



Chaudhary Ranbir Singh University, Jind
(Haryana Government University under Act 28 of 2014)
Recognized u/s 2(F) & 12-B of UGC Act, 1956



E-TENDER DOCUMENT

for

**Comprehensive AMC cum rate contract of Electronics Items at
Chaudhary Ranbir Singh University, Jind, Haryana**

Tender No.:

Name of Work: Comprehensive AMC cum rate contract of Electronics
Items at Chaudhary Ranbir Singh University, Jind,
Haryana.



Chaudhary Ranbir Singh University, Jind
(Haryana Government University under Act 28 of 2014)
Recognized u/s 2(F) & 12-B of UGCAct,1956



E-TENDER NOTICE

Online E-Tenders on behalf of Registrar, Chaudhary Ranbir Singh University, Jind is invited for technical and financial bid through e-Procurement System of Govt. of Haryana from the companies/firms for **“Comprehensive AMC cum rate contract of Electronics Items at Chaudhary Ranbir Singh University, Jind, Haryana “**as per the Technical Specifications mentioned in **E-tender** document available on Haryana Govt. E-Tender portal <https://etenders.hry.nic.in>.

Name of Work	Comprehensive AMC cum rate contract of Electronics Items
Estimated Cost of the Work	Rupees 20 Lakhs
Earnest Money	Rs. 0.4 Lakhs (40,000/-)
Tender Fee (Non-refundable)	Rs. 1000/- + GST
e-service Fees (Non-refundable)	Rs. 1000/- + GST
Start date and time of Bid preparation & submission on e- procurement portal	05-11-2020 at 03:30 P.M.
Last date and time for Bid preparation & submission by bidders	25-11-2020 at 03:30 P.M.
Date and time of Tender Opening (Technical Bid Part-I)	25-11-2020 at 04:00 P.M. at Conference Hall, CRSU, Jind
Date and time of Tender Opening (Financial Bid Part-II)	To be announced later on

The e-tenders shall be opened in the Conference Room, Chaudhary Ranbir Singh University, Jind in the presence of the agencies or their authorized representative who may like to be present by having proper authorization letter.

The complete bidding documents, fee details, technical specifications and key dates can be viewed/downloaded from the web sites <https://haryanaeprocurement.gov.in> and www.crsu.ac.in. The Bidders are requested to go through the tender document carefully before submitting the online bid.

The Registrar, Chaudhary Ranbir Singh University, Jind reserves the right to accept or reject the tendering process at any stage without assigning any reason whatsoever. The university reserve the right to increase or decrease the items without any change of terms and conditions on proportionate to increase and decrease in rates.

Registrar
Chaudhary Ranbir Singh University, Jind
Harayana

Eligibility Criteria for Prequalification of Bidders

1. The bidder should submit PAN, GST, TAN, and Registration Certificate of the firm.
2. There should be no complaint against the Bidder for poor performance of the equipment supplied. A certificate should be given in this regard.
3. The Manufacturer should have valid **ISO 9001** and **ISO 27001** Certificates.
4. The bidder should be in the business in India for more than 3 years as on publishing date of e-tender. This should be supported by the certificate of registration issued under the companies act by a competent authority.
5. The Bidder should have the average annual turnover of 100 Lakhs in last three financial years.
6. Manufacturer / Bidders shall not be under any declaration of ineligibility for corrupt and fraudulent practices issued by any state Government / GOI / Union territory. The Manufacturer / Bidders shall not be blacklisted by any state Government / GOI / Union territory/State and Central Educational Institutes. An affidavit in this regard on stamp paper of Rs. 100 attested from Notary shall be attached /uploaded.
7. The Manufacturer / Bidder should have executed / Implemented work order at any Govt. Institution/Central and State Universities /IIT /NIT /PSU /Research Organisation/Private Sector. It should have:
 - a. Three similar completed works executed and costing not less than the amount equal to 40% of the estimated cost.

OR
 - b. Two similar completed works executed and costing not less than the amount equal to 50% of the estimated cost.

OR
 - c. One similar completed work executed and costing not less than the amount equal to 80% of the estimated cost.

The bidder should furnish the information as supported by Purchase order or Work done certificates from the concerned department.
8. The Bidder has to quote all the products as per the Tender.
9. University - is the final authority to judge the tender called items and has every power - to accept or reject the same without assigning any reasons.
10. The electronic items whose warranty period is likely to be completed in future such items may be covered under said tender terms and conditions and an undertaking may be obtained from successful bidder(s) that it will provide the CMC services on same rates, same terms and conditions for the similar electronic items. The University may add the later warranty expired of items as per requirement.

