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Government of India  
Ministry of Defence  
Directorate of Standardisation  
'H' Block Room No. J - 11  
PO Nirman Bhawan  
New Delhi- 110011

RFP No 1603/Store/Std/TE/IT

05 Aug 2016

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**INVITATION OF BIDS FOR ANNUAL MAINTENANCE CONTRACT FOR INFORMATION TECHNOLOGY HARDWARE, SOFTWARE, NETWORK AND SERVICES FOR DIRECTORATE OF STANDARDISATION (DOS)**

**Request for Proposal (RFP) 1603/Store/Std/TE/IT dated 05 Aug 2016**

Dear Sir,

1. Director, Directorate of Standardisation (DoS) invites Technical and Commercial Bids in sealed cover for Annual Maintenance Contract for Information Technology Hardware, Software, Network and Services for HQ, Directorate of Standardisation (DoS) at 'H' Block, Sena Bhawan, South Block & Kashmir House. All offices & premises are located in New Delhi. The RFP document may either be downloaded from [www.ddpdos.gov.in](http://www.ddpdos.gov.in) or [www.eprocure.gov.in](http://www.eprocure.gov.in).
2. The AMC includes repair and maintenance of IT hardware, management of operating systems, Licenses of Firewall and antivirus (including procurement and installation) on PCs, laptops and servers and to ensure efficient functioning of Networks.
3. The address and contact numbers for sending Bids or seeking clarifications regarding this RFP are as given below:-

(a) Bids/queries to be addressed to : The Director  
Directorate of Standardisation  
Government of India  
Ministry of Defence  
'H' Block  
PO Nirman Bhawan  
New Delhi- 110011

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| (b) Postal address for sending the Bids:         | Same as above  |
| (c) Name/designation of the contact personnel :  | Sh Vipin Kumar, OIC Store  |
| (d) Telephone numbers of the contact personnel : | 011 -23043210  |
| (e) e-Mail ids of the contact personnel :        | <a href="mailto:oiystore.defstand@gov.in">oiystore.defstand@gov.in</a> |
| (f) Fax number :                                 | 011-23015686   |

4. This RFP is divided into five Parts as follows:-

- (a) **Part I** – Contains General Information and Instructions for the Bidders about the RFP such as the time, place of submission and opening of tenders, Validity period of tenders, etc.
- (b) **Part II** – Contains essential details of the services required, such as Scope of Work including deliverables and QR for various employees.
- (c) **Part III** – Contains Standard Conditions of RFP, which will form part of the Contract with the successful Bidder.
- (d) **Part IV** – Contains Special Conditions applicable to this RFP and which will also form part of the contract with the successful Bidder.
- (e) **Part V** – Contains Evaluation Criteria and Format for Technical and Commercial Bids.

5. **Pre Bid meeting** A Pre-Bid meeting will be held in the office of the OIC, Store at 1100 hrs on 22 Aug 2016. Purpose of the meeting is to bring utmost clarity on the scope of work and terms of RFP being floated. It is recommended that bidders/ their authorized representatives attend the said meeting to familiarize themselves with the scope of work and clarify doubts, if any. Details of personnel (one person per bidder) should be forwarded latest by 1000 hours on 22 Aug 2016. Bidders are advised to inspect and familiarize themselves with layout, hardware and other resources in use in the existing IT setup of Directorate of Standardisation (DoS) before submitting their proposals. Vendors are requested to contact OIC DNC, Directorate of Standardisation (DoS) on telephone number 011-23043285/ e-mail: [oicdnr.defstand@gov.in](mailto:oicdnr.defstand@gov.in) for arranging site visits.

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

Thanking You,

Yours faithfully

Sd/-  
(Vipin Kumar)  
Deputy Director  
OIC Store  
For Director

**PART I**  
**GENERAL INFORMATION**

7. **Two Bid System** : The tendering will be undertaken in two bid system. "Technical bids" and "Commercial bids". Technical bids and Commercial bids are to be submitted in separate sealed covers clearly marked as "Technical Bid for RFP No. 1603/Stores/Std/TE/IT" and "Commercial Bid for RFP No 1603/Stores/Std/TE/IT". The two envelopes must be kept in one sealed envelope marked with our RFP number, and due date of tender. Bids should be forwarded by Bidders under their original memo / letter pad inter alia furnishing details like **TIN number, VAT/CST number, Sales tax registration, Bank address with EFT Account** if applicable, etc and complete postal & e-mail address of their office. "Technical" bid should not contain any commercial aspects. Both Technical bids and Commercial bids are to be submitted before the last date & time for depositing/ receipt of tenders mentioned below. Commercial bids of only those firms whose Technical bids are valid and conform to technical requirements will be opened.

8. **Forwarding of Bids**: The quotes are to be super-scribed with firm's name, address, and official seal and ink signed by an authorised representative of the Bidder. Sealed Bids addressed to "The Director, Directorate of Standardisation (DoS) 'H' Block, Nirman Bhawan Post, New Delhi-11" should be dropped in DoS Tender box located at Gate No 6 'H' Block, New Delhi, or should be sent by registered post so as to reach this office by due date and time. No responsibility will be taken for postal delay or non-delivery/non-receipt of tender documents. Bids sent by FAX or e-mail will not be considered.

9. **Last date and time for depositing/receipt of the Bids:-** 30 Aug 2016 at 1400 HRS.

10. **Time, Date and Place for opening of Bids** Technical Bids will be opened at 1500 hrs on 30 Aug 2016 in the office of OIC Store, DoS Room No 10, 'J' Block. (If due to any exigency, the due date for opening of the Bids is declared a closed holiday, the Bids will be opened on the next working day at the same time or on any other day/time, as intimated by the Buyer). The Bidders may depute their representatives, duly authorized in writing, to attend the opening of Bids on the due date and time. Tender opening will not be postponed due to non-presence of firms representative. Time, date and place for opening of Commercial Bids will be intimated later.

11. **Clarification regarding contents of the RFP** A prospective bidder who requires clarification regarding the contents of the bidding documents shall notify to the Buyer in writing about the clarifications sought not later than 07 days prior to the date of opening of the bids i.e by 22 Aug 2016. Queries raised by the firms and clarifications by the DoS to the queries will be hosted on the Directorate website <https://www.ddpdos.gov.in>. Clarifications sought prior to pre-bid meeting will also be clarified during the pre-bid meeting.

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

13. **Clarification regarding contents of the Bids:-**During evaluation and comparison of bids, the Buyer may, at its discretion, ask the bidder for clarification of his bid. The request for clarification will be given in writing and no change in prices or substance of the bid will be sought, offered or permitted. No post-bid clarification on the initiative of the bidder will be entertained.
14. **Rejection of Bids:-**Canvassing by the Bidder in any form, unsolicited letter and post-tender correction may invoke summary rejection with forfeiture of EMD. Conditional tenders will be rejected.
15. **Validity of Bids:-**The Bids should remain valid for 90 days from the last date of submission of the Bids.
16. **Earnest Money Deposit(EMD) / Bid Security :-**Bidders are required to submit Earnest Money Deposit (EMD) for an amount of Rs. 40,000/- along with their bids. The EMD may be submitted in the form of an Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee from any of the public sector banks or a private sector bank authorized to conduct government business. EMD is to remain valid for a period of forty-five days beyond the final bid validity period. EMDs furnished by all unsuccessful Bidders will be returned on the expiry of the bid validity/finalization of successful Bidder, whichever is earlier. The Bid Security of the successful bidder would be returned, without any interest whatsoever, after the receipt of Performance Security from them as called for in the contract. EMD is not required to be submitted by those Bidders who are registered with the Central Purchase Organization (e.g. DGS&D), National Small Industries Corporation (NSIC) or any Department of MoD or MoD itself.
17. **Forfeiture of EMD :-** The bid security/earnest money will be liable to be forfeited if the bidder withdraws or amends, impairs or derogates from the tender in any respect within the validity period of his tender. No interest will be paid on the EMD.
18. **Eligibility Criteria :** A Technical Committee will be constituted to scrutinize the bids. The Committee reserves the right to reject any or all bids without assigning any reason thereof.
19. **Duration of contract and renewal option :** The duration of contract will be for one year commencing from the date of signing of contract by both the parties. The contract may be renewed for 2<sup>nd</sup> and 3<sup>rd</sup> years at the same rate as the first year if mutually agreed to by the DoS and the contractor. A decision on extension of the contract would be taken before the expiry of the contract.
20. Contractors/Firms whose contracts with DoS have been foreclosed/ terminated due to unsatisfactory performance/delivery of services or the performance of contractors/firms have been rated as unsatisfactory by user(s) in the Directorate of Standardisation, are not eligible to apply for three years from the date of foreclosure of the contract/unsatisfactory rating by user(s) of Directorate of Standardisation. In case such contractors/firms respond to this RFP, their bids will be summarily returned unactioned /unopened.

