<b>B</b>				<b>1303</b>	<b>16580653</b>

**UPS - 1793**

Sl.No.	Make/Model	Date of purchase	Unit price (In Rs.) (excluding Taxes)	Quantity	Total Value (In Rs.)
1.	PARADYNE 800VA	10/10/2009	3518	287	1009666
2.	MICROTEK 800VA	10/06/2010	3460	1	3460
3.	MICROTEK 600VA	01/01/2007	1909	2	3818
4.	MICROTEK 625VA	29/05/2012	1500	21	31500
5.	MICROTEK 625VA	20/09/2012	1884	35	65940
6.	MICROTEK 650VA	12/08/2013	1702	20	34040
7.	APC 800VA	11/07/2014	3150	3	9450
8.	ONLINE UPS WITH ISOLATION 20 KVA	18/03/2014	182344	2	364688
9.	VENUS BOOVA	05/11/2014	3565	6	21390
10.	VENUS 800VA	05/12/2014	3565	20	71300
11.	VENUS 800VA	09/12/2014	3565	68	242420
12.	VENUS 800VA	11/12/2014	3565	140	499100
13.	VENUS 800VA	31/12/2014	3565	166	591790
14.	VENUS 800VA	12/02/2015	3565	4	14260
15.	VENUS 800VA	12/02/2015	3565	140	499100
16.	VENUS 800VA	10/03/2015	3565	6	21390
17.	VENUS 800VA	10/03/2015	3565	70	249550
18.	VENUS 800VA	16/03/2015	3565	209	745085
19.	VENUS 800VA	18/03/2015	3565	30	106950
20.	VENUS 1 KVA	28/03/2016	3592	370	1329040
21.	VENUS 1 KVA	16/02/2017	3511	100	351100

22.	VENUS 1 KVA	30/01/2018	3131	10	31310
23.	VENUS	09/02/2018	2965	53	157145
24.	ZEBRONICS 1 KVA	08/03/2018	2839	30	85170
<b>C</b>				<b>1793</b>	<b>6538662</b>
<b>SCANNER - 32</b>					
SI.No.	Make/Model	Date of purchase	Unit price (In Rs.) (excluding Taxes)	Quantity	Total Value (In Rs.)
1.	HP 5590	28/07/2011	23,000	5	115000
2.	HP SJ 4850	24/7/2006	9,615	5	48075
3.	HP SCANJET 5590 FLATED	22/11/2006	28,375	3	85125
4.	HP SJ 5590	21/06/2007	28,375	3	85125
5.	HP 5590	30/8/2012	24,000	2	48000
6.	HP SJ 3000	15/01/2013	21,000	3	63000
7.	HP SJ 3000	15/5/2013	21,000	1	21000
8.	HP SJ 3000	01/04/2014	21,800	3	65400
9.	HP SJ 5590	20/03/2015	25,000	7	175000
<b>D</b>				<b>32</b>	<b>705725</b>
<b>Laptop - 10</b>					
SI.No.	Make/Model	Date of purchase	Unit price (In Rs.) (excluding Taxes)	Quantity	Total Value (In Rs.)
1.	Dell Studio 16	24/12/2009	71,500	3	214500
2.	Sony Vaio	18/05/2010	47,490	1	47490
3.	Lenovo B41-80	4/1/2016	54,286	3	162858
4.	HP Probook 440 G2	22/02/2016	59,500	3	178500
<b>E</b>				<b>10</b>	<b>603348</b>
<b>TOTAL VALUE (IN RUPEES) A+B+C+D+E</b>					<b>10,73,53,068</b> (Rupees Ten Crore, Seventy Three Lakh Fifty Three Thousand and Sixty Eight only)