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INSOLVENCY AND BANKRUPTCY BOARD OF INDIA

NOTICE INVITING TENDER

FOR

**“COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR PRINTERS / LAPTOPS
/ CISCO (SWITCH / ROUTER/ AP / FIREWALL / CONTROLLER) / SERVER / VIDEO
CONFERENCING / UPS / EPABX / TELEPHONE INSTRUMENTS / TV”.**

**7TH FLOOR, MAYUR BHAWAN,
CONNAUGHT CIRCUS,
NEW DELHI – 110 001
Tel. No. 23462900**

SCHEDULE

1	Name of Work	COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR PRINTERS / LAPTOPS / CISCO (SWITCH / ROUTER/ AP / FIREWALL / CONTROLLER) / SERVER / VIDEO CONFERENCING / UPS / EPABX / TELEPHONE INSTRUMENTS / TV”.
2	Estimated Cost of Work	Rs. 8,00,000/-.
3.	Earnest Money	Rs. 20,000/- (Service Providers who are registered with NSIC / MSME as SSI Unit and have valid Certificate from NSIC / MSME for undertaking Annual Maintenance Contract(s) are exempted from submission of EMD)
4.	Period of contract	01(one) year. It is further extendable subject to satisfactory performance.
5	Pre-bid Conference	10/07/2018 at 1500 hrs. hrs. at 7 th Floor, Mayur Bhawan, Connaught Place, New Delhi – 110001.
5.	Last Date, time and place of receipt of duly filled tender document (Both Technical & Financial Bid)	20/07/2018 upto 1500 hrs.
6.	Date and time of opening of: 1. Technical Bid of tender document (Envelope – 1) 2. Financial bid of tender document (Envelope-2)	24/07/2018 at 1500 hrs Will be intimated to technically qualified tenderers at a later date.

No. IBBI/ESTT/IT EQUIPMENT/AMC/95
INSOLVENCY AND BANKRUPTCY BOARD OF INDIA
7th Floor, Mayur Bhawan,
Connaught Circus, New Delhi – 110 001

No. IBBI/ESTT/IT EQUIPMENT/AMC/95

Date: 06.07.2018

NOTICE INVITING TENDER

On behalf of INSOLVENCY AND BANKRUPTCY BOARD OF INDIA (IBBI), New Delhi, sealed quotations are invited from reputed agencies / firms for undertaking Comprehensive Annual Maintenance Contract (CAMC) for PRINTERS / LAPTOPS / CISCO (SWITCH / ROUTER/ AP / FIREWALL / CONTROLLER) / SERVER / VIDEO CONFERENCING / UPS / EPABX / TELEPHONE INSTRUMENTS / TV” in IBBI office at Connaught Circus, New Delhi – 110 001, for a period of one year on contract basis.

Tender is invited in two parts i.e. (1) technical bid and (2) financial bid. The tender form for technical bid in the proforma prescribed in **Annexure – I** and the tender form for the financial bid in the proforma prescribed in **Annexure – II** duly completed sealed bid documents superscribed as “Quotation for Comprehensive Annual Maintenance Contract for IT Equipment” shall be submitted to the CGM(Estt.), THE INSOLVENCY AND BANKRUPTCY BOARD OF INDIA, 7th Floor, Mayur Bhawan, Connaught Circus, New Delhi – 110001, as per detailed instructions given in the bid document. All details regarding the subject tender are available on IBBI website www.ibbi.gov.in. Bidders are, therefore, requested to visit IBBI’s website regularly to keep themselves updated.

The technical bid will be opened at 1500 hrs. on 24.07.2018 in the presence of duly authorized representative (only one) of interested bidders, if they make themselves available at that time.

Pe-bid Conference on 10/07/2018 at 1500 hrs. at 7th Floor, Mayur Bhawan, Connaught Place, New Delhi – 110 001.

Last date of submission of Tender document: Upto 20/07/2018 by 1500 hrs.

(The office will not be responsible for delay if any occurred in transit. No claims on this account shall be entertained.)

Technical bid opening date and time : 24/07/2018 at 1500 hrs.

Venue: Conference Room, IBBI Office, 7th Floor, Mayur Bhawan, Connaught Circus, New Delhi.

The Financial Bid of the technically qualified bidders only will be opened on a later date subject to receipt of adequate technically qualified bids. All technically qualified bidders will be intimated accordingly for the same.

Sd/-
(Rameshwar Dhariwal)
Chief General Manager (Estt.)
Tel. 23462900

I. SCOPE OF WORK:

Comprehensive Annual Maintenance Contract (CAMC) will consist of day-to-day maintenance of equipment. The vendor has to keep them fully operational. The maintenance contract will include Preventive Maintenance, necessary repairs to be performed, replacement of defective/damaged parts, components and other accessories free of cost and providing standby equipment's whenever required. Following shall be terms and conditions of the contract: -

