

Reply should be addressed to
The Commander
Telephone : 0484-2218300 , Ext-528
Email : dhq4@indiancoastguard.nic.in

Headquarters
No. 4 Coast Guard District
(Kerala &, Mahe)
Kalavathy Road
Kochi – 682015

219/IT/TE/AIAMC/18-19

13 Sep 18

INVITATION OF BIDS FOR ALL INCLUSIVE ANNUAL MAINTENANCE CONTRACT OF COMPUTERS AND PERIPHERALS FOR 2018-2019 OF DHQ-4 AND LOCAL UNITS AT KOCHI

Sir/Madam,

1. **“Online bid” (Under OTE basis)** from firms are invited for supply of items/service listed in **Part II** of this RFP. **Manual bids shall not be accepted. Tenders from black listed/banned firms shall not be accepted. Tender document can be viewed and downloaded from Indian Coast Guard web site www.indiancoastguard.gov.in (for reference only) and CPP site <https://eprocure.gov.in/eprocure/app> as per the schedule given in CRITICAL DATE SHEET mentioned below :-**

CRITICAL DATE SHEET

<u>SL NO</u>	<u>DESCRIPTION</u>	<u>DATE & TIME</u>
(a)	Published Date	13 Sep 2018 (1700 Hrs)
(b)	Bid Document Download/Sale Start Date	14 Sep 2018 (0900 Hrs)
(c)	Clarification Start Date	14 Sep 2018 (1000 Hrs)
(d)	Clarification end date	29 Sep 2018 (1500 Hrs)
(e)	Pre-bid meeting	19 Sep 2018 (1100 Hrs)
(f)	Bid Submission Start Date	19 Sep 2018 (1400 Hrs)
(g)	Bid Document Download/Sale End Date	29 Sep 2018 (1400 Hrs)
(h)	Bid Submission End Date	29 Sep 2018 (1730 Hrs)
(j)	Technical Bid Opening Date	01 Oct 2018 (1000 Hrs)

2. The address and contact numbers for sending Bids or seeking clarifications regarding this RFP are given below –

- (a) Bids/queries to be addressed to : The Commander
(b) Postal address for sending the Bids : As above
(c) Designation of the contact personnel : IT officer DHQ-4
(d) Telephone numbers of the contact personnel : **0484-2218300, 2215591**
(e) E-mail ids of contact personnel : dhq4@indiancoastguard.nic.in
(f) Fax number : 0484-2218460

3. 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 items/services required, such as the Schedule of Requirements (SOR), Technical Specifications, Delivery Period, Mode of Delivery and Consignee details.

- (c) Part III – Contains Standard Conditions of RFP, which will form part of the Contract with the successful Bidder.
- (d) Part IV – Contains Special Conditions applicable to this RFP and which will also form part of the contract with the successful Bidder.
- (e) Part V – Contains Evaluation Criteria and Format for Price Bids.

4. 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.

5. You are requested to comply with all the terms and condition mentioned in the RFP and certificate in this regard is to be endorsed on the quote submitted by your firm. Relaxation/deviation of terms/condition if any should be clearly brought out for consideration. However, acceptance of same will solely be at discretion of Coast Guard.

6. Bid documents may be scanned with 100 dpi with black and white option in PDF format which helps in reducing size of the scanned document.

7. Tenderer/Contractor are advised to follow the instructions provided in the 'Instructions to the Contractors/Tenderer for the e-submission of the bids online through the Central Public Procurement Portal for e Procurement at <https://eprocure.gov.in/eprocure/app>.

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

Thanking You,

Yours faithfully,

(Tanushree Bharadwaj)
Dy Commandant
District IT Officer
for District Commander

- Encl:**
- (a) Annexure 'A' - Technical compliance matrix
 - (b) Annexure 'B' - Undertaking by firm
 - (c) Annexure 'C' - Instructions for online bid submission.
 - (d) Annexure 'D' - Price Bid format/BoQ