NOTE: All pages uploaded on the portal should be in order.

Date:

**Signature of the Bidder with seal
Name:**

Terms & Conditions

- (1) **Bid Security:** The Bid Security (i.e. Earnest Money Deposit: EMD) of **Rs. 1,00,000/-** (Rupees One lakh only) through online mode only.
 - a) Offers without Bid Security will not be considered.
 - b) Bid security of the unsuccessful bidders shall be returned to them at the earliest latest on or before the 30th working day after the award of the work, so as to get refund of the Bid Security, all the bidder will provide their bank account details.
 - c) The Bid Security shall also be forfeited,
 - (i) if a Bidder withdraws its bid during the period of bid validity; or
 - (ii) if a Bidder makes any statement or uploads any form which turns out to be false, incorrect and / or misleading at any time and / or conceals or suppresses material information; or
 - (iii) In case of the successful Bidder, if the Bidder fails to sign the agreement or to furnish performance guarantee within the specified time period as given in this document.
- (2) **Validity of the Offer:** The offer shall be valid for 60 days from the date of opening of the financial bids.
- (3) **Amendment in this document:** At any time up to the last date of receipt of Bids, the University may, for any reason, whether at its own initiative or in response to a clarification requested by a Bidder, modify this e-tender document by an amendment. Clarifications requested by bidders should be submitted at least 7 working days prior from date of closing. The amendment will be notified **on the University website (www.crsu.ac.in) only** and the same shall be binding on Bidders. The University may, at its discretion, extend the last date for the receipt of Bids.
- (4) **Bid Evaluation:** Evaluation of the Bids shall be made strictly in terms of provisions and criteria disclosed in this bidding document. Notwithstanding the above, the university reserves the right to accept or reject any quotation, cancel the bidding process and reject all quotations at any time prior to the award of the contract.
- (5) **Bid Disqualification:** The proposal will be disqualified in the following cases:
 - i. Proposal not uploaded in accordance with instructions provided in this document.
 - ii. Proposal is uploaded in incomplete form.
- (6) **Prices:** All prices shall be fixed and shall not be subject to escalation of any description. The rates must be quoted *in FINANCIAL BID* as per the Price Format available in **Annexure-3** which must be uploaded in the Excel File format provided in Bill of Quantity (BOQ) document available with Bid document on Haryana Govt. website. Bidder must note of the following:
 - a. All costs should be given in INR both in Figures and Words. All payments will be made in INR only.
 - b. **The rates quoted in Financial Bid should be inclusive of all charges including applicable Government Taxes also.**
- (7) **Time Frame and Delivery Schedule:**

The successful bidder has to sign a contract with CRSU for CAMC. The contract will be valid for three years from the date of signing of MOU on CAMC. This may be renewed

for another two years subject to rendering of satisfactory service & fulfilling the terms & conditions.

- (8) **CAMC Period:** Comprehensive AMC rates will be based on annual rates and will be for minimum for 3 years. CRSU has full right to increase initial CAMC period and this may be renewed for another two years with addition of new items, if any subject to rendering of satisfactory service & fulfilling the terms & conditions.
- (9) **Performance Security:** Within 15 days of the receipt of **work order**, the successful Bidder must deposit a **Performance Security** of an amount equivalent to **5%** of the total order value in form of a FD/ Bank Guarantee from a scheduled Bank in favour of Registrar, Chaudhary Ranbir Singh University, Jind. Failure of the successful Bidder to comply with this requirement will constitute sufficient ground for the annulment of the award and forfeiture of the EMD in which event the University may make the award to the next lowest evaluated Bidder or call for new bids. Performance Security will be **5% of total project cost**.

(10) **Resident Engineer and ITSM (IT service management) Tools:**

For regular and proper maintenance of the equipment's and also manage the University network & University surveillance system, the vendor will depute at least two qualified engineer / technician, with experience of at least two years as a computer technician, to this University on working days throughout the contract period. Engineer should have sufficient and requisite knowledge of maintenance and trouble shooting in Windows/ LAN etc. environment and should be capable of diagnosing and providing quick solutions.

The vendor shall provide a mobile phone to the engineer for easy accessibility.