**PART II**  
**SCOPE OF WORK**

21. The RFP is for **Annual Maintenance Contract** of Information Technology hardware, software, Network and Services for HQ, Directorate of Standardisation at 'H' Block, Sena Bhawan, South Block & Kashmir House. This also includes management of operating systems, licenses for one firewall and approximately 134 antiviruses (including procurement and installation) on approximately 134 PCs/ servers/ laptops (as applicable) and efficient functioning of the Networks including services like e-mail. The contractor shall ensure serviceability of PC/Servers/Cabling/Switches/Routers/Software at all the four places. Scope of work & details of equipment covered under the AMC are as under:-

(a) **IT Hardware (Assorted)**

SI No	Description	Total (In Nos)
(i)	Desktop PCs	108
(ii)	Scanners	11
(iii)	Switches-L2 (8/16/24 ports)	44
(iv)	Manageable Network Switch (D-Link)	04
(v)	Laser Jet Printers	48
(vi)	All in one Printers(officjet)	15
(vii)	Color Laser Jet Printers	01
(viii)	Deskjet Printers	10
(ix)	Network Printers (Laser Jet)	08
(x)	UPS 20 KVA	02
(xi)	UPS 500 to 2000 VA (Various makes & types)	111
(xii)	UPS 5 to 7.5 KVA	03
(xiii)	UTP Cat 5(e)/6 Cable	Laid out at all four locations as part of LAN.
(xiv)	OFC Cable 6 Core	-do-
(xv)	Media Converters	22
(xvi)	Laptops(HP4411S & Sony Viao)	12
(xvii)	I/O Boxes	304
(xviii)	KVM Switch 8 Port	02

(b). **IT Hardware (Specific Devices)**

SI No	Specific Devices	Make & Model	Total
<b>Servers</b>			
(i)	HP Proliant	DL 380 G6	03
(ii)	HP Proliant	DL 380 G5	04

(iii)	HP Proliant	ML 350/350-G5	02
(iv)	HP Proliant	ML 310	01
(v)	Blade Server	HP BL 460C	04

<u>Other devices</u>			
(vi)	Routers	DAX 1600	02
		Cisco 2900	01
(vii)	SAN	SAN 3 Tera Byte (Ser No - 001378A40258)	01
(viii)	Projector	LG – DV501B	01

(c). **IT Hardware (Network Security Appliances)**

S.No	Make & Model of Application	Licenses		Remarks
		Hardware Validity Date *	Software Validity Date*	
(i)	Sonicwall NSA-3500 firewall H-150	28 Feb 2017	28 Feb 2017	

\* (i) Provisioning of the Licenses will be in accordance with Para 24 (c) of this RFP.

(ii) Rates in commercial bid to be quoted accordingly.

Note:- Vendors are advised to carryout physical checks of the assets/ infrastructure including cabling before bidding of the AMC. Visits by prospective bidders to all locations for checking will be facilitated.

(d) **Networks** : Details are at Appendix 'A'.

22. OIC Store, Directorate of Standardisation, New Delhi will be the contract operating officer for administrating the AMC on behalf of the customer.

23. The contractor's obligations towards maintenance shall be limited to equipment, accessories, systems and services accepted by the successful Bidder and the customer. The promulgated list shall be verified on ground by the Bidder and jointly signed by the Bidder and the Contract Operating Officer. List of items is as given above.

24. This Annual Maintenance Contract (AMC) shall be fully **Comprehensive On-site Maintenance Contract**. Maintenance service shall consist of repair and replacement of IT hardware, software, provisioning & installation of antivirus solutions, license for firewall, network cables and services as per details given below:-

- (a) Maintenance and repair of all IT Hardware including replacement of all defective/unserviceable parts of Systems/Peripherals etc. like CPU, Mother board, RAM, Hard disk, Key board, Mouse, Monitors, Laser Tubes, Fuser assembly of Laser Printers, Power supply, PC & Printer interface cables, Power Adapters for laptops, printer head, Printer drum/roller, spools, containers, straps, daisy wheels, plotter pens, rollers, knobs, covers, castors, spares etc to keep/make the systems operational. Hard disks will have to be replaced, by the contractor if they become unserviceable/ defective. **The old (defective) hard disk will not be handed over to the Contractor under any circumstances** and Contractor will have to provide additional hard disk(s) as replacement for the defective hard disk(s) during the prevalence of the contract. No extra charges will be paid to the Contractor in this regard. **Maintenance and repair of IT Hardware will include all components/ assemblies/ sub-assemblies/ modules/ sub-modules etc less batteries, toner, ribbons and cartridges.** Replacements when provided will be new and of the same/equivalent/higher class/rating/brand. Used/ old items will not be accepted as replacements.
- (b) Management of operating systems on all PCs, laptops and servers.
- (c) Procurement, installation and updating of corporate version of anti-virus like Trend Micro/Quick heal/Symantec/Macafee/Kaspersky/Sophos/Watchdog etc for user PCs, laptops and servers. The Contractor will be responsible to inform the DoS of any virus/ worm activities observed by him/ brought to his notice by the user during repair/ maintenance. Licenses of firewall will be required to be renewed in a timely manner so as to ensure **zero downtime** due to expiry of the ongoing licenses.
- (d) Integrated Local Area Networks (LAN) infrastructure comprises OFC, UTP CAT-5(e)/CAT-6 cable based structured cabling, Manageable/ un-manageable switches, passive components, leased lines, Modems, Routers, meant to provide connectivity between different PCs, work stations and peripherals. Details are at Appx 'A'.
- (e) The AMC will include the following in relation to the LAN connectivity: -
  - (i) Fault detection, rectification/ repair of any defect on the cables, including replacement, patch works, splicing, and crimping, terminating, interface connectors, powers cords, insulating, conducting, digging and establishing connectivity and all accessories connecting PCs, Servers and peripherals.
  - (ii) In case of faults in cabling of LAN, entire Cost of cabling works including laying, digging, testing etc will be borne by the Contractor. The cost for testing (usage of tools like OTDR etc) will also be borne by the Contractor.
  - (iii) In case of disruption of leased lines, liaison and follow up will need to be carried out with service provider(s) to ensure that services are restored at the earliest. Contractor will not be responsible for repair(s) of faults in leased lines.
- (f) Maintenance of software, debugging, restoration and updating including technical documentation, and reporting of failures and follow up with OEM.

(g) **System & Network Administration** Diagnose and rectify/ repair user problems, maintenance and configuration of firewalls, routers and switches, OS (patch) management, logon (user name, password & duration), Resource (read/write) permissions, maintain security audit logs, rights to folders/ directories, antivirus installation & updating, monitor health & performance of server (including memory, processor and hard drives) & carry out server maintenance, using system application & security logs to track problems/ information related to resources, failed logon and services, diagnose & rectify TCP/IP connectivity problems.

25. **Engineers**

(a) The Bidder shall ensure deployment of qualified & trained engineers for management of Information Technology Hardware, Software, Network and Services. Minimum number of engineers required along with other details is given below. The contractor is at liberty to provide additional technical man power to ensure acceptable level of services at his own expense.

S.No	Requirement	Qty	Qualification	Remarks
(i)	System/Network Administrator	02	<ul style="list-style-type: none"> <li>• BTech/MCA &amp; MCSA (equivalent) -1 (One)</li> <li>• B Tech/MCA &amp; CCNA (equivalent) -1 (One)</li> </ul>	<ul style="list-style-type: none"> <li>• Minimum work experience of 05 years in the field.</li> <li>• System/Network Administrator should be BTech/MCA &amp; MCSA/CCNA qualified with experience in Active directory migration/ configuration, windows 2008/2012 server administration and Installation/ Configuration of Exchange 2008/2012 server, troubleshooting of various types of servers, backup &amp; recovery solutions, configuration of routers &amp; switches etc, Windows Active Directory, file servers, VPN, DHCP, DNS, FTP, IIS &amp; Windows server virtualization.</li> <li>• Bio data and relevant proof of qualifications need to be enclosed as proof along with the technical bid.</li> <li>• System/Network Administrator should be proficient in OEM management, Asset management, Internet and mail management, Data Centre and Data Base Management, System Security Administration, Operating System (OS) maintenance and support.</li> </ul>



S.No	Requirement	Qty	Qualification	Remarks
(ii)	Service Engineer	04	Diploma in Computer Hardware maintenance from a Reputed Institution - 02 (Two)  Diploma in Computer Networking & maintenance from a Reputed Institution - 02 (Two)	Minimum two years work experience and should be proficient in Technical support at user level.

**Note:-**

- (i) Successful Bidder will provide at least four resumes for the posts of System/ Network Administrators and eight resumes for the post of Service Engineers within one week from the date of award of contract. Proof of work experience would be required to be submitted along with the resumes.
- (ii) Adequate time will be given to the successful bidder between award of contract and commencement of AMC services. This shall be utilized by the successful bidder to check all IT H/W, network, services etc and bring any details/ shortcoming/ observations to the notice of DoS so that the same can be addressed with help of the current AMC provider. In the absence of any inputs from the successful bidder, it will be assumed that the bidder is satisfied with state of the equipment, network & services.
- (iii) No claims regarding unserviceability/ shortcoming in IT H/W, network & services will be honoured by DoS after the commencement of AMC by the successful bidder.
- (iv) A customized software (File Tracking System) is widely used by various officials and is likely to be replaced by e-Office application developed by NIC, shortly. Successful bidder, through the deputed System/ Network Administrators & Service Engineers, will be required to ensure smooth changeover between the applications. The contractor shall also be responsible for resolution of any problems related to implementation & day to day operations of e-Office application in conjunction with e-Office team of NIC, deployed onsite & at NIC HQ. Training specific to implementation & operation of e-Office application if required, will be arranged by Dte of Standardisation at no cost to the contractor.

**26 Terms and Conditions for Engineers**

- (a) The services of the Engineers will be required during the office working hours from 0900 hrs to 1730 hrs, for five days a week basis. The manpower would observe holidays as applicable to Directorate of Standardisation. Personnel mentioned above will work under the direct supervision of Officer-in Charge Data Network Complex (OIC DNC) Directorate of Standardisation.
- (b) Service Engineers of the firm would be required to submit their police verification report at the time of joining duty. The responsibility of obtaining police verification rests with the Bidders.