Part I – General information

1. **Last date and time for depositing the Bids: As per Critical Date Sheet** : The online bids (both technical and Commercial Documents) should be uploaded as per this RFP by the due date time. The responsibility to ensure this lies with the Bidder.
2. **Manner of depositing the Bids:** Online Technical bids should be scanned and uploaded before due date and time. Late tenders will not be considered. No responsibility will be taken for technical delay or not uploading of bids or bid documents. **Bids sent by Fax or e-mail will not be considered. EMD to be deposited “Manually” at address mentioned in para 2 ibid on or prior opening of bids.**
3. **Time and date for opening of Bids: As per Critical Date Sheet** (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). It is mandatory to receive all bids through E- procurement portal.
4. **Address for submission of EMD:** At CGDHQ-4 premises.
5. **Location of the Tender Box:** Unit Guard Room. Following guidelines may be followed while submitting requisite physical documents (EMD or Exemption certificate) as indicated in the RFP. **No technical and commercial bids will be dropped in the Tender Box except those mentioned at para 2 above.**
6. **Two-Bid system:** Yes
 - (a) The case is being processed on two-bid system and, the technical bids shall be opened as per critical data sheet mentioned in this tender document. The evaluation of technical bid based on requisite documents received online by the tenderers will be carried out by a board of Officers. The details of firms found compliant after TEC evaluation will be uploaded on the Central Procurement Portal (<https://eprocure.gov.in/eprocure/app>)
 - (b) The Commercial Bids of only those bidders whose technical bids meet all the stipulated (Technical) requirements shall be opened. The date of opening will be intimated to the Bidders through Central Public Procurement Portal (<https://eprocure.gov.in/eprocure/app>)
7. **Forwarding of Bids**
 - (a) Bids should be prepared, signed, scanned and uploaded by the Bidders on their original memo / letter pad in the form of pdf.
 - (c) The physical receipt of specified documents shall be mandatory prior to bid opening date & time mentioned at critical date sheet.
 - (d) The non receipt of the physical documents shall result in rejection of bid.
 - (e) Only those documents specified in the tender documents and found in the tender box will be opened.
 - (f) Physical documents as specified in case dropped in the wrong Tender Box will be rendered invalid.
 - (g) The envelope containing the requisite physical documents(EMD/ Exemption Certificate) should be addressed to the **Commander (for Officer-in-Charge, LP Cell), CGDHQ-4, Kalvathy Road, Fort Kochi – 682 001**. The requisite physical document (EMD/ Exemption Certificate) may be sent by hand/post/speed post/ Courier or be dropped in the tender box kept at Guard Room of DHQ-4 premises . However, it is the sole responsibility of the Tenderer to ensure requisite physical documents are received in the buyer’s office prior to bid submission end date. The buyer by no means will be responsible for any delay in receipt of requisite documents.
 - (h) No post-bid clarification on the initiative of the bidder will be entertained.

(j) The Technical bid and commercial bid should be submitted **ONLINE** by the Bidders duly digitally signed by the legal owner of the firm or the person authorised by him to do so.

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8. **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.

9. **Unwillingness to quote:** Bidders unwilling to quote should ensure that intimation to this effect reaches before the due date and time of opening of the Bid, failing which the defaulting Bidder may be delisted for the given range of items as mentioned in this RFP.

10. **Validity of Bids:** The Bids should remain valid till **03 months** (Date) from the last date of submission of the Bids.

11. **Earnest Money Deposit:** Bidders are required to submit Earnest Money Deposit (EMD) for amount of **Rs. 38544.00/- (Rupees Thirty eight Thousand five hundred forty four only)** 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 authorized to conduct government business as per Form DPM-16. EMD is to remain valid for a period of forty-five days beyond the final bid validity period. EMD of the unsuccessful bidders will be returned to them at the earliest after expiry of the final bid validity and latest on or before the 30th day after the award of the contract. The Bid Security of the successful bidder would be returned, without any interest whatsoever, after the receipt of Performance Security 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.** The EMD will be forfeited if the bidder withdraws or amends impairs or derogates from the tender in any respect within the validity period of their tender. Hard copy of original instruments in respect cost of earnest money be delivered to the Commander, CGDHQ-4, Kalvathy Road, Fort Kochi – 682 001 on or before opening date mentioned in critical date sheet.

Part II – Essential Details of Items/Services required

1. **Schedule of Requirements** – List of items / services required is as follows: Name/Type of item/services/description of stores Qty required. The bidder may also upload soft copy of the same in PDF format.

2. **Details for furnishing technical bids.** The details of Computers and Peripherals of all locations for AIAMC 2018-19 of all locations are given below :-

Unit	PCs/ AIOs	Laptop	Server	L/Jet Printer / MFD	Ink jet printer	Dot matrix printers	UPS	Scanner	LAN
ICGS (KOC)	48	01	01	15	04	-	48	01	05
Samar	23	-	-	12	--	-	23	01	02
	05	Requiring AIAMC wef 01 Nov 18							
Sarathi	26	05	01	19	06	04	28	03	06
CGRPT (KOC)	08	-	01	02	01	--	--	03	01
747 Sqn / CGAE/ KCF	36	-	01	13	05	--	35	02	---
CGTC	39	01	02	06	-	-	38	02	03
CGSD	12	-	01	04	-	-	10	01	01
ROS	05	-	-	03	-	-	02	-	02
Aryaman	06	06	01	12	--	--	07	--	01
Abhinav	05	06	01	10	01	-	06	-	03

Total	213	19	09	96	17	04	197	13	24
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Technical bid format