The bidder must have to quote ITSM (IT Service Management tools) as per the specification attached under Technical Specifications of ITSM tools. Bidder must have to enclose tender specific valid authorization letter (MAF), compliance and data sheet of ITSM tool from OEM, failing of which bid will be rejected.

- (11) **Payment:** For all CAMC, the payment will be made on quarterly basis (25% of order value of CAMC) after completion of the said quarter, subject to their satisfactory performance, to be certified by CRSU. All the payments to the successful Bidder shall be made invariably through Electronic Fund Transfer (ECS/RTGS/NEFT) into their designated bank accounts. Therefore, the bidder will provide their bank account details along with their Bid in the format given in **Annexure 5**.
- (12) **Queries and Clarification:** The queries and clarification for this document must be addressed to "System Analyst, University Computer and Informatics Centre (UCIC), CRSU, Jind, Haryana" and the same must be sent through e-mail (ucic@crsu.ac.in). The query must reach 7 days prior of closing date.
- (13) **Right to Accept/Reject Bids:** The University reserves the right to accept or reject any bid and to annul the bidding process and reject all bids at any stage, without thereby incurring any liability to the affected bidders or any obligation to inform the affected Bidders of the grounds for such action.
- (14) **Confidentiality:** The Bidder and their personnel shall not, either during the term or after expiration of this work order, disclose any proprietary or confidential information relating to the services, agreement or the University business or operations without the prior written consent.
- (15) **Arbitration:** All disputes, differences, claims and demands arising under or pursuant to or touching the agreement shall be referred to the sole arbitrator to be appointed by the

University. The award of the sole arbitrator shall be final and binding on both the parties under the provisions of the Arbitration and Conciliation Act, 1996 or by statutory modification/re-enactment thereof for the time being in force. Such arbitration shall be held at Jind, Haryana. It is clarified that Civil court shall have no jurisdiction to entertain any such disputes.

- (16) **Jurisdiction of Courts:** In all matters and disputes arising hereunder, the appropriate Courts at Jind Haryana only shall have jurisdiction to entertain and try them only after the failure of arbitration process, if any.

Date:

**Signature of the Bidder with seal
Name:**

General Terms & Conditions:

1. The Comprehensive AMC is on “as is where is basis” will include

- a) Maintenance of hardware, software, networking & other parts. This will include repairs, replacement of defective components with the new one to ensure trouble free and efficient service of equipment during the contract period. Any problem arising due to hardware defect, software problem or resulting from virus will be covered in the maintenance. In case hard disk is taken for repair, responsibility of corruption in the data back-up data will be borne by the firm. Losses if any will be compensated by the firm.
- b) Preventive maintenance of all items. For example, dust removal, CD Lens cleaning, etc.
- c) Preventive maintenance against viruses, spywares and all unwanted software and removal of problems arising as a result of unwanted software.
- d) The responsibility of backup and retrieval of data during maintenance and service of the equipment will be with the firm.
- e) The bidder may visit the CRSU campus, if desired before quoting the CAMC rates. The quantity given in quotation is approximate which may increase or decrease for which no compensation will be paid

2. Period of Contract: The contract will be valid for three years from the date of signing of MOU on CAMC. CRSU has full right to increase initial CAMC period.

This may be renewed for another two years subject to rendering of satisfactory service & fulfilling the terms & conditions.

3. Payment Terms: For all CAMC, the payment will be made on quarterly basis (25% of order value of CAMC) after completion of the said quarter, subject to their satisfactory performance, to be certified by CRSU.

4. Engineers: For regular and proper maintenance of the equipments, the vendor will depute at least two qualified engineer / technician, with experience of at least two years as a computer technician, to this college on working days throughout the contract period. Engineer should have sufficient and requisite knowledge of maintenance and trouble shooting in Windows/ LAN etc. environment and should be capable of diagnosing and providing quick solutions.

5. Replacement of Parts: CAMC would cover all parts of PCs/Servers/Laptops/Printers/Projectors/UPS except batteries of UPSs. Parts of PCs/Servers/Laptops/Printers/Projectors/UPS which are damaged (other than due to fire/flood/earth leakage, riots, strikes, acts of God, acts of the public enemy) should be repaired or replaced with new parts of the same model & make and the cost of replacement would be borne by the vendor.