1. The maintenance contract will consist of: -
 - a) Attending to complaints of PRINTERS / LAPTOPS / CISCO (SWITCH / ROUTER/ AP / FIREWALL / CONTROLLER) / SERVER / VIDEO CONFERENCING / UPS / EPABX / TELEPHONE INSTRUMENTS / TV" under AMC.
 - b) Onsite preventive and corrective maintenance of the above equipment.
 - c) Necessary repairs/replacement of defective/damaged parts, components and other accessories of the above equipment. The replacement of all the spares (excluding printer heads, UPS batteries, printer cartridges) is included under the CMAC. The replacement of defective spares with good quality and standard spares will be done by the bidder without any extra charges of any kind. In case the bidder feels that the equipment cannot be repaired at site, they will carry and deliver the equipment at their own cost and risk to get it repaired promptly. Stand-by arrangements to be made for each equipment which is to be taken to workshop for repair. The operating environment condition in which the equipment is presently installed is quite satisfactory and the Bidder will not raise any condition with regard to the working environments for the equipment covered under AMC. In case of reinstallation of software, the AMC vendor will not install a pirated copy in any circumstances.
 - d) Upkeep and maintenance of the hardware and installed software's.
 - e) Vendor to provide and maintain the required drivers for maintaining the equipment.
 - f) A sticker indicating the cell phone and telephone numbers and other details of the AMC vendor is to be placed on all equipment under AMC.
 - g) **The detail of equipment for CAMC along with the time schedule for their repairs is mentioned in Annexure – III.**
2. The maintenance service should be available on all working days from 9.30 AM to 6.30 PM (Monday to Saturday). Availability of service engineer on Sundays or other holidays (even beyond office hours) should be ensured in case of exigency without any cost.
3. The AMC vendor will provide maintenance service from qualified experienced and competent engineers, having minimum two years' experience of similar assignment.
4. The AMC Vendor will comply with the provisions of all laws including labor law, rules, regulations and notifications issued thereunder from time to time. All safety and labor laws enforced by statutory agencies shall be applicable in the performance of this contract and vendor shall abide by these laws. Vendor will be responsible for making all statutory payment to Engineers. Vendor shall indemnify IBBI against any/all claims which may arise under the provisions of various Acts, Government Orders etc. and any breach of such laws or regulations shall be deemed to be breach of this contract. Any loss caused to IBBI due to any negligence of the vendor or his staff shall have to be suitably compensated by the contractor. IBBI may ask for documentary evidence of compliance of all these provisions.

5. The IBBI will not be held responsible fully or partially for any dispute that may arise between the AMC vendor and his engineers whatsoever.
6. **The equipment down time should not exceed the time limit for attending the complaint / repair as mentioned in Annexure -III.** In case the equipment is not repaired, or a stand-by arrangement is not provided, IBBI may elect / choose to get the same repaired or replaced from any other outside agency and the cost and expenditure incurred therein shall be recovered from the AMC Vendor and the IBBI may also impose additional penalty as deem fit.
7. The AMC vendor will undertake service of all equipment onsite every three months and record should be maintained for the same.
8. In case any system crashes due to any reason, the AMC vendor will recover the data without any extra cost. Privacy of the data shall be maintained as per law.

II. PRE-QUALIFICATION CONDITIONS:

1. **The AMC vendor must have maintained more than 200 computers / printers / scanners, etc. in Delhi / NCR during last 5 years with Govt. Deptt. / PSU / Autonomous Bodies / Public Service Commission / other agencies (The other agencies include Statutory Bodies and all bodies having ownership and / or control under Central / State Govt.). Copies of such work orders should be attached.**
2. The AMC vendor must be having minimum average turnover of Rs.20 lakhs for last three financial year each i.e. 2014-15, 2015-2016 and 2016-2017 and should be profit making firm / agency in last three financial years. Documentary evidence (Only Balance sheet & Profit & lost sheet) duly attested by CA to be enclosed is to be submitted in Technical bid.
3. **The vendor should have Office / Branch and Repair center in Delhi/NCR. Address & Contact details to be provided in Technical bid.**
4. Income tax return acknowledgement certificate of year 2016-17 is to be submitted in the Technical bid.
5. The AMC Vendors who are registered with NSIC / MSME are welcome to participate in the bidding as notified by the Ministry of Micro, Small and Medium Enterprises, GOI. No EMD shall be payable by these vendors and other relaxations as announced by Govt. from time to time shall be applicable to them subject to submission of related documentary evidence and full compliance of other terms and conditions of the tender and the contract.

III. TERMS & CONDITIONS OF THE CONTRACT:

1. Any of the equipment under AMC may be withdrawn by IBBI at any time during the period of contract without assigning any reason. Maintenance charges for such equipment will be deducted at pro-rata basis. New item as per Annexure – III, if any, purchased from time to time, after the expiry of warranty period, will also have to be serviced/ maintained at the same terms and conditions, and the CAMC also to be done at the same terms and conditions on per unit average rate of the

equipment.