SL	List of items/services required	Compliance to items/services required, whether Yes/ No	In case of non compliance, to clarified in details
	The bidder should have minimum annual turnover of Rs. 50 Lakh during the last three financial years (2015-16, 2016-17, 2017-18)		
	The organization must be experienced in servicing Govt. / PSU offices for similar services.		
	The organization should have GST Registration and PAN No.		
	Signed and scanned copy of EMD as per RFP		
	Signed and scanned copy of certificate for acceptance of terms and conditions of RFP		
	Bids (Technical & Commercial)		
	No price should be indicated in the Technical bid else the same will be rejected summarily.		
	Provisioning of 04 resident service engineers in week days(Monday-Friday) at following locations from 0900 hrs to 1730 hrs:- For DHQ-4/CGTC-01 ,For CGAE-01 (Engineer may required to visit twice a week at CIAL for CGAE new office premises likely to be commissioned soon), For CGSD/CGRPT-01 (Matancherry/Thevara) ,For all ships-01 (Naval base/Matancherry Wharf) – Total -04 Engineers. The reporting timing may be advanced or postponed on certain occasions.		
	Compulsory monthly services for all computers and peripherals and keep systems dust free and maintaining log book at each location		
	Free network support for updating various application. To provide one USB internet dongle at each location.		
	Updating of antivirus software regularly in all computers (both in internet connected and non connected computers). All computers must be kept virus free and necessary measures to be initiated by the firm		
	Data backup for all computers should be taken for which media will be provided by the Coast Guard.		
	All spares required for repair/maintenance like Motherboard, SMPS, RAM, Processor, Monitor, printer head, board, keyboard , mouse , hard disk, processor, speakers, VGA cable, power cable will be supplied by the firm during the period of AIAMC..		
	Maintenance of LAN network		
	Defect attending log should be submitted by firm rep to DHQ-4 IT office on daily basis both of shore and afloat units.		
	Driver support for old systems		
	Defect rectification on CPU to be carried out at Coast Guard premises only.		
	Standby system/spares to be provided with in 24 hrs and 48 hrs is case of holiday .		
	Replacement of UPS batteries will be covered under AIAMC.		
	The firm is to inspect all the equipments prior conclusion		

	of AIAMC. During AIAMC period if any equipment is declared BER, the AIAMC firm is to provide standby equipment for entire AIAMC period ,else the quoted amount for repair by other agencies will be deducted for the specified equipment.		
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	Firm should have at least 5 years of experience in maintenance of IT peripherals		
	Firm should have a office set up locally to undertake the items for repair at local workshop		
	Entry to Naval Base is subject to Entry pass for the engineers. Engineers will be required to complete police verification in advance of the commencement of contract.		
	Bidders to provide employability i.e professional qualification of engineers and their payment schedules		
	Engineers will be required to visit onboard ships		
	In case of non performance or in-sufficient or unsatisfactory work in any month, for that particular month no payment will be made by this office as per the unit board of officers recommendation.		
	All above terms and conditions mentioned in the contract agreement deed will have to be accepted, if selected for award of contract.		
	To undertake All Inclusive Annual Maintenance Contract for computers and related equipments/ devices and maintenance of Coast Guard shore units and Ships based at Kochi.		

3. **Online Submission of Two – Bid System** The Technical Bid would be opened on the time and date mentioned in Critical Date Sheet. Date of opening of the Commercial Bid will be intimated after acceptance of the Technical Bids. Commercial Bids of only those firms will be opened, whose Technical Bids are found compliant/suitable after Technical evaluation is done by the Buyer. Technical bids will be evaluated by the TEC appointed by CFA taking into account parameters stated in **Annexure “A”**. The Bids will be submitted in the following manner: -

(a) **Online Cover-I** Cover-1 will contain the following documents for Technical Bids which should be scanned and uploaded in PDF format and **will be submitted online**: -

(i) Signed and scanned copy of Demand draft/PO in favour of the PCDA(N), Mumbai/JCDA(N), Kochi/The Commander, CGDHQ-4, Kochi of **Rs. 38544/- (Rupees Thirty eight thousand five hundred forty four only)** as EMD amount or copy of valid registration certificate regarding the firm's registration with DGS & D / NSIC, for exemption of EMD. EMD to be submitted **MANUALLY** on or before bid submission end date.

(ii) Technical Compliance matrix to be filled up by the vendors and all the relevant signed and scanned documents as per **Annexure “A”** of RFP to be attached.

(iii) Signed and Scanned copy of Certificate of: -

(aa) Acceptance of terms and conditions of RFP.

(ab) Undertaking for person authorised to sign the documents on behalf of the firm.

(ac) Undertaking on firm's letter head that “Willing for providing of satisfactory service/Specification as per RFP and other than same shall not be offered.”

(b) **Online Cover – II.** (aa) Commercial bid in the form of **BoQ.xls** (Bill of Quantities) will be submitted online as Cover-II and Signed and scanned copy of Price bid undertaking (as **Annexure ‘B’** to RFP) and elaboration of financial break down of the whole amount like BW, VDA, ESI, EPF etc which are mandatory for running the contract as per minimum wages in force.

(ab)

Elaboration of financial breakdown of the commercial bid like BW, VDA, ESI, EPF etc which are mandatory for running the contract as per minimum wages in force will be

- Note :** (i) Signed & scanned copy of Technical Bids should be uploaded by Bidder under their original memo / letter pad.
- (ii) Failure to submit any of above documents will render the bid invalid
- (iii) EMD to be submitted manually on or before bid submission end date.

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(c) **Pre Bid Conference** : The standard conditions of contract should be carefully considered while preparing the bids. All clarification are to be resolved in the Pre-Bid conference at **1100 Hrs on _____ 2018 at CGDHQ-4**, Kalvathy Road, Kochi prior submission of bids(Contacts person Officer-in-Charge, LP Cell, CGDHQ-4, Kochi) .

4. **Delivery Period** - Delivery period for supply of personnel would be from the effective date of contract for a period of one year. Please note that Contract can be cancelled unilaterally by the Buyer in case items are not received within the contracted delivery period. Extension of contracted delivery period will be at the sole discretion of the Buyer, with applicability of LD clause.