(c) Once approved, the Engineers would be expected to continue to provide services for the **entire duration of the AMC**. Manpower will only be changed with prior approval of OIC DNC under unavoidable circumstances. An adequate pool of qualified manpower with police verification should be kept reserve by the successful bidder for replacement. New System/Network Administrators would be required to undergo a fifteen days handing/taking over while the Service Engineers would be required to undergo a seven days handing/taking over from incumbent engineers respectively. Any breach of this clause will attract a penalty @ 10% of that quarter's AMC amount due for System/ Network Administrators and 5% in case of Service Engineers. This penalty is over and above all other penalties. **Frequent changes of System/ Network Administrators and Service Engineers may lead to foreclosure/ termination of the AMC.**

(d) Leave/ absence

(i) Engineers may avail one days leave every month with prior approval of OIC DNC. Leave would have to be availed in each month and can not be carried over to subsequent months.

(ii) Absence from duty will be viewed seriously. Rs 750/- (Rupees Seven Hundred and fifty rupees only) will be deducted for each day of absence of System/ Network Administrator and Rs 500/- (Rupees five hundred only) will be deducted for each day of absence of Service Engineers. This penalty will be over and above all other penalties.

(e) If any engineer is found to be not having skills/knowledge commensurate to his qualification or his performance or conduct is not found satisfactory, he shall be replaced within 48 hours of being given notice in writing by the Officer In -Charge Data Network Complex (DNC). The replacement provided would be required to be approved by OIC, DNC.

(f) Bidder shall provide services beyond normal working hours in critical / emergency situation and during closed/listed holidays, including Sunday, without any additional cost to the DoS if such services are required due to unforeseen circumstances, as decided by the Officer In-Charge Data Network Complex (DNC).

(g) The Bidder shall at his own cost arrange for deployment of staff at respective sites and arrange for necessary insurance to cover all the risks assumed by the Bidder in respect of its deputed personnel for the execution of this contract. During the entire period of the Contract (including extended period), DoS shall have no liability against any loss/ damage / injury etc. to the personnel or any other concerned representative provided by the Bidder as part of the AMC.

(h) The Bidder shall ensure that all its personnel deputed for required services during the tenure of the Contract and any time thereafter maintain in the strictest confidence all information relating to the work and shall not, unless so authorised in writing by appropriate authority, divulge or grant access to any information about the work or its results. The Bidder and / or his deputed persons shall not destroy / alter any report, note and technical data relating to the operation / work. The obligation is continuing one and shall survive after the completion / term inaction of this agreement. Any violation in this regard may lead to the termination of the contract/ legal action by Directorate of Standardisation.

(j) All the personnel deputed for required services would be appropriately dressed and would prominently display both the identity cards i.e. the one issued by the Bidders as well as the security pass issued by the chief security office, DHQ Zone.

27. **Contract Operating Conditions**

- (a) Used/sub standard/repaired Spare parts/equipment/assemblies in lieu of irreparable components/ equipment will not be accepted at DoS as replacement.
- (b) The Bidder shall make his own arrangements for bringing the spare parts, software tools & testing equipments for providing the services.
- (c) **Sub-Contracting:** The Bidder shall not subcontract or permit any one other than the contractors personnel to perform any other work, services or other performances required by the customer under this contract without the prior written consent of the customer.
- (d) **Security Measures:** Service Engineers will at all times comply with all security regulations in effect from time to time at customers premises and externally for materials belonging to customer.
- (e) If any component of a System / Sub-system gives repeated / recurring problems, resulting in failure of the System more than three times in a quarter, genuine equivalent or higher, and new replacement would have to be provided. A consolidated report of such cases is to be submitted once a month to this directorate with detailed reasons for occurrence of these repeated failures and corrective steps/actions taken.
- (f) The Bidder and / or his deputed personnel shall not carry any written material, layout, diagrams, Hard Disk, CD, Storage Tapes, pen drive or any other media with S/W, programs and data etc belonging to DoS out of any of the offices covered under this contract without the prior written permission from the Officer-In-Charge, Data Network Complex (DNC). Any violation in this regard will invite necessary legal action as deemed fit by the Directorate of Standardisation.
- (g) The Bidder and / or his deputed personnel shall indemnify and keep offices of the DoS covered under this contract harmless and free from any / all claims arising under or by reason of this contract, if such claim result from the fault and / or negligence or willful act or omission of the higher authority of the Bidder or its personnel deputed in various offices located in the DoS at 'H' Block, Sena Bhawan, South Block & Kashmir House.
- (h) The Bidder will ensure that his deputed personnel maintain strict discipline and good conduct and abide by and conform to all the rules and regulations promulgated by the Directorate of Standardisation.
- (j) Condemnation of old IT equipment/ restructuring of LAN may be carried out by the DoS resulting in changes in inventory of assets under AMC. Similarly, new equipment may be added on expiry of warranty period. Increase/ decrees in equipment may also be necessary due to administrative/operational reasons. In all such cases, decrease/increase in the cost of AMC will be made based on pro-rata basis.
- (k) Bidder will not be permitted to bring Laptops, Mobiles or other connected/storage devices in DoS premises as a rule. In case it is inevitable, special permission will be taken for the same. Since special permission is a time consuming process, it is advised that Bidder should keep the software/tools in DoS premises at all the time on suitable media or on DoS PC allotted for the purpose.

(l) Contractor will ensure that all Government laws/ orders applicable to contractual services are followed in letter and spirit.

(m) Salary of Engineers System/Network Administrators will be paid at least the wages applicable to Graduates and above and Service Engineers will be paid at least the wages applicable to Matriculates/ skilled categories specified in the Minimum Wages Act for National Capital Territory of Delhi. Proof of payment of salaries to personnel employed will be required to be submitted by the bidder by the 8<sup>th</sup> of every month for release of quarterly payments.

28. **Preventive Maintenance**

(a) The Bidder shall follow a strict preventive maintenance schedule for all Systems covered under the AMC and carry out the same at least once in a quarter. The schedule will be intimated to the offices located in the DoS at 'H' Block, Sena Bhawan, South Block & Kashmir House at least two weeks in advance. The Bidder must ensure that he maintains a datasheet for each machine available, which will contain the configuration of each machine and dates of completion of various preventive maintenance activities by the contractor.

(b) The Bidder shall carry out Preventive Maintenance as per check list format attached as Appendix 'B' and get it signed from the individual Users. The Bidder shall submit /maintain record of completed service report, along with signature obtained from users ensuring satisfactory completion of jobs. The Bidder shall submit these reports for verification by the Officer-In-charge, Data Network Complex (DNC) at the time of submission of their quarterly invoice at Directorate of Standardisation.

(c) Internal cleaning of the systems, sub-systems & peripherals, covered under the contract shall be carried out by the Bidder during Preventive Maintenance by using vacuum cleaner / brush / cleaning agents etc.

29. **Registration of Defects, Calculation of Down Time & Penalty for Downtime**

(a) Complaints will be reported by user on telephone to the Service Engineers. Record of complaints will be maintained in documents by engineers. A job card/service record card would subsequently be opened and rectification work carried out. Formats of all documents will be provided by OIC DNC. Stationery required will be provided by the Bidder and all documents will be maintained by engineers at the cost of the successful bidder. Documents will be produced before the OIC DNC on a weekly basis and as and when required.

(b) Meticulous maintenance and upkeep of these documents will be the sole responsibility of the engineers and the same will be used to determine/calculate down time. The registration number with date& time will be primary reference data for deciding any down time, delay in repair and subsequent levy of penalty etc.

(c) The entry in the documents would be taken as record of repair action taken. In case a document is not maintained and/ or regular validation/signature of Officer-in-Charge, Data Network Complex, Directorate of Standardisation, New Delhi is not obtained, the entry will not be valid. In all such cases, the written or verbal statement of user/ Officer-in-Charge, Data Network Complex, Directorate of Standardisation, New Delhi will be valid, and taken as primary reference data for deciding any down time,

delay in repair and subsequent levy of penalty etc.

(d) Defective equipments will be repaired on-site. Permission to take equipment out of the premises would require specific approval of OIC DNC and will be resorted to only in exceptional cases. Hard disks will be removed prior to taking the equipment out of the premises.

(e) Penalty for shortfall in services/ Downtime – Details of penalties that are likely to be imposed in case of shortfall of services/ inability of vendor to rectify problems in time, are listed at Appendix 'C'. Penalties may be reduced/ waived off at the discretion of the Director, DoS if the shortfall of services/ inability of vendor to rectify problems in time are for legitimate reasons, beyond the control of the vendor.

30. **Care of Equipment by Contractor**

(a) The equipment or any part there of shall be maintained or opened only by the authorized representative of the contractor.

(b) Any damage to the equipment occurred during the maintenance shall be made good by the Bidder at their own expense.

(c) No alterations to be made, no new attachments fitted or repaired or adjustment made that can decrease/reduce the actual capability of the machine.

(d) All parts replaced by the Bidder must be of same specification and make or, if such parts are not available in the market due to obsolescence; parts of different make and quality would be accepted provided such request is made in writing and item is of equivalent or superior quality. Every such replacement/transaction must be informed to Contract Operating Officer in writing and acceptance obtained by the Bidder, failing which Contract Operating Officer would be fully justified to ask for equivalent or superior quality parts at a later date. Any change of spares need to be brought to the notice of the user and it is also to be mentioned in the report.