2. IBBI reserves the right to accept or reject summarily any or all tenders in whole or in part without assigning any reason whatsoever, or increase or decrease of quantities of any item of the work. IBBI reserves the right to award the contract by splitting the order and / or giving part order for any number of items as IBBI may decide. The successful vendor shall have to accept the part order at the rate quoted, otherwise EMD deposited by the vendor shall be forfeited and the vendor shall be banned for participation in future tenders for IBBI for a period of three years from the date of issue of such offer letter to vendor.
3. The interested bidders may submit the sealed bid in four envelopes as detailed below:
 - i) **Sealed Envelope – I: shall contain the original of the bid duly marked “Technical bid for Comprehensive Annual Maintenance Contract for IT Equipment “.**
 - ii) **Sealed Envelope – II: shall contain EMD and duly marked “EMD for Comprehensive Annual Maintenance Contract for IT Equipment “.**
 - iii) **Sealed Envelope – III: shall contain FINANCIAL BID and superscribed as “FINANCIAL BID for Comprehensive Annual Maintenance Contract for IT Equipment “.**
 - iv) **Sealed Envelope- IV: to contain all the above three envelopes and superscribed as “TENDER FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR IT EQUIPMENT “.**
4. The Financial Bid of the technically qualified bidders only will be opened on a later date subject to receipt of adequate technically qualified bids. All technically qualified bidders will be intimated accordingly for the same.
5. **IBBI will hold a pre-bid meeting with the prospective bidders on 10/07/2018 at 1500 hrs. at 7th Floor, Mayur Bhawan, Connaught Place, New Delhi – 110 001. The corrigendum / addendum (if any) & clarifications to the queries from the all bidders will be posted on the IBBI website. The authorized person (only one) should have an authorization from the prospective bidder to participate in the pre-bid meeting.**
6. The bid should be strictly as per terms and conditions failing which the bid is liable to be rejected without any further notice.
7. EMD of **Rs.20,000/- (Rupees Twenty thousand only)** in form of crossed Demand Draft / Pay Order in favour of “INSOLVENCY AND BANKRUPTCY BOARD OF INDIA” shall be deposited at the time of submission of tender, as a part of EMD bid. Tender received without EMD / a valid Exemption Certificate shall be summarily rejected. EMD of unsuccessful bidders shall be refunded after finalization of the tender without any interest.
8. The EMD deposited by the successful bidder shall be compulsorily adjusted into the Performance Security Deposit.
9. The successful tenderer will have to deposit a **Performance Security Deposit for a sum of Rs.40,000/- (Rupees Forty thousand only)** within 7 days of the receipt of

the formal order. The performance security will be furnished in the form of the Account Payee Demand Draft or Bank Guarantee drawn in favour of THE INSOLVENCY AND BANKRUPTCY BOARD OF INDIA, from any nationalized or scheduled bank in India, payable at New Delhi. The performance security should remain valid for a period of 60 days beyond the date of completion of all the contractual obligations of the Vendor. The IBBI shall not pay any interest on the Performance Security Deposit.

10. **The evaluation and comparison of responsive bids shall be done on the basis of total quoted price of all tendered items including all taxes, levies, duties etc., as indicated in the Price Schedule.**
11. **The Work Order will not be splitted. As such, bidder is required to quote for all the items / equipment. Any 'Zero' quote of any item / equipment will be considered for the basis of rejection of the bid.**
12. **The period of validity of bid for acceptance should be for six months from the closing date. Bid with less validity shall not be accepted.** IBBI will not entertain any request for escalation in cost / price on account of any reason during the period of validity of bid. Any modification in offer after the opening date will not be considered.
13. **The rates should be quoted as per Annexure – II (Financial bid).** In case there is increase / decrease in GST / any applicable tax during the tenure of contract, the amount as per actual tax during the tenure of payment shall be paid on actual basis for which copy of concerned notification is to be enclosed along with the bill of the vendor.
14. Bid will be disqualified, if at any point during the selection process, it is found that information provided by the vendor is incorrect. Bids shall be rejected out-right and will not be evaluated for failure of vendor to meet the dead-line, failure to provide all information as specified above and failure to accept aforesaid terms and conditions. Bid with vague and indifferent expression such as "subject to" shall not be accepted. Bid with any condition including conditional rebate shall also be rejected.
15. Bid should be submitted and signed by a duly authorized person, mentioning his designation, Mobile Number, Full name of the firm with current business address.
16. All damages caused by the engineer of the vendor to the property of the IBBI shall be recovered from the Service Provider.
17. **On the backside of the Demand Draft towards EMD, the tenderer should write their firm's name, address along with Tender No. and date.**
18. The selected vendor shall not assign, transfer, pledge or sub contract the performance of service without the prior written consent of IBBI.
19. Forfeiture of EMD / Bid Security:
 - a) In case of failure to execute the work.
 - b) In the event of withdrawal of the tender within the original validity period or the successful bidder fails to execute necessary agreement within the specified period.

- c) Submitting false, incorrect and misleading information and any mistakes, miscalculations in the bid.
20. The vendor shall quote the technical and financial bids as per the format enclosed at **Annexure I & II.**
 21. The vendor shall submit the bank details as per **Annexure – IV.**
 22. The Vendor shall submit an affidavit on Non- Judicial Stamp Paper of Rs.10/- stating that the agency is / has not been blacklisted by Central Government / State Government / any PSU etc in any of its previous contract during the last three years.
 23. Settlement of disputes, if any, will be as per Indian Arbitration and Conciliation Act-1996 and venue for the same shall be the IBBI Office, 7thFloor, Mayur Bhawan, Connaught Circus, New Delhi-110001. It is clarified that the sole arbitrator to adjudicate any disputes arising out of the proposed contract shall be nominated / appointed by the Insolvency and Bankruptcy Board of India.
 24. The INSOLVENCY AND BANKRUPTCY BOARD OF INDIA, 7th Floor, Mayur Bhawan, Connaught Circus, New Delhi-110001 reserves the right to withdraw/ relax any of the terms and conditions mentioned in the tender document so as to overcome any problem encountered at any stage.
 25. All disputes arising out of this contract shall be subject to the jurisdiction of Courts of New Delhi.
 26. Before submitting the bid, the vendor should ensure that they have fully read all the terms and conditions of the tender document.

IV. PAYMENT TERMS: -

1. The payment shall be released on quarterly basis at end of every quarter on providing satisfactory services after the completion of the quarter subject to non-pendency of any compliant.
2. The vendor should submit the bank details to IBBI.
3. IBBI shall make payment of bills after deduction of all applicable taxes.
4. In case of addition/withdrawal of items from AMC contract by IBBI before completion of contract, the same shall be informed to vendor & AMC payment shall be revised accordingly.