5. **Consignee details** - The Commander
CGDHQ-4,
Kalvathy Road,
Fort Kochi-680 001

6. **Work Force-**

(i) All resources including manpower deployed for undertaking the work will be on Contractor's sole risk, expense and responsibility. The minimum wages as per the extant Govt. regulations are to be adhered to by the contractor who employs labour on the job. The Contactor shall meet all the requirements of Contract Labour regulations and wages and other statutory labour regulations as applicable from time to time by the state rules and a record of the same is to be maintained for scrutiny.

(ii) The District Commander, DHQ-4 will allow access to the contractor's work force to the working areas for Conservancy services. The contractor should agree and undertake to make good any loss or damage caused to the premises and property by his agents/representatives/employees while undertaking the work.

(iii) The Contractor is to ensure adequate safeguards for his work force where human risk of health/injury is involved. He is also liable to provide immediate first aid/hospitalization in case of sudden illness/ accident while at work. The District Commander, CGDHQ-4 will not be responsible for any injury sustained by the Contractor's workers during the performance of their duties and also for any damage or compensation due to any dispute between the contractor and his workers.

7. **Penalty Clause:** Penalty will be levied for the following.

- (a) Deficient Manpower provided
- (b) Deficiency/reduction in equipments/consumables
- (c) For incomplete/unsatisfactory work.

8. **Short term clause / Termination** - The Commander, CGDHQ-4 shall terminate the contract after giving one month notice to the contractor, in case of unsatisfactory performance due to causes not attributable to force majeure for more than two months.

9. In case of any dispute in the discharge of the provisions of the contract, the decision of the Commander Officer, CGDHQ-4 will be final.

10. The contractor will furnish the details of credentials of his work force to the District Commander, DHQ-4 who in turn will allow these personnel inside the DHQ-4 premises (in the work areas only). The Contractor is to ensure that no worker is in an intoxicated condition or consumes drugs or alcohol whilst on duty.

11. The Contractor shall obey all orders and instructions pertaining to the contract issued to him from time to time by the District Commander, CGDHQ-4 and all security and safety Orders/regulations in force in the DHQ-4 premises during the period of contract.

12. **Arbitration Clause** –

(a) All disputes or differences arising out of or in connection with the present contract including the one connected with the validity of the present contract or any part thereof should be settled by bilateral discussions.

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(b) Any dispute, disagreement or question arising out of or relating to this contract, which cannot be settled amicably, from the date on which either party informs the other in writing by a notice that such dispute, disagreement or question exists, will be referred to a sole Arbitrator, who, shall be nominated in writing by the Commander, CGDHQ-4, on receipt of the said notice.

(c) The parties shall continue to perform their respective obligations under this contract during the pendency of the arbitration proceedings except in so far as such obligations are the subject matter of the said arbitration proceedings.

(d) In case of any arbitration, the place of jurisdiction shall be under the jurisdiction of the Court of Law which has jurisdiction of Kochi.

13. The Bidders are advised to study this RFP document carefully. Submission of Proposal against this RFP shall be deemed to have been done after careful study and examination of this RFP document with full understanding of its implications

14. **Financial Status**: Bidder needs to furnish signed and scanned Audited Financial Statements for the past three year. i.e. F.Y 2015-16, 2016-17, 2017-18

15. **Address, Contact Details**: Full contact details of the key person in the company in case of any clarification requirements.

16. **Registration Certificate**: Signed and scanned copy of valid trade license/ Legal registration documents, PAN. GST registration certificate

17. This RFP document is not an agreement and is not an offer or invitation by CGDHQ-4 to any parties other than the applicants who are qualified to submit the bids ("bidders"). The purpose of this RFP document is to provide bidder with information to assist the formulation of their proposals. This RFP document does not claim to contain all the information each bidder may require. Each bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP document and where necessary obtain independent advice. CGDHQ- 4 makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP document. CGDHQ-4 may in its absolute discretion, But, without being under any obligation to do so, update, amend or supplement the information in this RFP document.

18. **Signing of Contract**: Within 30 days of receipt of the initial notification of award the successful Bidder shall execute the contract with CGDHQ-4. Failure of the successful Bidder to comply with the above requirements shall constitute sufficient grounds for the annulment of the award.

19. **Confidentiality**: The Vendor shall (whether or not he submits the tender) treat the details of the documents as secret and confidential. The Vendor also ensures the following for all resources supplied by him:

(a) **Indemnity**

The Bidder hereby indemnifies, protects and saves CGDHQ-4 and Coast Guard areas, holds CGDHQ-4 harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, including reasonable attorney fees, relating to or resulting directly or indirectly from :

- (i) An act of omission or commission of the Bidder, its employees, its agents, or employees of its sub-contractors in the performance of the services provided by this Agreement,
- (ii) Breach of any of the terms of this Agreement or breach of any representation or warranty or false statement or false representation or inaccurate statement or assurance or covenant by the Bidder,
- (iii) Bonafide use of the deliverables and or services provided by the Bidder,
- (iv) Claims made by the employees, sub-contractor, sub-contractor's employees, who are deployed by the Bidder, under this contract,
- (vi) Breach of confidentiality obligations of the Bidder,

- (vii) Gross negligence or gross misconduct solely attributable to the Bidder or by any agency, contractor, sub-contractor or any of their employees by the bidder for the purpose of any or all of the obligations under this agreement.