**PART III**  
**STANDARD CONDITIONS OF REQUEST FOR PROPOSAL**

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

32. **Law:** The Contract shall be considered and made in accordance with the laws of the Republic of India. The contract shall be governed by and interpreted in accordance with the laws of the Republic of India. The Contract shall be deemed to have been made at Delhi from where the Supply Order/Bid Award is issued and only the Courts of Delhi shall have jurisdiction to decide on any dispute arising out of the Contract.

33. **Effective Date of the Contract:** The contract shall come into effect on the date of signatures of both the parties on the contract (Effective Date) and shall remain valid until the completion of the obligations of the parties under the contract. The Effective Date will be post the familiarization phase as already explained earlier in this document. The deliveries and supplies and performance of the services shall commence from the effective date of the contract.

34. **Arbitration:** All disputes or differences arising out of or in connection with the Contract shall be settled by bilateral discussions. Any dispute, disagreement or question arising out of or relating to the Contract or relating to construction or performance, which cannot be settled amicably, may be resolved through arbitration. The standard clause of arbitration is as per Forms DPM-7, DPM-8 and DPM-9 (Defence Procurement Manual available in MoD website). However, other clauses governing Arbitration is as given under:-

(a) As far as possible all differences would be resolved by mutual discussions between the two parties. However in the event of any unresolved dispute arising out of the Contract, it shall be referred to the Sole Arbitration of an Officer appointed as the Sole Arbitrator by the Director, Directorate of Standardisation, New Delhi.

(b) There shall be no objection if the Arbitrator is Government Servant and that during the course of his/her duties as Government servant he/she expressed view on all or any of the matters in dispute or difference.

(c) The demand for Arbitration must be in writing and made within one month from the date of termination of the contract.

(d) The award of the Arbitrator shall be final and binding on both parties to the Contract.

(e) The venue of Arbitration would be New Delhi.

(f) The Vendor is required to give the acceptance or rejection to the above clauses at Sub Paras (a) to (e) in writing. It is stipulated that an omission to answer specifically in this regard at the TE stage will be deemed as an acceptance of the Arbitration clauses.

35. **Penalty for use of Undue influence:** The Seller undertakes that he has not given, offered or promised to give, directly or indirectly, any gift, consideration, reward, commission, fees, brokerage or inducement to any person in service of the Buyer or otherwise in procuring the Contracts or forbearing to do or for having done or forborne to do any act in relation to the obtaining or execution of the present Contract or any other Contract with the Government of India for showing or forbearing to show favour or disfavour to any person in relation to the present Contract or any other Contract with the Government of India. Any breach of the aforesaid undertaking by the Bidder or any one employed by him or acting on his behalf (whether with or without the knowledge of the Bidder) or the commission of any offers by the Bidder or anyone employed by him or acting on his behalf, as defined in Chapter IX of the Indian Penal Code, 1860 or the Prevention of Corruption Act, 1986 or any other Act enacted for the prevention of corruption shall entitle the Buyer to cancel the contract and all or any other contracts with the Bidder and recover from the Bidder the amount of any loss arising from such cancellation. A decision of the Buyer or his nominee to the effect that a breach of the undertaking had been committed shall be final and binding on the Bidder. Giving or offering of any gift, bribe or inducement or any attempt at any such act on behalf of the Bidder towards any officer/employee of the Buyer or to any other person in a position to influence any officer/employee of the Buyer for showing any favour in relation to this or any other contract, shall render the Bidder to such liability/ penalty as the Buyer may deem proper, including but not limited to termination of the contract, imposition of penal damages, forfeiture of the Bank Guarantee and refund of the amounts paid by the Buyer.

36. **Agents / Agency Commission:** The Bidder confirms and declares to the Buyer that the Bidder is the original provider of the services referred to in this Contract and has not engaged any individual or firm, whether Indian or foreign whatsoever, to intercede, facilitate or in any way to recommend to the Government of India or any of its functionaries, whether officially or unofficially, to the award of the contract to the Bidder; nor has any amount been paid, promised or intended to be paid to any such individual or firm in respect of any such intercession, facilitation or recommendation. The Bidder agrees that if it is established at any time to the satisfaction of the Buyer that the present declaration is in any way incorrect or if at a later stage it is discovered by the Buyer that the Bidder has engaged any such individual/firm, and paid or intended to pay any amount, gift, reward, fees, commission or consideration to such person, party, firm or institution, whether before or after the signing of this contract, the Bidder will be liable to refund that amount to the Buyer. The Bidder will also be debarred from entering into any supply Contract with the Government of India for a minimum period of five years. The Buyer will also have a right to consider cancellation of the Contract either wholly or in part, without any entitlement or compensation to the Bidder who shall in such an event be liable to refund all payments made by the Buyer in terms of the Contract along with interest at the rate of 2% per annum above LIBOR rate. The Buyer will also have the right to recover any such amount from any contracts concluded earlier with the Government of India.

37. **Access to Books of Accounts:** In case it is found to the satisfaction of the Buyer that the Bidder has engaged an Agent or paid commission or influenced any person to obtain the contract as described in clauses relating to Agents/Agency Commission and penalty for use of undue influence, the Bidder, on a specific request of the Buyer, shall provide necessary information/ inspection of the relevant financial documents/information.

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

39. **Foreclosure/Termination of Contract:**

(a) The user may foreclose/ terminate the contract by giving a two months notice for administrative reasons/ convenience. Besides the above, the contract may be foreclosed or terminated, at the discretion of DoS on the following grounds:-

(i) In the event of repair work being found unsatisfactory as reported by users in writing.

(ii) It comes to the notice of the DoS that the Bidder/Vendor has not/is not complying with provisions of this RFP or any information provided by the Vendor is found untrue/false.

(iii) Any other reason which affects the quality of service under the terms of the contract.

(b) Should the AMC be foreclosed/ terminated at any time, the bidder will be solely responsible to hand over the equipment in serviceable condition, failing which the Dte of Standardisation will be at liberty to get the equipment repaired through any other source at risk and cost basis and the cost debit to the Bidder from AMC payment(s) due.

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

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

42. **Patents and other Industrial Property Rights:** The prices stated in the present Contract shall be deemed to include all amounts payable for the use of patents, copyrights, registered charges, trademarks and payments for any other industrial property rights. The Bidder shall indemnify the Buyer against all claims from a third party at any time on account of the infringement of any or all the rights mentioned in the previous paragraphs, whether such claims arise in respect of manufacture or use.

43. **Amendments:** No provision of present Contract shall be changed or modified in any way (including this provision) either in whole or in part except by an instrument in writing and signed on behalf of both the parties and which expressly states to amend the present Contract.

44. **Qualifying Criteria for Bidders:**

(a) Following are the qualifying criteria for the Bidders: -

(i) The Bidder must be an Indian registered firm with its registered office and maintenance infrastructure in the NCR with required facilities.



- (ii) The firm must have undertaken at least one similar project involving maintenance of IT Hardware, management of network and IT services in a government organisation/reputed MNC during the last three years for a minimum 100 PCs including 50 PCs in Network environment at a single site.
  - (iii) The Bidder must have at least 05 full time technically qualified engineers (CCNA/MCSA/ Diploma in hardware maintenance Diploma in networking) in his employment on his direct payroll for the last two years and provide proof to that effect to the contract operating officer.
  - (iv) The Bidder must have registration of ESI (Employees State Insurance), PF and Service tax.
  - (v) The Bidder must give an undertaking that he/she has not been blacklisted by any Govt. organisation in the last 5 years from the date of submission of Bid.
- (b) Other evaluation criteria are elaborated in Part V of the RFP.

#### 45. **Taxes and Duties**

- (i) If Bidder desires to ask for excise duty or Sales Tax / VAT extra, the same must be specifically stated. In the absence of any such stipulation, it will be presumed that the prices include all such charges and no claim for the same will be entertained.
- (ii) If reimbursement of any Duty/Tax is intended as extra over the quoted prices, the Bidder must specifically say so. In the absence of any such stipulation it will be presumed that the prices quoted are firm and final and no claim on account of such duty/tax will be entertained after the opening of tenders.
- (iii) If a Bidder chooses to quote a price inclusive of any duty/tax and does not confirm inclusive of such duty/tax so included is firm and final, he should clearly indicate the rate of such duty/tax and quantum of such duty/tax included in the price. Failure to do so may result in ignoring of such offers summarily.
- (iv) If a Bidder is exempted from payment of any duty/tax upto any value of supplies from them, he should clearly state that no such duty/tax will be charged by him up to the limit of exemption which he may have. If any concession is available in regard to rate/quantum of any Duty/tax, it should be brought out clearly. Stipulations like, the said duty/tax was presently not applicable but the same will be charged if it becomes leviable later on, will not be accepted unless in such cases it is clearly stated by a Bidder that such duty/tax will not be charged by him even if the same becomes applicable later on. In respect of the Bidders, who fail to comply with this requirement, their quoted prices shall be loaded with the quantum of such duty/tax which is normally applicable on the item in question for the purpose of comparing their prices with other Bidders.

(vi) Any change in any duty/tax upward/downward as a result of any statutory variation in excise taking place within contract terms shall be allowed to the extent of actual quantum of such duty/tax paid by the supplier. Similarly, in case of downward revision in any duty/tax, the actual quantum of reduction of such duty/tax shall be reimbursed to the Buyer by the Seller. All such adjustments shall include all reliefs, exemptions, rebates, concession etc. if any obtained by the Seller.

46. **Performance Bank Guarantee:** Performance Security for an amount of 10% (ten percent) of the value of the contract will be deposited within 15 days from the date of award of contract and the same must be in the form of an account payee demand draft/ fixed deposit receipt from a Commercial Bank/Bank Guarantee from a Commercial Bank in an acceptable form. Performance Security will remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the AMC Vendor. While depositing the bank Guarantee, bidder will endorse the Supply Order No. & Date at the reverse side of Security Document. The receipt issued by the Consignee towards deposition of Performance Security will be produced by the AMC Vendor at the time of collection of the Security Document. Format is as per Appendix 'D'.