V. FRAUDULENT AND CORRUPT PRACTICES

1. The vendor and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Bidding Process. Notwithstanding anything to the contrary contained herein, the IBBI may reject the tender without being liable in any manner whatsoever to the vendor if it determines that the vendor has, directly or indirectly or through an agent, engaged in corrupt / fraudulent / coercive / undesirable or restrictive practice in the Bidding Process.
2. Without prejudice to the rights of the IBBI under Clause 1 hereinabove, if an vendor is found by the IBBI to have directly or indirectly or through an agent, engaged or indulged in any corrupt / fraudulent / coercive / undesirable or restrictive practice during the Bidding Process, such vendor shall not be eligible to participate in any

tender issued by the IBBI during a period of 2 (two) years from the date when such vendor was found by the IBBI to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice as the case may be.

3. For the purposes of the clauses 1 & 2 above, the following terms shall have the meaning hereinafter respectively assigned to them:
 - 3.1 "Corrupt Practice" means (I) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the Bidding Process or (II) save and except as permitted, engaging in any manner whatsoever, whether during the Bidding Process or after the issue of the LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Agreement, who at any time has been or is a legal, financial or technical advisor of the Board in relation to any matter concerning the Project;
 - 3.2 "Fraudulent Practice" means a misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the Bidding Process;
 - 3.3 "coercive practice" means impairing or harming or threatening to impair or harm, directly or indirectly, any person or property to influence any person's participation or action in the Bidding Process;
 - 3.4 "Undesirable Practice" means (I) establishing contact with any person connected with or employed or engaged by the Board with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Bidding Process; or (II) having a Conflict of Interest; and
 - 3.5 "Restrictive Practice" means forming a cartel or arriving at any understanding or arrangement among Applicants with the objective of restricting or manipulating a full and fair competition in the Bidding Process.

VI. Signing of Agreement: -

1. The signing of agreement shall constitute the award of contract on the Vendor. The agreement with the successful vendor shall be signed by IBBI within a week of submission of his acceptance. The draft of the Agreement is annexed at **Annexure 'V'**.

VII Termination of Contract and Penalty:-

1. If the services provided by the vendor under this contract are not met to the full satisfaction of IBBI, or if any of the terms and conditions of this contract are not complied by the vendor, contract may be terminated by IBBI and the charges shall be payable only up to the period, till which the vendor has rendered satisfactory services. The decision of IBBI in this regard shall be final and binding on the vendor.
2. The complaint will have to be attended by the vendor within the stipulated time as mentioned in Annexure -III. In case vendor fails to rectify the fault within the stipulated time, the vendor will have to provide stand-by item(s). In case vendor fails to either rectify the fault or provide stand-by item(s), fixed penalty of Rs.1000/- per day will be levied (part of day beyond maximum time schedule for repair will

be counted as full day). In addition, Rs.100/- per day per item will also be levied. If fault is not rectified in a week's time, IBBI reserves the right to cancel the contract and forfeit the contractor's Performance Bank Guarantee.

3. In case of non-compliance with the contract, IBBI reserves the right to cancel/revoke the contract and impose suitable penalty in proportion to the damages and PBG or Security deposit may also be forfeited decision of IBBI in this regard shall be final & binding.
4. In case the successful vendor does not acknowledge/ submit performance bank guarantee, then the EMD earlier deposited by the bidder shall be forfeited and the firm / agency will be debarred from dealing with IBBI in future. If vendor fails to execute the order, then Security amount will be forfeited and performance bank guarantee will be encashed and the firm / agency will be debarred from dealing with IBBI in future.
5. If services provided by the vendor are found unsatisfactory, then the IBBI reserves the right to encash the PBG and/or Security deposit may also be forfeited. Decision of IBBI in this regard shall be final and binding.

Sd/-
(Rameshwar Dhariwal)
Chief General Manager (Estt.)
Tel. 23462900

ANNEXURE- I**TECHNICAL BID**

(To be enclosed in a separate sealed envelope)

FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR PRINTERS / LAPTOPS / CISCO (SWITCH / ROUTER/ AP / FIREWALL / CONTROLLER) / SERVER / VIDEO CONFERENCING / UPS / EPABX / TELEPHONE INSTRUMENTS / TV ”.

IN THE OFFICE OF INSOLVENCY AND BANKRUPTCY BOARD OF INDIA, 7th FLOOR, MAYUR BHAWAN, CONNAUGHT CIRCUS, NEW DELHI – 110 001.

S.No.	Particulars	Page No.
1.	Name and address of bidder/ Tendering Company/ Firm/ Agency (Attach certificates of registration)	
2.	Name of Authorised Signatory	
3.	Name(s) of proprietor/Director(s) of Company/Firm/Agency	
4.	Full Address of Registered Office with Telephone No., FAX and E-Mail	
5.	Full address of Office / Branch / Work Centre with Telephone no., FAX and E-Mail with name of the Contact Person(s) and Mobile No. to whom all reference shall be made.	
6.	Banker of Company/Firm/ Agency with full address.	
7.	PAN/GIR No. (Attach attested copy)	
8.	GST Registration No. (Attach attested copy)	
9.	The AMC vendor must have maintained more than 200 computers / printers / scanners, etc. in Delhi / NCR during last 5 years with Govt. Deptt. / PSU / Autonomous Bodies / Public Service Commission / other agencies (The other agencies include Statutory Bodies and all bodies having ownership and / or control	