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20. **COMPLIANCE OF LABOUR AND OTHER LAWS:** Contractor shall comply with all the statutory requirements as are applicable from time to time and shall be solely responsible for fulfilment of all legal obligations under various statutes including Contract Labour (Regulation and Abolition) Act 1970, Minimum Wages Act, Workmen Compensation Act, EPF & Miscellaneous Provisions Act, Bonus Act, Shop and Establishment Act etc. The Agency shall keep CGDHQ-4 indemnified against any dues/compensation or any other liability of any nature whatsoever due to non-fulfilment of any of the statutory provision under any statute/byelaws/ notification etc. including industrial laws. CGDHQ-4 shall have full right to recover any claim and liability incurred towards payment of any dues, compensation or cost from contractor and deduct it from his outstanding subsequent bills/Performance Bank Guarantee. Contractor shall maintain register of personnel employed, muster roll, salary register, deduction register etc. CGDHQ-4 or its nominees shall be authorized to inspect them whenever required._

21. **OTHER CONDITIONS:** The contractor shall ensure that there is no loss or damage to the property of consignee while executing the contract. In case, it is found that there is any such loss/damage due to direct negligence/non performance of duty by any personnel, the amount of loss/damage so fixed by CGDHQ-4 shall be recovered from any dues of the contractor.

22. **SHIFT DUTIES:** Resource(s) shall be engaged/ deployed in shift duties as required by user.

23. **REPLACEMENT OF RESOURCE(S):** Should CGDHQ-4 consider at its sole judgment that the Resource(s) provided by the Contractor as unsuitable for the job for whatsoever reason, CGDHQ-4 will have the option either (1) to terminate the Contract in part or as a whole or (2) to request the Contractor for prompt replacement within 15 days at his cost.

24. **CONTRACTOR'S LIABILITY FOR PAYMENT OF TAXES, DUTIES etc.** : The Contractor agrees to and does hereby accept full and exclusive liability for the payment of any and all taxes, duties, octroi, GST etc. now or hereafter imposed, increased, or modified from time to time in respect of works and materials and all contributions and taxes for unemployment compensation, insurance and old age pensions or annuities now or hereafter imposed by any Central or State Governmental authorities or local authorities or any other body which are imposed with respect to or covered by the wages, salaries or other compensations paid to the Resource(s) and the Contractor shall be responsible for the compliance with all obligations and restrictions imposed by the Labour Laws or any other law affecting employer-employee relationship and the Contractor further agrees to comply, and to secure the compliance of all Sub-Contractor's, with all applicable Central State, Municipal and local laws and regulations and requirements of any Central, State or Local Government agency or authority. Contractor further agrees to defend, indemnify and hold harmless from any liability or penalty which may be imposed by the Central, State or

Local authorities by reason of any violation by Contractor or Sub-Contractor of such laws, regulations or requirements and also from all claims, suits or proceedings that may be brought against CGDHQ-4 arising under, growing out of, or by reason of the work provided for by his Contract, or by third parties, or by Central or State Government or Local authority or any administrative sub-division thereof.

25. **TRANSPORTATION:** CGDHQ-4 shall not make any additional payment for transportation of the personnel for travel from home to work and back.

26. **ID CARD:** Contractor will have to issue Photo ID Cards to all employees engaged in this contract on Company's Logo.

27. **DISBURSEMENT OF SALARY TO PERSONNEL DEPLOYED:** Every month the Contractor shall confirm that the monthly salary to the personnel deployed under this contract have been disbursed, at the time of claiming payments.

Part III – Standard Conditions of RFP

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

1. **Law:** The Contract shall be considered and made in accordance with the laws of the Republic of India. The contract shall be governed by and interpreted in accordance with the laws of the Republic of India.

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2. **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 deliveries and supplies and performance of the services shall commence from the effective date of the contract.

3. **Arbitration:** All disputes or differences arising out of or in connection with the Contract shall be settled by bilateral discussions. Any dispute, disagreement or question arising out of 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 (Available in MoD website and can be provided on request).

4. **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.

5. **Agents/Agency Commission**: The Seller confirms and declares to the Buyer that the Seller is the original service provider referred to in this Contract and has 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 Seller,; 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 Seller agrees that if it is established at any time to the satisfaction of the Buyer that the present deceleration is in any way incorrect or if at a later stage it is discovered by the Buyer that the Seller 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 or after the signing of this contract, the Seller will be liable to refund that amount to the Buyer. The Seller 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 Seller who shall in such an event be liable to refund all payments made by the Buyer in the terms of the Contract along with interest at the 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.

6. **Access to Books of Accounts**: In case it is found to the satisfaction of the Buyer that the Seller 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 Seller, on a specific request of the Buyer, shall provide necessary information/ inspection of the relevant financial documents/information.