Maintenance of the computer, printer & Networking includes supply & replacement of parts of same or higher configurations. In case of non-functionality of an item due to non-consumable item, the expenditure of replacement will be borne by the vendor in totality. University will not make any payment other than the CAMC price mentioned in its clause.

6. Statutory Levies: The CAMC cost includes all statutory levies if any, charged by State or central Govt. for rendering this type of service.

7. Quality of Spares: The parts/components used for repair/replacement by the vendor will be **original and genuine parts** of the same model & make.

8. Preventive Maintenance: Periodical preventive maintenance will be made once every fortnight by the vendor and this is to be recorded in the call /service register.

9. Working Hours:

a) The maintenance work shall normally be done during working hours of the University i.e. 9:00 am to 5:00 pm. However, in case of emergency, maintenance may have to be done beyond

office hours and even on holidays with prior arrangement through proper communication with the University Authority.

b) The maintenance work shall be carried out, primarily, at the college premises. In case the vendor feels that equipment cannot be repaired at site, they will carry and deliver the equipment at their own cost and get it repaired promptly within the response time agreed upon in the AMC.

10. **Response Time:** The system down time should not exceed 24 hours from the time at which the complaint was made. If the downtime is more than 24 hours, the vendor will provide a standby system. In case the system is not repaired or an alternate system is not provided within 24 hours from the time of failure report, then the college may choose to get the same repaired or replaced from any other agency and the cost and expenditure incurred there in shall be recoverable from the vendor.

11. **Reporting Authority:** The Service Engineer will be allowed to handle the respective equipment only with permission of the officer in-charge of Computer Systems of the University.

12. **Service Register:** The vendor would be required to maintain a call /service register, both at his end and at the University, along with the call report, giving details of the maintenance work done and the downtime of the equipment. This register is to be shown to the college authority and signed by the person in charge of the equipment every fortnight. The register will have the following details-

- a) Name of the Equipment.
- b) Date of periodical maintenance.
- c) Due date of the next periodical maintenance.
- d) Nature of defect noticed.
- e) Details of the repair work done with date.
- f) Name of the service engineer.
- g) Name of the officer in-charge from the college with signature and office seal.

13. The quantity of the materials given in BOQ is approximately and it may increase or decrease as per requirement subject to the approval of University competent authority.

Technical Specifications of ITService Management (ITSM) tools:

#	Software Functionality	Compliance
1	Software should be web based.	
2	The software Software should have all the processes based on ITIL best practices.	
3	Software should have modular approach to meet the business requirement.	
4	Software Software should have modules of Incident, Service Request, Change, Problem, SLA, Asset, Vendor and Contracts Management.	
5	The Software's should have provision for Authentication through Active Directory and should be able to import user information such as Name, contact, email, designation etc.	
6	Software should have integrated chat bot for ticket logging.	
7	Software should be able to integrate with IVRS and SMS Gateway whenever required in future.	
8	Software should be able to generate custom reports and schedule daily, weekly, monthly, quarterly report.	

#	User Portal	Compliance
1	User should be able to log incident through Web portal/BOT/E-mail/Third-Party application using integration.	
2	User should be able to provide feedback for the ticket and preventive maintenance activity done.	
3	User should be able to view the Technician details to whom ticket has been assigned.	
4	User should be able to cancel or reopen the ticket.	
5	User should be able to log the incident on behalf of other user, in case that user is not able to access the web portal because of some reason.	
6	User should be able to view the assigned assets or peripherals details.	
7	User should be able to select the asset when creating the ticket.	
8	User should receive the email notification when there is any change in the ticket status.	
9	User should be able to respond to service desk team and Software should be able to record all the communication between service desk and user for audit purpose.	

10	After incident is resolved, user should receive the email to submit the feedback.	
11	User should be able to provide feedback	
12	User should be able to view the due date for preventive maintenance activity	
13	User should be able to provide the feedback and remarks for the preventive maintenance done.	