	under Central / State Govt.). Copies of such work orders should be attached.														
10.	<p>Give details of the major similar contracts handled by the tendering Company/Firm/Agency on behalf of Government Departments / PSUs / Autonomous Bodies / Public Service Commission / other agencies (The other agencies include Statutory Bodies and all bodies having ownership and / or control under Central / State Govt.) during the last three years in the following format. (Attach copies).</p> <table border="1"> <thead> <tr> <th>Sr. No.</th> <th>Details of client alongwith address, telephone and Fax numbers.</th> <th>Amount of Contract. (Rs. Lakhs)</th> <th>Duration of Contract. From to</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p>(If the space provided is insufficient, a separate sheet may be attached.)</p>	Sr. No.	Details of client alongwith address, telephone and Fax numbers.	Amount of Contract. (Rs. Lakhs)	Duration of Contract. From to										
Sr. No.	Details of client alongwith address, telephone and Fax numbers.	Amount of Contract. (Rs. Lakhs)	Duration of Contract. From to												
11	Attested copy of Satisfaction Certificate from the present office(s) in which the Service Provider is providing similar services (attach)														
12.	Income declared in I.T. returns for F.Y. 2016-17 (enclose copy of I T Returns acknowledgement for the relevant assessment years).														
13.	Total Turnover of the business in F.Y. 2014-15, 2015-16 & 2016-17 (Attach copy of Audited Profit & Loss Account and B/S for the Financial Years 2014-15, 2015-16 & 2016-17) duly attested by Chartered Accountant.														
14.	Affidavit stating that the agency is / has not been blacklisted by Central / State Government / PSU etc. in any of its previous contracts														
15.	Declaration about Fraudulent and corrupt practices (Duly signed & attested as per the format given in Annexure-VI of the Tender Document.														
16.	Details of Earnest Money Deposited: DD No.....Dated..... Amounts:Rs..... Drawn on Bank....., New Delhi.														

ANNEXURE- II**FINANCIAL BID**

FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR PRINTERS / LAPTOPS / CISCO (SWITCH / ROUTER/ AP / FIREWALL / CONTROLLER) / SERVER / VIDEO CONFERENCING / UPS / EPABX / TELEPHONE INSTRUMENTS / TV”.

IN THE OFFICE OF INSOLVENCY AND BANKRUPTCY BOARD OF INDIA, 7th FLOOR, MAYUR BHAWAN, CONNAUGHT CIRCUS, NEW DELHI – 110 001.

The financial / price bid should contain the quotation for maintenance charges as per item in terms of yearly basis only, as listed below. Price quoted by the bidder shall **be inclusive of all taxes and levies applicable**. No escalation of price would be permitted on any ground except changes in statutory payments like tax etc. The financial bid should be enclosed in a separate sealed cover superscribed “Financial Bid”.

1. Name and address (with telephone no. & fax no. / e-mail) of tendering Service Provider Company / Firm/ Agency :

IT AMC Equipment Details									
S.N.	Name of Items	Model	Qty	Rate Per Unit	Amt	GST	Any other applicable tax	Total Amount Figures	Total Amount In words
A	B	C	D	E	F (DxE)	G	H	F+G+H	F+G+H
1	Printer	HP Laserjet Pro M403dn	1						
2	Printer	HP LaserJet Pro MFP M128fn	1						
3	Printer	Hp Dekjet 2135	1						
4	Printer	Brother MFC-J3720	8						
5	Printer	HP Laserjet Pro CP1025	6						
6	Printer	Lexmark MS312dn	1						
7	Printer	Panasonic DP MB536SX	2						
8	Printer	Samsung Xpress m2876FD	16						
9	Printer	Canon MF244DW	4						
10	Printer	HP LaserJet Pro M104w	1						
11	Hp Laptop	HP ProBook 440 G3 Note book PC	3						
12	Hp Laptop	HP Pavilion x360 - 13-u135tu	2						
13	Hp Laptop	HP Pavilion - 15-au628tx	1						

14	HP Laptop	HP Notebook 14-am519tu	2						
15	HP Laptop	HP laptop 15gbr011tx	1						
16	Cisco Switch	SG300-28PP-K9-EU	6						
17	Cisco Router	CISCO1921/K9	2						
18	Cisco AP	CISCOAIRCAP2702IDK9	9						
19	Firewall	CISCO ASA5506-K9	2						
20	Controller	AIR-CT2504-K9	1						
21	HP Server	HPEDL180GEN9 E5-2609V4SFF IN SVR/PROM	2						
22	Video Conferencing	Polycom	1						
23	UPS	Eaton UPS	2						
24	Epbax	Ayaya	1						
25	Avaya j129 phones	Ayaya	80						
26	Avaya 9608	Ayaya	4						
27	Avaya 9602	Ayaya	15						
28	Avaya high end phone	Ayaya	1						
29	Beetel analogue phones	Beetel	10						
30	Cordless phone	Cordless phone	2						
31	Sharp TV	Sharp Tv	1						
32	Sony TV	Sony TV	5						
Grand Total									

Note: The evaluation and comparison of responsive bids shall be done on the basis of total quoted price of all tendered items including all taxes, levies, duties etc., as indicated in the Price Schedule.

DECLARATION

I hereby certify that the information furnished above is true and correct to the best of my/our knowledge. I understand that in case, any deviation is found in the above statement at any stage; I/We will be blacklisted and will not have any dealing with the IBBI in future.