**PART IV**  
**SPECIAL CONDITIONS OF SUPPLY ORDER**

47. The vendor will quote the AMC amount in accordance with the commercial Bid format (Appendix 'G') in such a way so as to reflect the base price and all statutory/ mandatory taxes/ duties/ excise surcharges/ levies/ cess etc. separately.

48. **Payment terms:** The payment will be made on quarterly basis on submission of User clearance/ satisfactory certificate alongwith proof of salary payment to deputed personnel as specified vide para 27 (m) of part II of the contract RFP.

49. **Advance Payments:** No advance payment(s) will be made.

50. **Paying Authority:** The payment of bills will be made on submission of the following documents by the Bidder to the Paying Authority i.e PCDA HQ, 'G'Block, New Delhi-110011 along with the bill through Directorate of Standardisation:

- (a) Ink-signed copy of contingent bill / Bidders bill.
- (b) Exemption certificate for Excise duty / Customs duty, if applicable.
- (c) Details for electronic payment viz Account holders name, Bank name, Branch name and address, Account type, Account number, IFSC code, MICR code (if these details are not incorporated in supply order).
- (d) Any other document / certificate that may be provided for in the Supply order.
- (e) User clearance/satisfactory certificate.

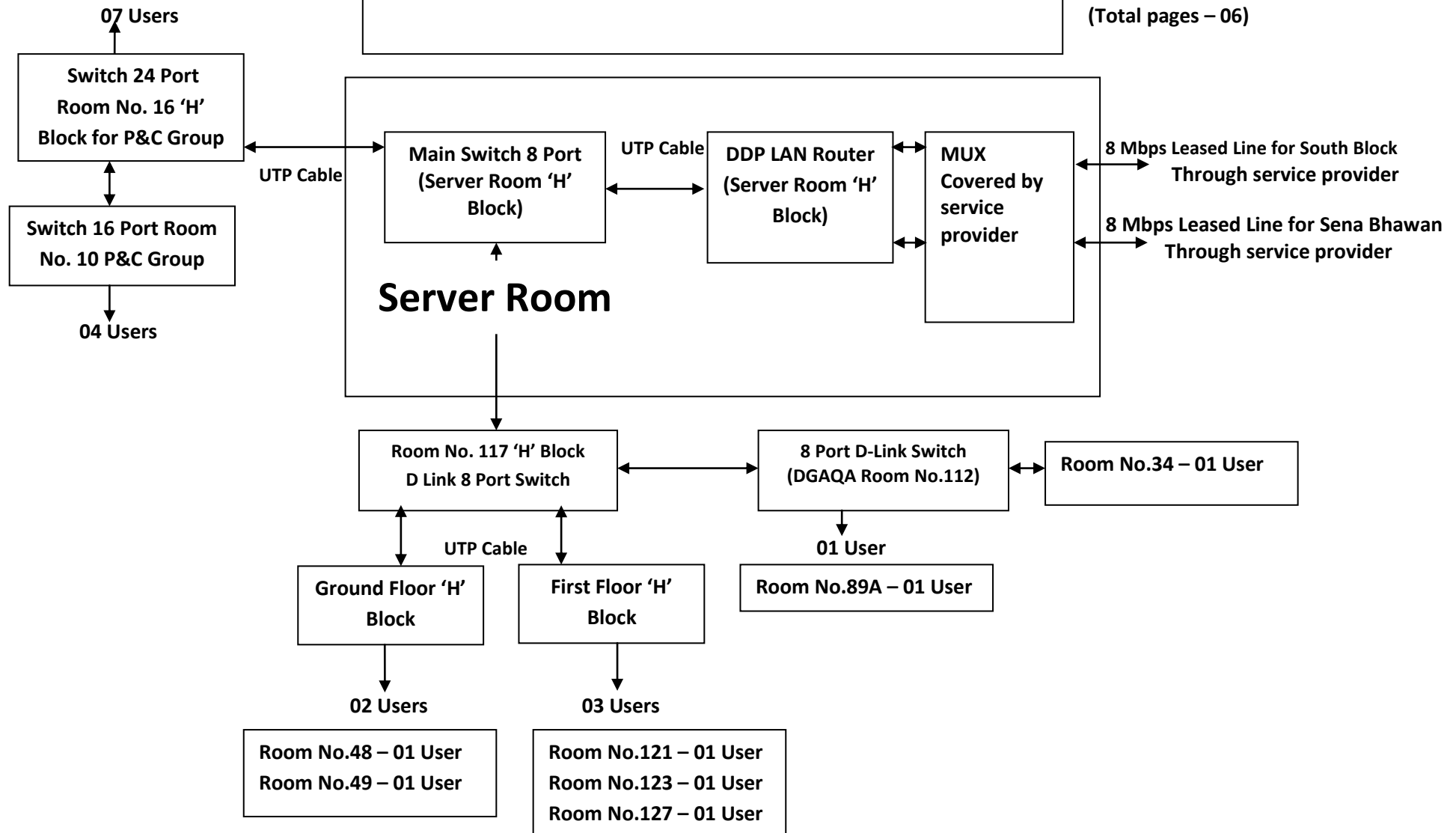
**Part V**  
**Evaluation Criteria & Price Bid issues**

51. The evaluation will be carried out based on two bid system as indicated below: -
- (a) Technical Evaluation.
  - (b) Commercial Evaluation.
52. Technical Evaluation
- (c) The evaluation process would consider whether the bidder has requisite prior experience and expertise to address Directorate of Standardisation's requirements and objectives. DoS will examine the bids to determine whether they are complete, whether required information has been provided as underlined in the Bid document, whether the documents have been properly signed, and whether bids are generally in order. Only those Bids which comply to the Technical Evaluation Criteria will be taken up for commercial evaluation. To assist in the examination, evaluation and comparison of bids, DoS may, at its discretion, ask any or all the Bidders for clarification and response shall be in writing and no change in the price or substance of the Bid shall be sought, offered or permitted.
  - (b) Written replies submitted in response to the clarifications sought by Directorate of Standardisation, if any, will be reviewed. DoS may interact with the Customer references submitted by Bidder, if required. If a Bid is not substantially responsive, it will be rejected by DoS and may not subsequently be made responsive by the Bidder by correction of the nonconformity. DoS determination of bid responsiveness will be based on the content of the bid itself.
  - (c) The Technical Bid should consist of the documents in the sequence given Below:-
    - (i) Index page indicating the technical bid contents with appropriate page numbers.
    - (i) The Technical Evaluation Compliance Matrix as per format at Appendix 'E' alongwith the required supporting documents in the same sequence.
    - (ii) Acceptance of all terms and conditions specified in the RFP documents as per declaration given at Appendix 'F'.
    - (iii) Any additional relevant document on Company Profile, Employee Profile etc.
53. Commercial Evaluation : Commercial evaluation to determine the L1 bidder will be carried out after completion of Technical Evaluation. Only the Bidders who meet the requirement of Technical Evaluation will be considered for commercial evaluation. Format for Commercial Bids is attached at Appendix 'G'. The evaluation and comparison of responsive bids shall be done on the base prices offered as indicated in the price schedule of the Bid document but excluding levies, taxes and duties such as excise duty, VAT, Service Tax, Octroi/ Entry Tax etc which are to be paid extra as per actual, wherever applicable.

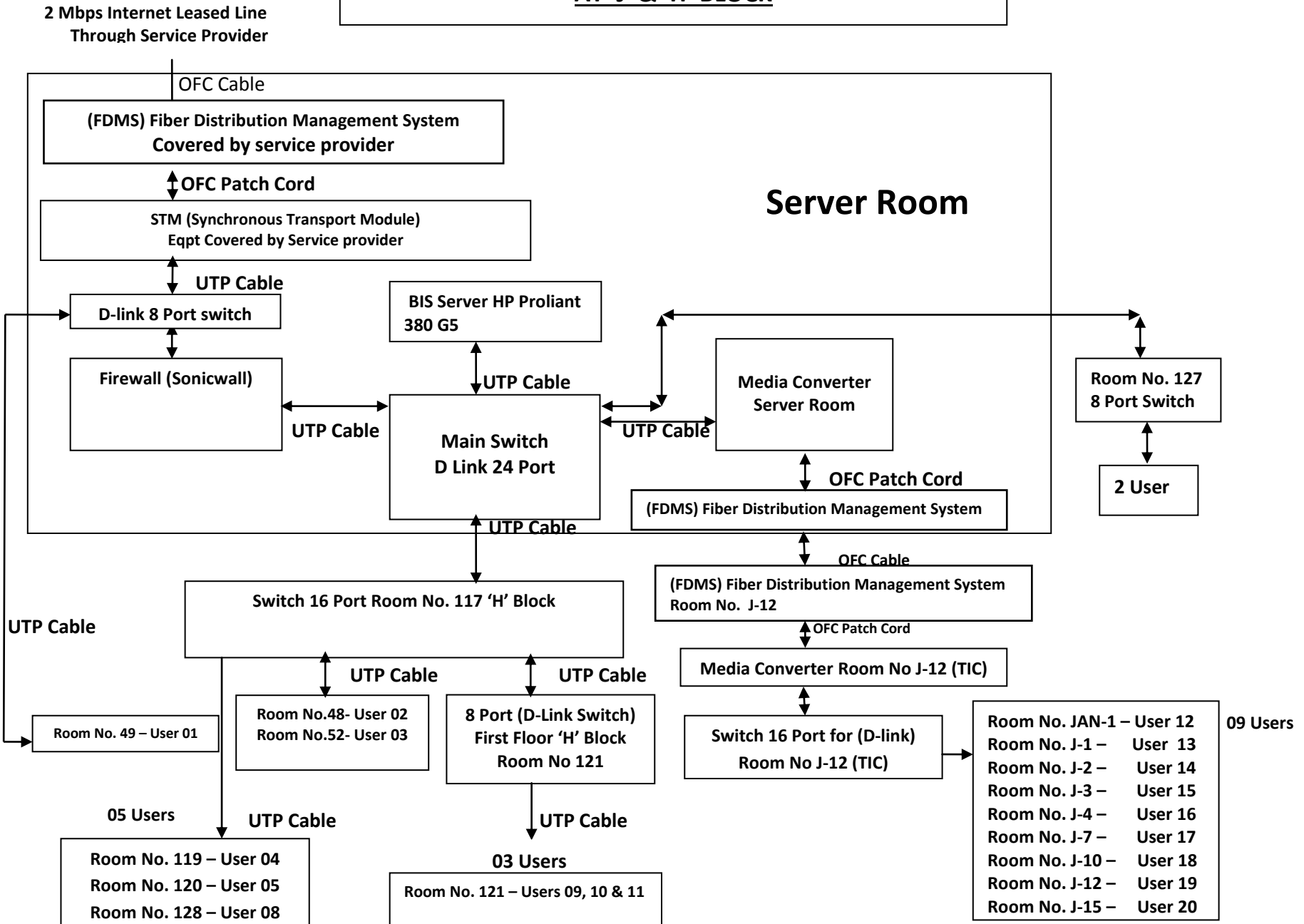
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### NETWORK DIAGRAM – DDP LAN ‘H’ BLOCK