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

8. **Liquidated Damages**: In the event of firm's failure to provide the services as mentioned above in scope of works, a penalty will be deducted from the monthly payment to be paid to the contractor. The Executing/Supervising Authority will indicate the quantum of penalty/deduction in the payment. The BUYER may deduct from the SELLER as agreed, liquidated damages to the sum of 0.5% of the contract price of the delayed services mentioned above for every week of delay or part of a week, subject to the maximum value of the Liquidated Damages being not higher than 10% of the value of delayed services.

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

- (a) The delivery or execution of work is delayed for causes not attributable to Force Majeure for more than (01 months) after the scheduled date of delivery.
- (b) The Seller is declared bankrupt or becomes insolvent.
- (c) The delivery of material is delayed due to causes of Force Majeure by more than (02months) provided Force Majeure clause is included in contract.
- (d) The Buyer has noticed that the Seller has utilised the services of any Indian/Foreign agent in getting this contract and paid any commission to such individual/company etc.
- (e) As per decision of the Arbitration Tribunal.

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

11. **Transfer and Sub-letting**: The Seller 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.

12. **Patents and other Industrial Property Rights**: The prices stated in the present Contract shall be deemed to include all amounts payable for the use of patents, copyrights, registered charges, trademarks and payments for any other industrial property rights. The Seller 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. The Seller shall be responsible for the completion of the supplies including spares, tools, technical literature and training aggregates irrespective of the fact of infringement of the supplies, irrespective of the fact of infringement of any or all the rights mentioned above.

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

14. **Taxes and Duties:**

(a) In respect of Foreign Bidders: NA

(b) In respect of Indigenous bidders

(i) General

1. Bidder must indicate separately the relevant Taxes/ Duties likely to be paid in connection with delivery of completed goods specified in RFP. In absence of this, the total cost quoted by them in their bids will be taken into account in the ranking of bids.

2. 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. In such cases, relevant certificate will be issued by the Buyer later to enable the Seller to obtain exemptions from taxation authorities.

3. Any change in levies, taxes and duties levied by Central/State/Local governments such as GST on final product upward as a result of any statutory variation taking place within contract period shall be allowed reimbursement by the Buyer, to the extent of actual quantum of such duty/tax paid by the Seller. Similarly in case of downward revision in any such 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. Section 64-A of Sales of Goods Act will be relevant in this situation.

4. Levies, taxes and duties levied by Central/State/Local governments such as GST on final product will be paid by the Buyer on actual, based on relevant documentary evidence. Taxes and duties on input items will not be paid by Buyer and they may not be indicated separately in the bids. Bidders are required to include the same in the pricing of their product.

15. **Pre-Integrity Pact Clause:** NA

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Part IV Special Conditions of RFP

The Bidder is required to give confirmation of their acceptance of Special Conditions of the RFP 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 Bid submitted by the Bidder.

1. **Performance Guarantee: Indigenous cases:** The Bidder will be required to furnish a Performance Guarantee by way of Bank Guarantee through a public sector bank for a sum equal to **10%** of the contract value within 30 days of receipt of the confirmed order. Performance Bank Guarantee should

be valid up to 60 days beyond the date of contractual obligation. The specimen of PBG is given in Form DPM-15 (Available in MoD website and can be provided on request).

2. **Option Clause**: NA
3. **Repeat Order Clause** – NA
4. **Tolerance Clause** – NA
5. **Payment Terms for Indigenous Sellers** - It will be mandatory for the Bidders to indicate their bank account numbers and other relevant e-payment details so that payments could be made through ECS/EFT mechanism instead of payment through cheques, wherever feasible. A copy of the model mandate form prescribed by RBI to be submitted by Bidders for receiving payments through ECS is at Form DPM-11 (Available in MoD website and can be given on request). The payment will be made as per the following terms, on production of the requisite documents:
 - (a) Monthly payments on submission of User clearance certificate
6. **Advance Payments**: No advance payment(s) will be made.
7. **Paying Authority**: - The Joint Controller of Defence Account(Navy), Kochi
 - a. Indigenous Sellers – (Name and address, contact details). The payment of bills will be made on submission of the following documents by the Seller to the Paying Authority along with the bill:-
 - i. Ink-signed copy of contingent bill / Seller's bill.
 - ii. Ink-signed copy of Commercial invoice / Seller's bill.
 - iii. Copy of Contract with U.O. number and date of IFA's concurrence, where required under delegation of powers.
 - iv. Inspection note.
 - v. Claim for statutory and other levies to be supported with requisite documents / proof of payment such as Excise duty challan, Customs duty clearance certificate, Octroi receipt, proof of payment for EPF/ESIC contribution with nominal roll of beneficiaries, etc as applicable.
 - vi. Bank guarantee for advance, if any.
 - vii. Performance Bank guarantee / Indemnity bond where applicable.
 - viii. DP extension letter with CFA's sanction, U.O. number and date of IFA's concurrence, where required under delegation of powers, indicating whether extension is with or without LD.
 - ix. Details for electronic payment viz Account holder's name, Bank name, Branch name and address, Account type, Account number, IFSC code, MICR code (if these details are not incorporated in contract).
 - x. Any other document / certificate that may be provided for in the contract.
 - xi. User Acceptance.
 - xii. Xerox copy of PBG.
8. **Fall Clause** - NA
9. **Exchange Rate Variation Clause** - NA

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10. **Risk & Expense clause** –
 - a. Should the services rendered within the time or times specified in the contract documents/delivery date is made in respect of the services thereof, the Buyer shall after granting the Seller 15 days to cure the breach, be at liberty, without prejudice to the right to recover liquidated damages as a remedy for breach of contract, to declare the contract as cancelled either wholly or to the extent of such default.
 - b. Should the services thereof not perform in accordance with the parameters provided by the SELLER, the BUYER shall be at liberty, without prejudice to any other remedies for breach of contract, to cancel the contract wholly or to the extent of such default.