#	Service Desk Management	Compliance
1	Technician should be able to log a call for any user using web portal.	
2	Technician should be able to select the user and asset details when creating the ticket.	
3	Software should display the asset information (Make/Model/Location etc..) when creating the ticket and Technician should be able to edit the details if required.	
4	Technician should be able to select the Category, Sub-Category, Urgency, Impact, Priority.	
5	Technician should be able to assign the ticket when creating the ticket.	
6	Software should provide the facility to search and filter the incidents based on incident ID, Incident Category/Sub-Category, Priority, Technicians, Date Range, Type of assets, Warranty status and Location.	
7	Software should be able to display the workload of all the Technicians.	
8	Software should have provision to mention the details of faulty part details such as description and serial no. of part.	
9	Technician should be able to define whether call is related of spare support or skill support only.	
10	Software should provide audit logs for all tickets.	
11	Software should be able to create predefined templates for Service Request tickets & change management tickets with pre-defined approval process	
12	Technician should be able to add incident resolution notes in knowledgebase.	
13	Software should be able to mention the OEM ticket reference no. and comments.	
14	Technician should be able to pause the ticket to stop the SLA timer and should be able to mention the reason why ticket has been paused.	
15	Technician should not be able to delete the Incident and Service Request ticket.	
16	Software should have option to add the detail in Service Request templates, such as Request Description, Purchase required or not, associated cost and tentative timelines to fulfil the Service Request.	
17	Software should be able to send Email notifications for service request approvals. Approvers should be able to provide approvals from email only, without logging into their web portal.	
18	In Problem management, Technician should be able to record the information such as Symptoms, Impact, RCA, Software, Closure details etc.	
19	Software should be able to attach multiple incidents with Problem ticket.	
20	Software should have provision to create multiple tasks under a particular problem ticket.	
21	In Change Request ticket, Technician should be able to mention change type, urgency, impact, risk, change requester, change manager, approver, due date, planned date etc.	
22	Software should be able to record the change request information required for Planning, such as back out plan, business impact, skills requirements, financial requirements, business benefits etc.	
23	Change request ticket should be able to record the test and release related information such as Planned date, End Date, Results, related documents, release date etc.	
24	Change request ticket should be able to record the review related information such as Issues, Change manager comments, Closure comments, configuration logs etc..	
25	Software should be able to create standard templates for commonly used change requests.	
26	Software should have ability to define multi-location SLAs	
27	Software should have capability to exclude the holidays from SLA calculation.	
28	Software should have provision to define the penalty for each priority level and should be able to provide automatic calculation of penalty of all Incidents and Service Request tickets, in case of SLA breach.	
29	Software should have option to exclude the ticket from SLA calculation at the time of creating the ticket.	
30	Software should display the remaining time to breach the SLA	
31	Software should be able to define Response & Resolution time and should be able to provide SLA Status and TAT.	
32	Software should be able to manage vendor information such as name, contact, associated contracts, performance rating, risk evaluation, current status etc.	
33	Software should be able to create multiple contact details for single vendor.	
34	Software should be able to create contract record and should be able to manage the information such as Service category, scope of services, start & end date, PO/Contract documents, Risk rating etc.	
35	Software should be able to send the notification before expiry for contract.	
36	Software should be able to record the contract related information such as Service Review details, Performance Improvement Plan, Escalation notes, performance reports etc	
37	It should have an updateable knowledge base for technical analysis and further help end-users to search Software for previously solved issues. Should support full text search capabilities.	
38	Software should be able to provide dashboards & generate custom reports of SLA, Incident, Request, Problem & change based on status, priority, location, category, support group, technician etc	

#	IT Asset Management	Compliance
1	Asset Management and Service Desk should be part of single software and all process should be	