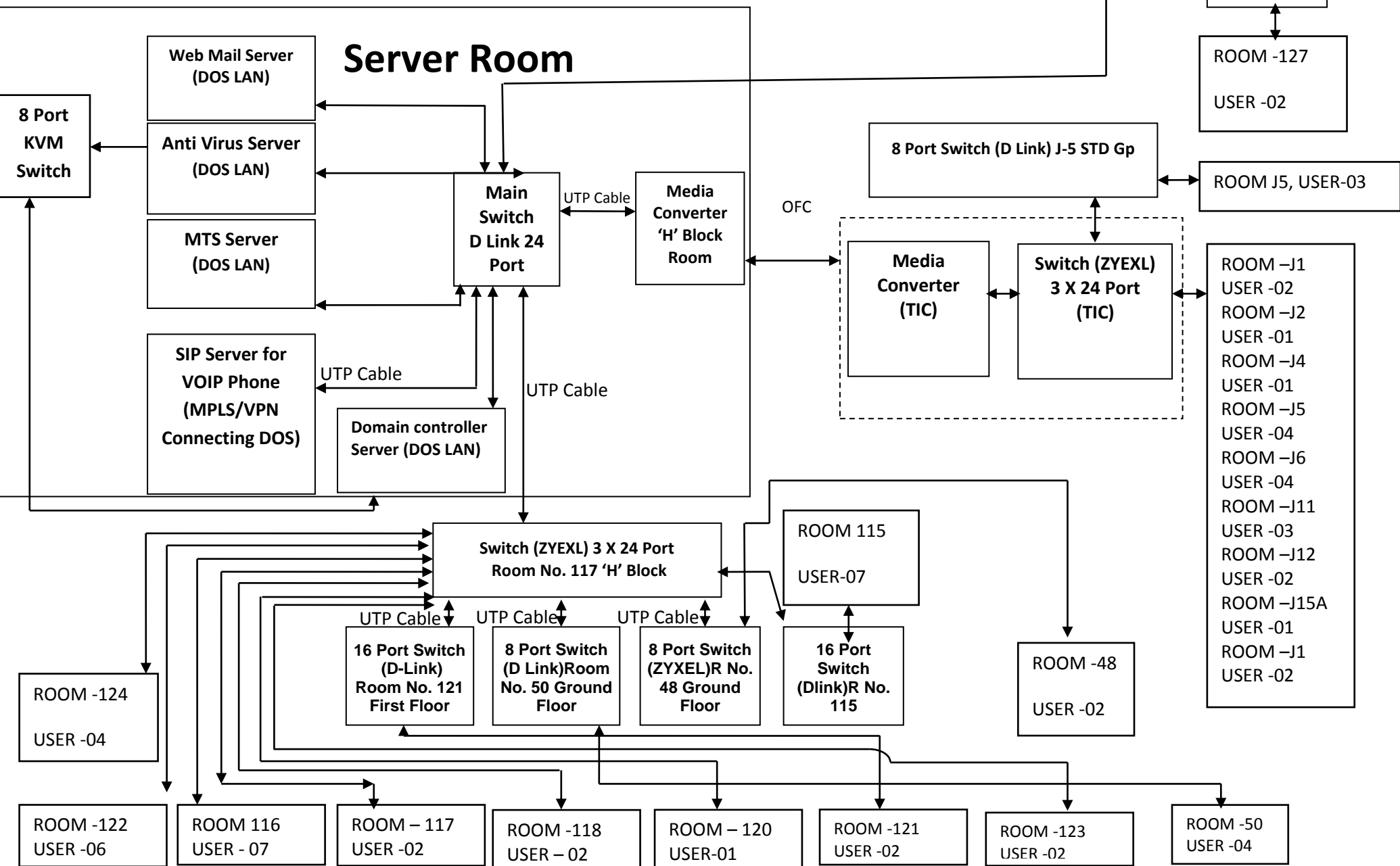
**Appendix ‘A’**  
**(Refer to Para 21 (d) of RFP)**  
**(Total pages – 06)**