Signature of authorized person

Full Name:

Seal:

Date:

Place:

ANNEXURE - III

IT AMC Equipment Details						
S.N.	Name of Items	Model		Qty	Year Of purchase	Maximum Time schedule for Repair
A	B	C		D	E	F
1	Printer	HP Laserjet Pro M403dn	Print quality black (best): HP FastRes 1200,Duty cycle (monthly, A4): Up to 80,000 pages,Print technology: Laser,Display: 2-line backlit LCD graphic display,Processor speed: 1200 Paper handling outputTray 1: A4, A5, A6, B5 (JIS) Custom Size, A5-R, B6 (JIS),Media types: Paper (plain, EcoFFICIENT, light, heavy, bond, colored, letterhead, preprinted, prepunched, recycled, rough); envelopes; labels; transparencies,HP ePrint capability: Windows OS compatible with (Home Basic, Premium, Professional, etc.), Windows 10 all 32 & 64-bit editions (excluding RT OS for Tablets); Windows OS compatible with Universal Print Driver (From HP.com): Windows XP SP3 32 & 64-bit editions (XP Home, XP Pro, etc.), Windows Vista all 32 & 64-bit editions (Home Basic, Premium, Professional, etc), Windows 7 all 32 & 64-bit editions, Windows 8/8.1 all 32 & 64-bit editions (excluding RT OS for Tablets), Windows 10 all 32 & 64-bit editions,Power consumption: 591 watts (Active Printing), 6.1 watts (Ready), 2.8 watts (Sleep), 0.6 watts (Auto-On/Auto-Off, via USB connectivity), 0.1 watts (Shutdown or Off),Energy efficiency: CECP	1	2017	4 Hours
2	Printer	HP LaserJet Pro MFP M128fn	First page out (ready)Black: As fast as 9.5 sec,Duty cycle (monthly, A4),Up to 8000 pages,Recommended monthly page volume,250 to 2000,Print technology,Laser.Print quality black (best),Up to 600 x 600 dpi,Print Resolution Technologies,FastRes 600; FastRes 1200,Print languages,PCLm/PCLmS,Display,2-line LCD (text),Processor speed-600 MHz,Automatic paper sensor-No,Replacement cartridges-HP 88A Black LaserJet Toner Cartridge (~1500 yield) CC388A,	1	2017	4 Hours
3	Printer	Hp Dekjet 2135	Print speed black:ISO: Up to 7.5 ppm,Draft: Up to 20 ppm,Print speed color:-ISO:Up to 5.5 ppm,Draft:Up to 16 ppm,First page out (ready),Black: As fast as 15 sec,Color: As fast as 18 sec,Duty cycle (monthly, A4),Up to 1000 pages,Recommended monthly page volume,50 to 200,Print technology,HP Thermal Inkjet,Printer drivers included,HP PCL 3 GUI,Print quality (best),Color: Up to 4800 x 1200 optimized dpi color (when printing from a computer on selected HP photo papers and 1200 input dpi),Black: Up to 1200 x 1200 rendered dpi,Display,None,Number of print cartridges,2 (1 black, 1 Tri-color),Print languages-HP PCL 3 GUI-	1	2017	4 Hours

4	Printer	Brother MFC-J3720	Printer Type-Inkjet,Print Head Mono:Piezo with 420 nozzles × 1,Colour:Piezo with 420 nozzles × 3,Memory Capacity-128 MB,LCD (Liquid Crystal Display)-2.7 in. (67.5 mm) TFT Colour Touchscreen LCD and Touchpanel,Power Source-AC 100 to 120 V 50/60 Hz,Dimensions (W x D x H),MFC-J6520DW)553 mm x 433 mm x 247 mm,Weight-14.5 kg,Document Size-ADF Width:148 mm to 297 mm,Paper Input,Paper type:Plain paper, inkjet paper (coated paper),Maximum paper tray capacity:Approx. 250 sheets of 80 gsm plain paper,Compatibility-ITU-T Super Group 3,Modem SpeedAutomatic Fallback,Colour/MonochromeYes/Yes,	8	2017	4 Hours
5	Printer	HP Laserjet Pro CP1025	print speed black:Normal: Up to 16 ppm,Print speed color:Normal:Up to 4 ppm,First page out (ready),Black: As fast as 15.5 sec,Color: As fast as 27.5 sec,Print quality black (best)-Up to 600 x 600 dpi,Print quality color (best)-Up to 600 x 600 dpi,Print Resolution Technologies-HP ImageREt 2400,Duty cycle (monthly, A4)-Up to 15,000 pages,Recommended monthly page volume-200 to 850,Print technology-4-pass color laser,Processor speed-264 MHz,Print languages-Host-based,	6	2017	4 Hours
6	Printer	Lexmark MS312dn	laser Cartridge Yields (up to)5-1,500-page Cartridge-5,000-page Black High Yield Cartridge,Print Technology-Monochrome Laser,Display-2-line All Points Addressable (APA) ,monochrome LCD display,Media Types Supported-Card Stock,Envelopes.Paper Labels,Plain Paper,Transparencies-Refer to the Card Stock & Label Guid,Print Resolution, Black,Processor-Dual Core, 800 MHz,Memory, Standard-128 MB,ENERGY STAR-Yes,Average Power (Hibernate Mode),0.5 watts,Average Power (Sleep Mode)-3 watts,Average Power (Ready Mode),7 watts.	1	2017	4 Hours
7	Printer	Panasonic DP MB536SX	Printing Process-Laser-Recording Paper Size (Simplex)-Input tray: A4, A5, A6, LTR, B5(ISO/JIS), B6(ISO/JIS), 16K--Multi-purpose tray: A3, A4, A5, A6, Ledger, LTR, LGL, Folio/Foolschap (216 x 330 mm), Oficio (216 x 340 mm), B4(ISO/JIS), B5(ISO/JIS),B6(ISO/JIS), 16K, 8K, Envelope #10/DL/YOUKEI #4/CHOUKEI #3/CHOUKEI #4, Japanese Postcard, Custom (W: 85-297 mm, L: 200-600 mm)-Recording Paper Capacity *1-Max: 1,750 sheets [Standard input tray: 550 sheets / Multi-purpose -tray: 100 sheets / Optional lower input tray: 550 sheets x 2]-Capacity-75 sheets-Document Size-(ADF)-Single--sided-A4, A5, A6, LTR, LGL, B5(JIS/ISO), B6(JIS/ISO), 16K, Folio/Foolschap (216 x 330 mm), Oficio (216 x 340 mm), Long paper (W: 210-216 mm, L: 356-600 mm)-Computer Interface IEEE802.11b/g/n, 1000Base-T/100Base-TX/10Base-T, USB2.0-LCD Display-4.3-inch Color Touch Screen-16 digits / 2 lines (Backlit LCD)-Power Consumption-Maximum: Approx. 1,550 W, Copy: Approx 800 W, Ready: Approx. 90 W, Sleep: Less than 2.2 W (USB connection) / Less than 2.6-- (Wired LAN) / 3.0 W (Wireless LAN)-Print Speed-Up to 45 ppm (A4),-Up to 24 ppm (A3)	2	2017	4 Hours