	integrated.	
2	Maintain complete hardware & software asset database with versions.	
3	Software should be able to add the asset details such as Asset Tag, Make, Model, Serial no., warranty details, AMC details, Asset condition, Invoice no, purchase price etc.	
4	Software should be able to record asset location details such as Building name, Room No., Department Name, Section, Floor etc.	
5	Software should be able to allocate multiple assets to single user, so that user can select the asset while logging the ticket.	
6	Software should provide agent-based information discovery to capture hardware and software information.	
7	Software should be able to generate gate pass and should be able to record information such as gate pass type, movement type, validity, address etc.	
8	Software should be able to manage the Asset repair related information such as vendor details, support type, expected expense, fault description etc.	
9	Software should be able to filter the assets based on Category, OEM, Location, Supplier, Warranty end date, AMC End date.	
10	Software should be able to capture the hardware information, installed software, device drivers, Installed Printers, running services, Installed patches, HDD Usage of endpoints.	
11	The Software shall be able to function with or without requiring the endpoints to belong to a domain or active directory.	
12	Software should be able to add the asset components under asset record.	
13	Software should be able to provide the asset repair history.	
14	Software should be able to create tasks for asset.	
15	Software should be able to provide asset audit logs.	
16	Software should be able to upload the asset related documents.	
17	Software should be able to view the preventive maintenance activities done on asset.	
18	Software should be able to provide summary of assets based on the asset status.	
19	Software should be able to manage the software license details such as Category, Publisher, License details, Expiry date, Price etc..	
20	Software should be able to assign the software license to asset.	
21	Software should be able to provide availability of software licenses, installed licenses, assigned licenses.	
22	Software should be able to manage the consumables.	
23	Software should be able to manage the site stock.	
24	Software should be able to manage the assets in multiple stores.	
25	Software should be able to provide the compliances for software licenses.	
26	Software should be able to do blacklisting and whitelisting of software.	
27	Software should be able to capture the asset theft related information.	
28	Software should have ability to create preventive maintenance activity and track the completion.	
29	Software should be able to track the assets under repair and time taken.	
30	Technician should be able to mention if discrepancy is found during the preventive maintenance.	
31	Technician should be able to provide remarks for the preventive maintenance done.	
32	Software should have provision to calculate the penalty incurred on vendor if Preventive maintenance is not completed before due date.	
33	Software should have ability to add the preventive maintenance checklist	
34	Software should allow multiple Assets to be imported or exported.	
35	Software should allow maintaining AMC/warranty information with alerting.	
36	The Software shall allow to discard assets and maintain records of their entire service history for inventory.	
37	Software should be able to do asset tagging using QR Code.	
38	Software should be able to provide dashboards and reports based on asset category, location, warranty status, AMC status, assets under repair, Preventive maintenance etc.	
39	ITSM tool must provide service availability status of IT/Network devices – like IP CCTV, Switches, WiFi device, Server etc	
40	Software must send alert, if any device is down, via E-mail.	

Note: Bidder must have to enclose tender specific valid authorization letter (MAF), compliance and data sheet of ITSM tool from OEM, failing of which bid will be rejected.

Annexure -2

(Format of Certificate w.r.t. Page numbering; to be uploaded as Page – 02)

CERTIFICATE

Certified that this bid document is carrying _____ (in figures) (_____)
(in words) pages and each page is numbered, signed and stamped.

Date:

**Signature of the Bidder with seal
Name:**

Annexure-3

(Financial Bid Format.)

FINANCIAL BID (for 3 years) will be uploaded on e-Procurement Website only, in BOQ Excel File format available in Bid Documents on the website.

Item Rate BOQ

Tender Inviting Authority: Registrar, Chaudhary Ranbir Singh University, Jind						
Name of Work:						
Contact No: 01681-241008, 01						
Bidder Name:			Comprehensive AMC cum rate contract of Electronics Items at Chaudhary Ranbir Singh University, Jind, Haryana			
PRICE SCHEDULE						
(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 #
Sl. No	Item Description	Quantity	Units	PER UNIT RATE in Figures to be entered by the Bidder Rs.	Total Amount with Taxes in Rs.	TOTAL AMOUNT in words
1	2	3	4	5	6	7
1	PHOTOSTAT					
1.1	Xerox Work Center : Xerox Work Center 7225 colour	1	Nos			
1.2	Photo State machine Cannon : IR2535	2	Nos			
1.3	Photo State machine : Photo copy machine 4245 cannon	1	Nos			
1.4	Photo Copier Machine : Photo Copier Machine 5890i	2	Nos			
1.5	Photo Copier Machine: Photo Copier Machine	3	Nos			
1.6	Multipurpose IRADVC3320 : A-3 Colour machine	1	Nos			
2	LAPTOP					
2.1	Laptop Dell Latitude 3480, 7th Gen, core i7 processor, 8GB RAM, 1 TB HDD 14" display	8	Nos			
2.2	Laptop HP i5	6	Nos			
2.3	Laptop HP	1	Nos			
2.4	Laptop HP0 i7	1	Nos			
3	DESKTOP					
3.1	Computer Wireless	5	Nos			
3.2	Computer System : Dell optiplex 3030 (AIO) 4th Gen intel core i3 processor 4 GB RAM , 500 gb hard disk Dell i3 19.5" display wifi webcam mouse & keyboard	100	Nos			
3.3	computer set i7 : Computer set, Dell optiPlex 5250 all in one i7 , 8 GB RAM, 1 TBHDD	100	Nos			
3.4	computer HP : computer HP P4	4	Nos			
3.5	computer HP-406G1, i5, 500 HDD, 18.5 LED, DVD, DVD writer, 4GB RAM	30	Nos			
3.6	Apple MAC computer	1	Nos			
3.7	computer wireless :Computer wireless Dell i3	5	Nos			
3.8	computer System : Dell optiplex 3030 (AIO) 4th Gen intel core i3 processor 4 GB RAM , 500 gb harddisk Dell i3 19.5" display wifi webcam wireless mouse & keyboard	5	Nos			
3.9	Computer HP :Computer HP P4	4	Nos			
3.10	computer HP-406G1, i5, 500 HDD, 18.5 LED, DVD, DVD writer, 4GB RAM	30	Nos			
4	SERVER					
4.1	Dell VRTX Server	2	Nos			
4.2	Netgear NAS Server- RN 628x	1	Nos			
5	NETWORKING					
5.1	Edge Core Controller EWS4502	1	Nos			
5.2	Ruckus Controller: Zone Director 1200	1	Nos			
5.3	Indoor Device : Edgecore ECW5110-L	28	Nos			
5.4	Indoor Device :Edgecore ECW5110-L	2	Nos			
5.5	Outdoor Device Edgecore ECWO5110-L	3	Nos			
5.6	Ruckus Indoor Device-R300	8	Nos			
5.7	Ruckus Indoor Device-R510	20	Nos			
5.8	Ruckus Indoor Device-R510	25	Nos			