**NETWORK DIAGRAM OF INTERNET LAN CONNECTIVITY**  
**AT 'J' & 'H' BLOCK**

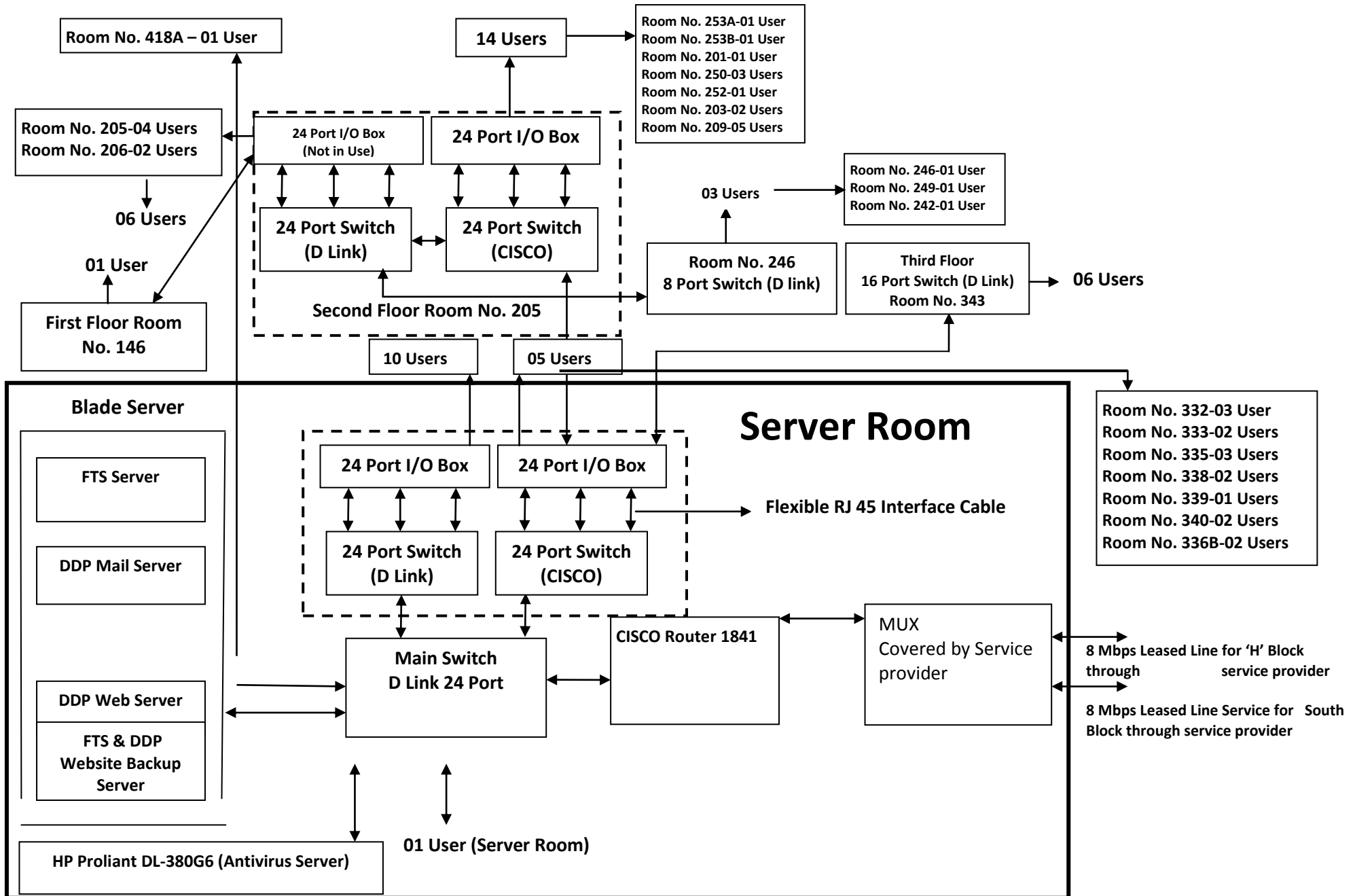


**NETWORK DIAGRAM OF DOS LAN CONNECTIVITY 'J' & 'H' BLOCK**

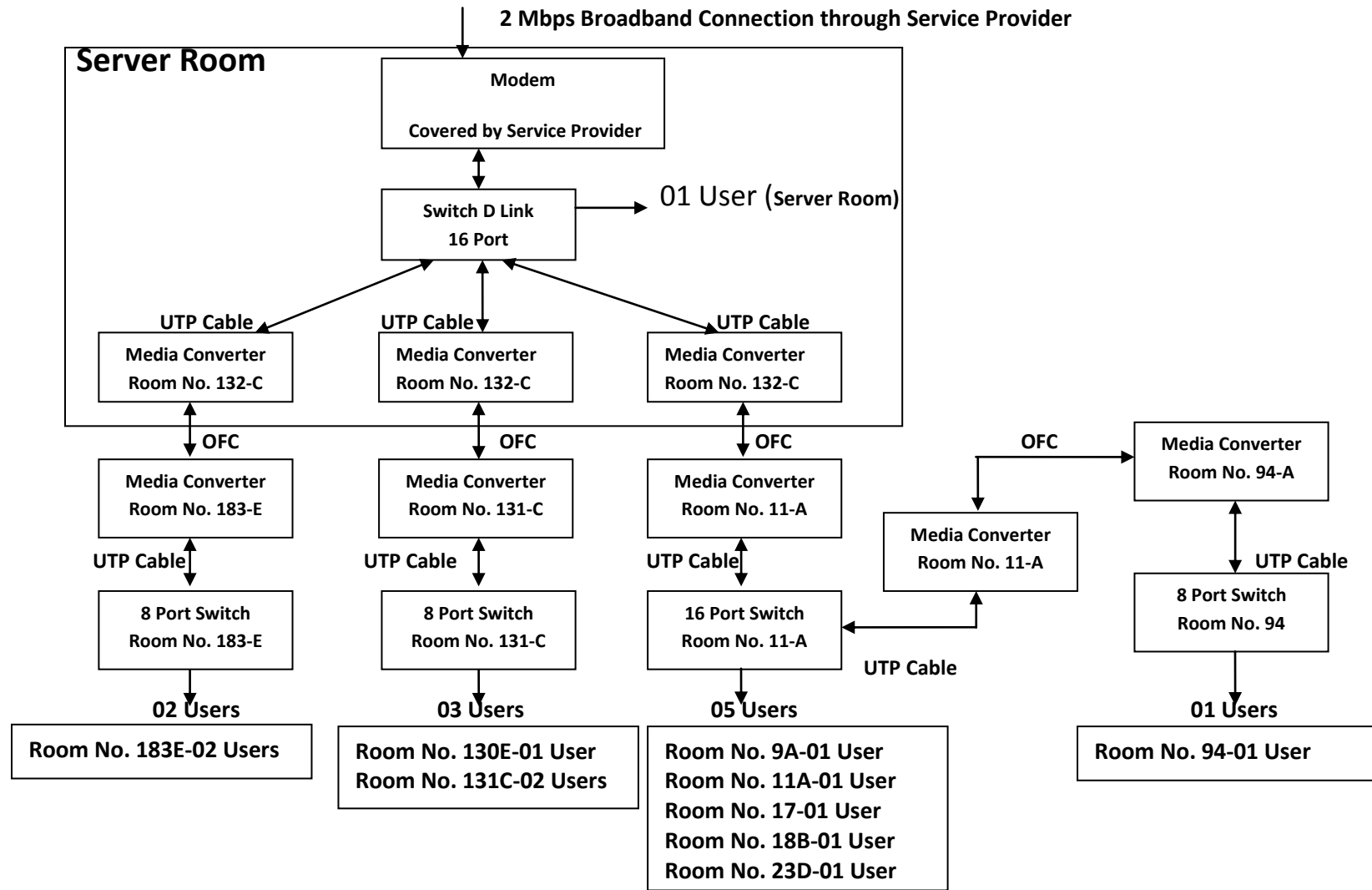




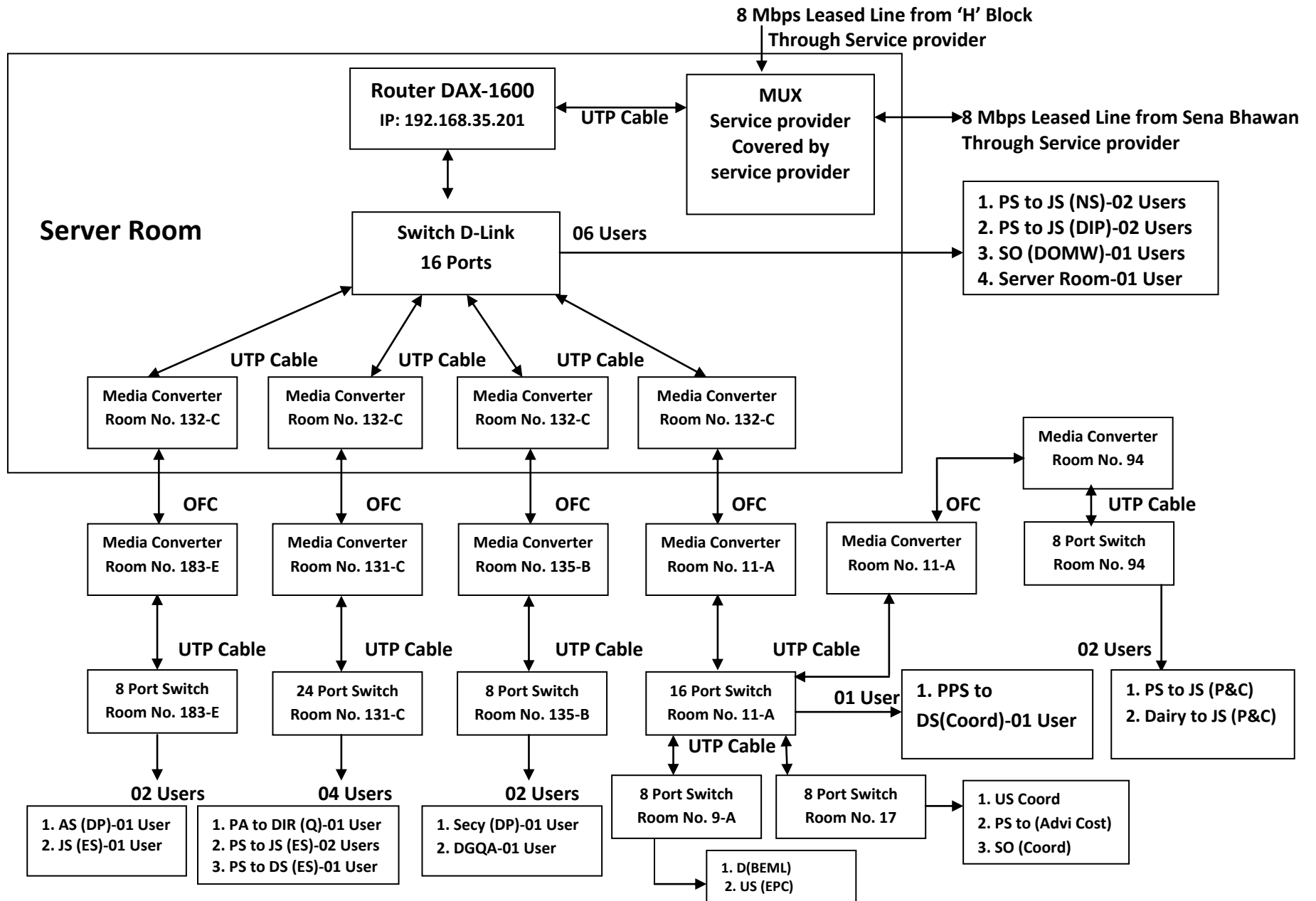
### NETWORK DIAGRAM OF DDP LAN AT SENA BHAWAN



## NETWORK DIAGRAM OF INTERNET LAN AT SOUTH BLOCK



## NETWORK DIAGRAM OF DDP LAN AT SOUTH BLOCK





**Appendix 'C'**  
**(Refers to para 29 (e) of RFP )**

**PENALTY FOR SHORTFALL IN SERVICES/ DOWNTIME**

1. IT resources including LAN included in the Scope of Work are made use of by a large number of personnel including senior officers in the MoD, DDP and DOS. A customised software application File Tracking System (FTS) is widely used by various senior officials on the existing LAN and is likely to be replaced by e-Office application developed by NIC, shortly. While the e-Office application will be deployed on NIC servers, it will be accessed by officials through the existing LAN & IT assets included in the scope of work of this tender. Leased lines from PGCIL will be utilized for transfer of important data between 'H-Block, South Block, Sena Bhawan and Kashmir House. The data transfer will also take place between H-Block/South Block and National Data Centre (NDC)/NIC Headquarters once the e-Office application is in place. Further, shared services like network printing and access to Internet are also utilized. It is thus imperative that the equipment/ services downtime is kept to the bare minimum, all assets including network are administered & managed professionally and faults in IT hardware & active/passive components of the LAN be rectified on priority.
2. Penalty for Downtime - Critical Users A list of ten critical users will be provided to the vendor. Acceptable downtime of equipment/ services in respect of these users will be 24 hours from the time reporting of fault. Faulty equipment/ services not restored within acceptable downtime will attract penalty at the rate of Rs 1000/- per user, per day.
3. Penalty for Downtime - Other Users Acceptable downtime of equipment/ services in respect of non-critical users will be 48 hours from the time of reporting of the fault. Faulty equipment/ services not restored within acceptable downtime will attract penalty at the rate of Rs 200/- per user, per day.
4. Any fault in routers, switches, firewalls etc used for providing services/access of applications to multiple users may attract a fine of Rs 1000/- per day if the same are not repaired/ replaced within 24 hours from the time of breakdown.
5. Penalty will not be imposed if the vendor restores disrupted services by providing equivalent/ better replacement equipment, pending repairs of the faulty equipment.
6. In case the firm fails to repair faulty equipment/ restore disrupted services beyond seven days, the DoS will be at liberty to carry out necessary repairs/ restoration of services through an alternate source and debit the amount from payments due to the vendor. This office shall entertain no correspondence or counter claim in this regard.
7. Penalty clause may be waived off at the discretion of the Director, DoS provided he is satisfied that shortfall in services/ downtime was not intentional and beyond control of the vendor.