8	Printer	Samsung Xpress m2876FD	<p>Functions-Print, copy, scan, fax-Printing specifications-Print speed black:-Normal: Up to 28 ppm-First page out (ready)-Black: As fast as 8.5 sec-First page out (ready)-Black: As fast as 8.5 sec-Duty cycle (monthly, A4)-Up to 12,000 pages-Duty cycle (monthly, A4)-Up to 12,000 pages-Print technology-Laser-Print quality black (best)-Up to 4,800 x 600 dpi-Print Resolution Technologies-ReCP-Print languages-SPL-PCL5-PCL6-Display-2-line LCD (16 characters per line)-Processor speed-600 MHz-Automatic paper sensor-No-Security management-Embedded Web Server: password-protection, Network: enable/disable network ports and features, SNMPv1 & SNMPv2 community password change, SNMPv3; IP/MAC Address Filtering (IPv4/IPv6/MAC); IPSec-Replacement cartridges-High yield Toner Cartridge (~ 3,000 yield) MLT-D116L-</p>	16	2017	4 Hours
9	Printer	Canon MF244DW	<p>Printing Process-Laser-Recording Paper Size (Simplex)-Input tray: A4, A5, A6, LTR, B5(ISO/JIS), B6(ISO/JIS), 16K--Multi-purpose tray: A3, A4, A5, A6, Ledger, LTR, LGL, Folio/Foolscap (216 x 330 mm), Oficio (216 x 340 mm), B4(ISO/JIS), B5(ISO/JIS),B6(ISO/JIS), 16K, 8K, Envelope #10/DL/YOUKEI #4/CHOUKEI #3/CHOUKEI #4, Japanese Postcard, Custom (W: 85-297 mm, L: 200-600 mm)-Recording Paper Capacity *1-Max: 1,750 sheets [Standard input tray: 550 sheets / Multi-purpose -tray: 100 sheets / Optional lower input tray: 550 sheets x 2]-Capacity-75 sheets-Documents Size-(ADF)-Single--sided-A4, A5, A6, LTR, LGL, B5(JIS/ISO), B6(JIS/ISO), 16K, Folio/Foolscap (216 x 330 mm), Oficio (216 x 340 mm), Long paper (W: 210-216 mm, L: 356-600 mm)-Computer Interface IEEE802.11b/g/n, 1000Base-T/100Base-TX/10Base-T, USB2.0-LCD Display-4.3-inch Color Touch Screen-16 digits / 2 lines (Backlit LCD)-Power Consumption-Maximum: Approx. 1,550 W, Copy: Approx 800 W, Ready: Approx. 90 W, Sleep: Less than 2.2 W (USB connection) / Less than 2.6-- (Wired LAN) / 3.0 W (Wireless LAN)-Print Speed-Up to 45 ppm (A4),-Up to 24 ppm (A3)-Print-Printing Method-Monochrome Laser Beam Printing-Print Speed (A4)-27ppm-Print Resolution-600 x 600dpi-1200 x 1200dpi equivalent-First Print Out Time (FPOT)-Approx. 8.0secs.-Print Language-UFR II LT, PCL 6-Warm-up Time (from power on)-15secs. or less-Recovery Time (from sleep mode)-Approx. 1.0sec.-Auto Duplex Printing-Standard-Available Paper Size for Auto Duplex Print (60 to 105 g/m2)-A4, Letter, Legal*1, Indian Legal, Foolscap-Paper Handling-Paper Input-(based on 64g/m2)-Standard Cassette-250 sheets-Multi-Purpose Tray-1 sheet-Maximum Paper Capacity-251 sheets-Paper Output-(based on 64g/m2)-100 sheets-Paper SizeStandard Cassette A4, B5, A5, Legal*1, Letter, Statement, Executive, Foolscap, 3x5 Index Card, Indian Legal-Envelope: COM10, Monarch, C5, DL-Custom: width 76.2 - 216.0mm x length 210.0 - 356.0mm-Multi-Purpose Tray-A4, B5, A5, Legal*1, Letter, Statement, Executive, Foolscap, 3x5 Index Card, Indian Legal-Envelope: C</p>	4	2017	4 Hours