11. **Force Majeure clause**

(a) Neither party shall bear responsibility for the complete or partial non-performance of any of its obligations (except for failure to pay any sum which has become due on account of receipt of goods under the provisions of the present contract), if the non- performance results from such Force Majeure circumstances as Flood, Fire, Earth Quake and other acts of God as well as War, Military operation, blockade, Acts or Actions of State Authorities or any other circumstances beyond the parties control that have arisen after the conclusion of the present contract.

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

(c) The party for which it becomes impossible to meet obligations under this contract due to Force Majeure conditions, is to notify in written form the other party of the beginning and cessation of the above circumstances immediately, but in any case not later than 30 (Thirty) days from the moment of their beginning.

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

(e) If the impossibility of complete or partial performance of an obligation lasts for more than 6 (six) months, either party hereto reserves the right to terminate the contract totally or partially upon giving prior written notice of 30 (thirty) days to the other party of the intention to terminate without any liability other than reimbursement on the terms provided in the agreement for the goods received.

12. **Buy-Back offer** NA

13. **OEM Certificate** NA

14. **Earliest Acceptable Year of Manufacture** NA

15. **Buyer Furnished Equipment** NA

16. **Quality** NA

17. **Quality Assurance** NA

18. **Inspection Authority**: Performance will be assessed by the BOO(Board of officers/Officer) and Satisfactory Certificate will be issued for release of payment. In the event complaint by the Board of officers/Officer about non satisfactory services, under signed will have judicious observation and contractor is obliged to ensure satisfactory services.

19. **Warranty** – NA

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Part V – Evaluation Criteria & Price Bid issues

1. **Evaluation Criteria** - The broad guidelines for evaluation of Bids will be as follows:

(a) **Pre-requisite Eligibility Criteria** The Bidder should possess the requisite experience, resources and capabilities in providing the resources necessary to meet the requirements, as described in the tender document. The Bidder should also possess the technical know-how and the financial wherewithal that would be required to successfully deploy the resources for the entire period of the contract. The bid must be complete in all respects and should cover the entire scope of work as stipulated in the document.

(b) **Eligibility Criteria** The invitation to bid is open to all Bidders who qualify the Eligibility Criteria and qualifying requirements of the RFP

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

i. In cases where only indigenous Bidders are competing, L1 bidder will be determined by excluding levies, taxes and duties levied by Central/State/Local Governments such as excise duty, VAT, Service Tax, GST, Octroi/entry tax, etc on final product, as quoted by bidders.

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

(e) The Lowest Acceptable Bid will be considered further for placement of Contract / Supply Order after complete clarification and price negotiations as decided by the Buyer. The Buyer will have the right to award contracts to different Bidders for being lowest in particular items. The Buyer also reserves the right to do Apportionment of Quantity, if it is convinced that Lowest Bidder is not in a position to supply full quantity in stipulated time.

2. **Price Bid Format:** The Price Bid Format is given below and Bidders are required to fill this up correctly with full details:

Sl.	Items	Qty in Nos	Amount per Unit	Total amount of units	GST	Total Cost
1.	PCs/AIOs	213				
2.	Laptop	19				
3.	Server	09				
4.	L/Jet Printer / MFD	96				
5.	Ink jet printer	17				
6.	Dot matrix printers	04				
7.	UPS	197				
8.	Scanner	13				
9.	LAN	24				
10.	Engineer Cost	04				
			Total Cost			
			Total GST			
			Grand Total			

(Tanushree Bharadwaj)
Deputy Commandant
District IT Officer
for District Commander

File No. 219/IT/TE/AIAMC/18-19

Date: Sep 2018

TECHNICAL COMPLIANCE MATRIX BY THE VENDOR

(It is mandatory to submit this compliance matrix, failing which the Buyer reserves the right to reject the bids submitted)

SL	List of items/services required	<u>Complied with Statements</u>	<u>Yes/No. (Scan and upload documents wherever applicable)</u>
	The bidder should have minimum annual turnover of Rs. 50 Lakh during the last three financial years (2015-16, 2016-17, 2017-18)	Audited balance sheets to be submitted.	
	The organization must be experienced in servicing Govt. / PSU offices for similar services.	Experience letters	
	The organization should have GST Registration and PAN No.	Copies to be submitted	
	Signed and scanned copy of EMD as per RFP	Scanned Copy of EMD to be uploaded and original EMD to be submitted MANUALLY on or before bid submission end date.	
	Signed and scanned copy of certificate for acceptance of terms and conditions of RFP	Certificate in firms letter head to be attached.	
	Bids (Technical & Commercial)	Should be scanned and uploaded by Bidder under their original memo/letter pad inter alias furnishing details. Also as per BoQ	
	No price should be indicated in the Technical bid else the same will be rejected summarily.	Complied	
	Provisioning of 04 resident service engineers in week days(Monday-Friday) at following locations from 0900 hrs to 1730 hrs:- For DHQ-4/CGTC-01 ,For CGAE-01 (Engineer may required to visit twice a week at CIAL for CGAE new office premises likely to be commissioned soon), For CGSD/CGRPT-01 (Matancherry/Thevara) ,For all ships-01 (Naval	Complied	