5.9	Ruckus Outdoor Device-T300	5	Nos			
5.10	Edgecore Switch 8 Port PoE	2	Nos			
5.11	Cisco Switch 8 Port PoE-SG 300	4	Nos			
5.12	Cisco Switch 8 Port PoE-SG 300	3	Nos			
5.13	Cisco Switch 24 Port PoE -SG 300	6	Nos			
5.14	Cisco Switch 24 Port PoE -SG 350	4	Nos			
5.15	Edge Core 24 Layer 3 Switch-ECS4610	1	Nos			
5.16	Edge Core 24 Port Switch-ECS 2000	4	Nos			
5.17	Cisco 24 Port SFP Switch-SG 300	1	Nos			
5.18	Cisco 24 Port SFP Switch-SG 300	4	Nos			
5.19	UbiquityRF Bullet -Air Grid M5	10	Nos			
5.20	D-Link 16 Port Switch	3	Nos			
5.21	10 Port Switch-CISCO SG350-10P	15	Nos			
5.22	10 Port Switch-CISCO SG350-10P	12	Nos			
5.23	28 Port Switch-CISCO SG350-28P	1	Nos			
5.24	Ubiquity RF Nano Station-Nano station M5	14	Nos			
5.25	Ubiquity RF Nano Station-Nano Station M5	8	Nos			
5.26	IP Phone-Panasonic	5	Nos			
5.27	IP Phone-Panasonic	10	Nos			
6	ONLINE UPS					
6.1	Online 10 KVA UPS- Emerson GXT MT+	5	Nos			
6.2	Online 10 KVA UPS- Emerson G	1	Nos			
6.3	Online 10 KVA UPS- Emerson G	2	Nos			
6.4	UPS (2 KVA Online)-BPE	1	Nos			
6.5	UPS (1 KVA Online)-BPE	6	Nos			
6.6	UPS (1 KVA Online)-BPE	14	Nos			
6.7	Offline Inverter 850 Watt/Tubeler -Microtek	5	Nos			
7	Electricity Rack Point Details					
7.1	1 KVA Electric Rack at Senior residence	2	Nos			
7.2	1KVA Electric Rack at Academic Block	6	Nos			
7.3	2KVA (01) 1KVA (02)Electric Rack Junior Residence	3	Nos			
7.4	1KVA Electric Rack Junior Residence Main Gate	1	Nos			
7.5	1KVA Electric Rack at Girls Hostel	3	Nos			
7.6	1KVA Electric Rack at Girls Hostel Main Gate	1	Nos			
7.7	1KVA Electric Rack at Guest House	1	Nos			
7.8	1KVA Electric Rack at Boys Hostel	6	Nos			
7.9	1KVA Electric Rack at Main Gate	1	Nos			
7.10	1KVA Electric Rack at VC Residence	1	Nos			
7.11	1KVA Electric Rack at VC Residence Main Gate	1	Nos			
7.12	1KVA Electric Rack at Construction Branch	1	Nos			
8	CCTV and Accessories					
8.1	Bullet Camera-Asenware TD-944252	25	Nos			
8.2	Bullet Camera-Asenware TD-944252	34	Nos			
8.3	Dome Camera-Asenware-TD-944252	9	Nos			
8.4	PTZ Camera-Asenware TD-9632AE2	2	Nos			
8.5	NVR-Asenware -TD-3532HB	2	Nos			
8.6	NVR-Asenware-TD-3532HB	2	Nos			
8.7	NVR-Asenware-TD-3532HB	1	Nos			
8.8	PTZ Camera Controller Keyboard-Asenware	1	Nos			
8.9	LED TV-Sony	4	Nos			
8.10	LED TV-Sony	3	Nos			
9	Projector					
9.1	Panasonic Projector	5	Nos			
9.2	Sony Projector - VPL-EX272	30	Nos			
10	Consumables (Rates only)					
10.1	Cartage for Printer-HP Laser Jet1005 (Price per cartridge)	1	Nos			
10.2	Cartridge Printer Cannon 6200 (Price per cartridge)	1	Nos			
10.3	Cartridge Printer Cannon 422 (Price per cartridge)	1	Nos			
10.4	Cartridge Printer Cannon MF220 (Price per cartridge)	1	Nos			
10.5	Cartridge Printer Cannon MF4870 (Price per cartridge)	1	Nos			
10.6	Cartridge Printer ColorColourPrinter 1025 (Price per cartridge set)	1	Nos			
10.7	Cartridge Printer Xerox 3225 (Price per cartridge)	1	Nos			
10.8	Cartridge Photo state machine Photo Copy machine 4245 cannon (price per cartridge set)	1	Nos			
10.9	Cartridge Photo state machine cannon IR2535 (price per cartridge set)	1	Nos			