**Appendix 'D'**  
**(Refers to para 46 of RFP )**

**Form DPM-15**  
**Performance Bank Guarantee Format**

**From:**  
**Bank** \_\_\_\_\_

To,  
The President of India  
Ministry of Defence,  
Government of India  
New Delhi

Dear Sir,

1. Whereas you have entered into a contract No.\_\_\_\_\_ dated- \_\_\_\_\_(hereinafter referred to as the said Contract) with M/s\_\_\_\_\_, hereinafter referred to as the of goods as per Part-II of the said contract to the said seller and where as the Seller has undertaken to produce a bank guarantee for( % ) of total Contract value amounting to \_\_\_\_\_ to secure its obligations to the President of India. We the \_\_\_\_\_bank hereby expressly, irrevocably and unreservedly undertake and guarantee as principal obligors on behalf of the seller that, in the event that the President of India declares to us that the goods not been supplied according to the Contractual obligations under the aforementioned , we will pay you, on demand and without demur, all and any sum up to a maximum of \_\_\_\_\_Rupees \_\_\_\_\_ only. Your written demand shall be conclusive evidence to us that such repayment is due under the terms of the said contract. We undertake to effect payment upon receipt of such written demand.

2. We shall not be discharged or released from this undertaking and guarantee by any arrangements, variations made between you and the Seller, indulgence to the Seller by you, or by any alterations in the obligations of the Seller or by any forbearance whether as to payment, time performance or otherwise.

3. In no case shall the amount of this guarantee be increased.

4. This guarantee shall remain valid for ..... months for acceptance of test consignment in India or until all the store, spares and documentation have been supplied according to the contractual obligations under the said contract.

5. Unless a demand or claim under this guarantee is made on us in writing or on before the aforesaid expiry date as provided in the above referred contract or unless this guarantee is extended by us, all your rights under this guarantee shall be forfeited and we shall be discharged from the liabilities hereunder.

6. This guarantee shall be a continuing guarantee and shall not be discharged by and change in the constitution of the Bank or in the constitution of M/s\_\_\_\_\_.

**Appendix 'E'**  
**(Refers to para 52 (c) (ii) of RFP )**

**TECHNICAL EVALUATION COMPLIANCE MATRIX FOR ANNUAL MAINTENANCE  
CONTRACT FOR IT HARDWARE, NETWORK COMPONENTS AND MANAGEMENT  
OF NETWORK SERVICES FOR DIRECTORATE OF STANDARDISATION**

Sl. No	Para of RFP	CRITERIA	Compliance Status (Yes/No)	Reasons for Non Compliance	Supporting Documents Required
1.	16	The Bidder must have deposited EMD as per tender enquiry			Yes
2.	44 (a) (i)	The Bidder must be an Indian Registered firm with registered office and maintenance infrastructure in NCR with required facilities.			Yes
3.	44 (a) (ii)	The Bidder must have undertaken at least one similar project involving maintenance of IT Hardware, and management of network and IT services in a government organisations/ Reputed MNC during the last three years for a minimum of 100 PCs including 50 PCs in Network environment at a single site.			Certified copy of the work completion certificate wrt successfully completed project at the Government organization/ PSUs/ReputedMNCs
4.	44(a) (iii)	The Bidder must have at least 05 full time technically qualified engineers (CCNA/MCSA/Diploma in hardware maintenance/Diploma in networking) in his employment on his direct payroll for the last two years.			Proof of employment along-with qualifications required
5.	44 (a) (iv)	The Bidder must have registration of ESI (Employees State Insurance), PF and Service tax.			Yes
6.	44 (a) (v)	The Bidder must give an undertaking that he/she has not been blacklisted by any Govt. organisation in the last 5 years from the date of submission of Bid.			Self-Certification
7.	51 (c) (iii)	Declaration regarding acceptance of terms & conditions contained in the tender documents.			As per Appendix 'F'

**Appendix 'F'**  
**(Refers to para 52 (c) (iii) of RFP )**

**DECLARATION REGARDING ACCEPTANCE OF TERMS AND CONDITIONS**  
**CONTAINED IN THE TENDER DOCUMENT.**

To  
Director  
Directorate of Standardisation  
Ministry of Defence  
'H' Block, New Delhi - 110011

Sir,

1. I have carefully gone through the Terms and Conditions contained in the Tender Document (RFP No.1603/Stores/Std/TE/IT dt 05 Aug 2016) regarding Annual Maintenance Contract for Information Technology Hardware, Network and Services for HQ, DoS at 'H' Block, Sena Bhawan, South Block & Kashmir House. I declare that all the Terms and Conditions of this Tender document are acceptable to my Company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours faithfully

\_\_\_\_\_

Name \_\_\_\_\_  
Designation \_\_\_\_\_  
Company \_\_\_\_\_

Firm's Seal with Date



Appendix 'G'  
(Refers to para 53 of RFP)

COMMERCIAL BIDS FORMAT

Ser No	Item Description (Supply)	No	Unit	Basic Price Per Unit (in Rupees)	Taxes as applicable						Total amount including of all taxes (Per Unit Basis)
					VAT		Service Tax		@		
					Rate%	VAT Payable	Rate%	ST Payable	Rate%	Tax Payable	
<b><u>IT Hardware Assorted</u></b>											
(a)	Desktop PCs	108	No								
(b)	Scanners	11	No								
(c)	Switches-L2 (8/16/24 ports)	44	No								
(d)	Manageable Network Switch (D-Link)	04	No								
(e)	Laser Jet Printers	48	No								
(f)	All in one Printers (office jet)	15	No								
(g)	Color Laser Jet Printers	01	No								
(h)	Deskjet Printers	10	No								
(j)	Network Printers (Laser Jet)	08	No								
(k)	UPS 20 KVA	02	No								
(l)	UPS 500 to 2000 VA (Various makes & types)	111	No								
(m)	UPS 5 to 7.5 KVA	03	No								
(n)	UTP Cat 5 (e)/6 Cable	Laid out at all four locations as part of LAN	Lump-sum								

@ Additional columns may be added in case any other taxes are applicable.

Contd.....

-2-

Ser No	Item Description (Supply)	No	Unit	Basic Price Per Unit (in Rupees)	Taxes as applicable						Total amount including of all taxes (Per Unit Basis)
					VAT		Service Tax		@		
					Rate%	VAT Payable	Rate%	ST Payable	Rate%	Tax Payable	
(o)	OFC Cable 6 Core	Laid out at all four locations as part of LAN	Lump-sum								
(p)	Media Converters	22	No								
(q)	Laptops(HP4411S & Sony Viao)	12	No								
(r)	I/O Boxes	304	No								
(s)	KVM Switch 8 Port	02	No								
Sub Total IT Hardware Assorted											
<b><u>IT Hardware (Specific Devices)</u></b>											
(a)	HP Proliant DL 380 G6	03	No								
(b)	HP Proliant DL 380 G5	04	No								
(c)	HP Proliant ML 350/350-G5	02	No								
(d)	HP Proliant ML 310	01	No								
(e)	Blade Server HP BL 460C	04	No								
Sub Total IT Hardware (Specific Devices)											
<b><u>Other Devices</u></b>											
(a)	Routers DAX 1600	02	No								
(b)	Routers Cisco 2900	01	No								
(c)	SAN 3 Tera Byte (001378A40258)	01	No								
(d)	Projector LG-DV501B	01	No								

@ Additional columns may be added in case any other taxes are applicable.

Contd.....

-3-

Ser No	Item Description (Supply)	No	Unit	Basic Price Per Unit (in Rupees)	Taxes as applicable						Total amount including of all taxes (Per Unit Basis)
					VAT		Service Tax		@		
					Rate%	VAT Payable	Rate%	ST Payable	Rate%	Tax Payable	
(e)	Sonicwall NSA-3500 Firewall H-150	01	No								
Sub Total Other Devices											
<b>Miscellaneous</b>											
(a)	Corporate version Anti Virus for all PCs/ Laptops/ Servers	134	No								
(b)	Salary:- 02 x System/ Network Administrators	02	No								
	04 x Service Engineers	04	No								
(c)	Any other charges (please specify)										
<b>Summary</b>											
(a)	Sub Total IT Hardware Assorted										
(b)	Sub Total IT Hardware (Specific Devices)										
(c)	Sub Total Other Devices										
(d)	Sub Total Miscellaneous										
Grand Total Cost											

@ Additional columns may be added in case any other taxes are applicable.