	base/Matancherry Wharf) – Total -04 Engineers. The reporting timing may be advanced or postponed on certain occasions.		
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	Compulsory monthly services for all computers and peripherals and keep systems dust free and maintaining log book at each location	Complied	
	Free network support for updating various application. To provide one USB internet dongle at each location.	Complied	
	Updating of antivirus software regularly in all computers (both in internet connected and non connected computers). All computers must be kept virus free and necessary measures to be initiated by the firm	Complied	
	Data backup for all computers should be taken for which media will be provided by the Coast Guard.	Complied	
	All spares required for repair/maintenance like Motherboard, SMPS, RAM, Processor, Monitor, printer head, board, keyboard , mouse , hard disk, processor, speakers, VGA cable, power cable will be supplied by the firm during the period of AIAMC..	Complied	
	Maintenance of LAN network	Complied	
	Defect attending log should be submitted by firm rep to DHQ-4 IT office on daily basis both of shore and afloat units.	Complied	
	Driver support for old systems	Complied	
	Defect rectification on CPU to be carried out at Coast Guard premises only.	Complied	
	Standby system/spares to be provided with in 24 hrs and 48 hrs is case of holiday .	Complied	
	Replacement of UPS batteries will be covered under AIAMC.	Complied	
	The firm is to inspect all the equipments prior conclusion of AIAMC. During AIAMC period if any equipment is declared BER, the AIAMC firm is to provide standby equipment for entire AIAMC period ,else the quoted amount for repair by other agencies will be deducted for the specified equipment.	Complied	
	Firm should have at least 5 years of experience in maintenance of IT peripherals	Complied	
	Firm should have a office set up locally to undertake the items for repair at local workshop	Complied	
	Entry to Naval Base is subject to Entry pass for the engineers. Engineers will be required to complete police verification in advance of the commencement of contract.	Complied	
	Bidders to provide employability i.e professional qualification of engineers and their payment schedules	Complied	
	Engineers will be required to visit onboard ships	Complied	
	In case of non performance or in-sufficient or unsatisfactory work in any month, for that particular month no payment will be made by this office as per the unit board of officers recommendation.	Complied	
	All above terms and conditions mentioned in the contract agreement deed will have to be accepted, if selected for award of contract.	Complied	
	To undertake All Inclusive Annual Maintenance Contract for computers and related equipments/ devices and maintenance of Coast Guard shore units and Ships based at Kochi.	Complied	
	All the conditions above along with conditions mentioned at Part-IV of the contract will form the part of the contract	Complied	

Commercial bids of the bidders whose Technical bids do not fulfil the criteria listed above will not be accepted.

Date 2018

Place

Signature

Annexure 'B'

PRICE BID UNDERTAKING (To be given on firm's letter head)

To,

Dear Sir/Madam,

I submit the Price Bid for _____ and related activities as envisaged in the Bid document.

2. I have thoroughly examined and understood all the terms and conditions as contained in the Bid document, and agree to abide by them.

3. I offer to deliver the services at the rates as indicated in the price Bid, with taxes as mentioned therein.

4. The rates have been quoted in Indian Rupee only.

5. The rates are inclusive of all charges (**As per scope of work mentioned in RFP 219/IT/TE/AIAMC/18-19 dated Sep 2018 as per the details required for compliance in technical evaluation**)

6. In case of any discrepancy/difference in the amounts indicated in figures and words the amount in words will prevail and will be considered.

7. The payment shall be made to the Firm at Bank Account as per ECS mandate (maintained in India only) by way of ECS/RTGS after deducting the TDS as applicable.

8. The quoted rates shall remain firm throughout the tenure of the contract and no revision is permissible for any reason.

Yours Faithfully,

Signature of
authorized
Representative

INSTRUCTIONS FOR ONLINE BID SUBMISSION

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

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

REGISTRATION

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

SEARCHING FOR TENDER DOCUMENTS

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

PREPARATION OF BIDS

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

SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- 6) The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.

- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 9) Upon the successful and timely submission of bids (ie after Clicking “Freeze Bid Submission” in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- (2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk or may contact concerned office mentioned in Tender document

Annexure 'D'

PRICE BID FORMAT/BoQ

**AIAMC OF COMPUTERS AND PERIPHERALS 2018-19
FOR DHQ-4 AND UNITS UNDER COMMAND AT KOCHI**

Sl.	Items	Qty in Nos	Amount per Unit	Total amount of units	GST	Total Cost
1	PCs/AIOs	213				
2	Laptop	19				
3	Server	9				
4	L/Jet Printer / MFD	96				
5	Ink jet printer	17				
6	Dot matrix printers	4				
7	UPS	197				
8	Scanner	13				
9	LAN Switch	24				
10	Engineer Cost	4				
Total Cost						
Total GST						
Grand Total						