10.10	Cartridge Photo state machine Xerox workcenter5890i (price per cartridge set)	1	Nos			
10.11	Teflon sleeve for printer	1	Nos			
10.12	Fuser assembly for printer	1	Nos			
10.13	Drum for printers	1	Nos			
10.14	Drum unit for photostate machine	1	Nos			
10.15	65 Ah battery for 10 KvA UPS	1	Nos			
10.16	18 Ah battery for 1 Kva and 2Kva UPS	1	Nos			
10.17	Original battery for Laptop (Dell/HP)	1	Nos			
10.18	Fixing and maintenance of PTP link (wifi) upto 500 Mtrs	1	Set			
10.19	Fixing and maintenance of PTP link (wifi) upto 1500 Mtrs	1	Set			
10.20	Refill price for printer	1	Nos			
10.21	Projector lamps	1	Nos			
11	Service Engineer and ITSM Tool					
11.1	02 (two) -Resident engineer	3	Years			
11.2	ITSM Tool	3	Years			
Total in Figures						
Quoted Rate in Words						

Date:

Signature of the Bidder with seal

Name: _____

Annexure-4

(Format for Annual Turnover)

ANNUAL TURNOVER

S. No.	Annual Turnover w.r.t. item quoted			Remarks (if any)
	2017-18	2018-19	2019-20	
(1)	(2)	(3)	(4)	(5)

Signature of the Chartered Account with seal

Name: _____

Date:

Signature of the Bidder with seal

Name: _____

Note:

- (i) Documentary evidence shall be uploaded along with the format.
- (ii) Certified copies of ITRs of the above years shall be uploaded.

Annexure-5

Bank Account details of Bidder

Bidding Details	Tender No.	
	Name of Work	
	Closing date & time of Tender	
	Bidder's Name	
Bank Details <i>(upload a cancelled cheque for verification of these details)</i>	Account Name	
	Account Number	
	Name of Bank	
	IFSC Code	
	MICR Code	
	Bank Address	
Contact Details	Communication Address	
	Landline Telephone No.	
	Mobile No.	
	Email Address	

Date:

Signature of the Bidder with seal

Name: _____

Annexure – 6

(Format for declaration which shall be uploaded as last page of the bid document)

DECLARATION

(To be furnished by the Bidder on company's Letter Head)

I / we hereby solemnly declare and affirm that the above documentary evidences / declarations are true and correct to the best of my / our knowledge and belief. No part of it is false and nothing has been concealed therein.

Date:

Signature of the Bidder with seal

Name: _____