			Mobile PrintCanon PRINT Business, Mopria® Print Service, Google Cloud Print™, Canon Print Service-Compatible Operating Systems-Windows® 10 (32/64-bit), Windows® 8.1 (32/64-bit), Windows® 8 (32/64-bit), Windows® 7 (32/64-bit).			
10	Printer	HP LaserJet Pro M104w	Up to 80,000 pages,Print technology: Laser,Display: 2-line backlit LCD graphic display,Processor speed: 1200 MHz,Number of print cartridges: 1 (black),Replacement cartridges: HP 28A Black LaserJet Toner Cartridge (~3000 pages), CF228A; HP 28X Black LaserJet Toner Cartridge (~9200	1	2017	4 Hours
11	Hp Laptop	HP ProBook 440 G3 Notebook PC	Intel Core i5-6200U with Intel HD Graphics 520,Chipset is integrated with processor,Non-touch: 14 in diagonal HD anti-glare LED-backlit (1366 x 768),Port supports resolutions up to 2048 x 1536 external resolution at 60 Hz,Supports direct connection to high-definition displays with up to 4096 x 2160 at 24 Hz resolution and 7-channel audio with one convenient cable,500 GB - 5400 RPM Hard Drive,Support optional external USB drive CD/DVD R/RW,Realtek 802.11b/g/n (1x1),D audio with DTS Studio Sound,USB 3.0 (2),Multi Media Reader Slot,Supports SD, SDHC, SDXC	3	2017	6 hours
12	Hp Laptop	HP Pavilion x360 - 13-u135tu	Intel® Core™ i7-7500U (2.7 GHz, up to 3.5 GHz, 4 MB cache, 2 cores),8 GB DDR4-2133 SDRAM (1 x 8 GB),Intel® HD Graphics 620,256 GB M.2 SSD,33.8 cm (13.3) diagonal FHD UWVA anti-glare WLED-backlit touch screen (1920 x 1080),Full-size island-style backlit keyboard,HP Imagepad with multi-touch gesture support,1 HDMI; 1 headphone/microphone combo; 1 USB 2.0; 2 USB 3.1,	2	2017	6 hours
13	Hp Laptop	HP Pavilion - 15-au628tx	Intel® Core™ i7-7500U (2.7 GHz, up to 3.5 GHz, 4 MB cache, 2 cores),8 GB DDR4-2133 SDRAM (1 x 8 GB),Intel® HD Graphics 620,256 GB M.2 SSD,33.8 cm (13.3) diagonal FHD UWVA anti-glare WLED-backlit touch screen (1920 x 1080),Full-size island-style backlit ke	1	2017	6 hours
14	HP Laptop	HP Notebook 14-am519tu	Intel® Core™ i3-6006U (2 GHz, 3 MB cache, 2 cores),4 GB DDR4-2133 SDRAM (1 x 4 GB),Intel® HD Graphics 520,1 TB 5400 rpm SATA,SuperMulti DVD burner,35.56 cm(14) diagonal HD SVA BrightView WLED-backlit (1366 x 768),Full-size island-style keyboard,Touchpad with multi-touch gesture support,802.11b/g/n (1x1) and Bluetooth® 4.0 combo (Miracast compatible),Integrated 10/100 BASE-T Ethernet LAN,1 multi-format SD media card reader,1 VGA; 1 HDMI; 1 headphone/microphone combo; 2 USB 2.0; 1 USB 3.0; 1 RJ-45,34.54 x 24.15 x 2.39 cm,DTS Studio Sound™; Dual speakers,	2	2017	6 hours
15	HP Laptop	HP laptop 15gbr011tx	2.5GHz Intel Core i5-7200U 7th Gen processor.,8GB DDR4 RAM,1TB 5400rpm Serial ATA hard drive,15.6-inch screen, AMD Radeon 520 2GB Graphics.,Windows 10 operating system	1	2017	6 hours

16	Cisco Switch	SG300-28PP-K9-EU	<p>Width: 11 inches Enclosure Type: Desktop, rack-mountable - 1U Maximum Storage Temperature: 158 F Ports: 26-port Gigabit + 2 x combo Gigabit SFP Device Type: Switch - 28 ports - L3 - managed Humidity Operating Range: 10-90% (non-condensing) Weight: 8.71 lbs Minimum Operating Temperature: 32 F Interfaces: 8 x 10Base-T/100Base-TX - RJ-45 - PoE; 1 x console - 9 pin D-Sub (DB-9) - management; 2 x 10Base-T/100Base-TX/1000Base-T - RJ-45 / SFP (combo) Humidity Storage Range: 10-90% (non-condensing) Flash Memory: 16 MB Voltage Required: AC 120/230 V (50/60 Hz) Performance: Switching capacity: 56 Gbps; Forwarding performance (64-byte packet size): 41.67 Mpps Power Device: Power supply - internal Power Over Ethernet (PoE): POE and POE+ Status Indicators: Link activity, port transmission speed, system Ram: 128 MB</p>	6	2017	3 hours
17	Cisco Router	CISCO1921/K9	<p>Services and Slot Density, Embedded hardware-based cryptography acceleration (IPsec + SSL), Yes, RJ-45 onboard LAN/WAN 10/100/1000 ports, 2, EHWIC slots, 2, Doublewide EHWIC slots (use of a doublewide EHWIC slot will consume 2 EHWIC slots), 1, Cisco Integrated Services Module (ISM) slots, Memory (DDR2 DRAM): Default/maximum, 512 MB/512 MB, USB flash memory (internal): Default/maximum, 256 MB/256 MB, External USB flash-memory slots (Type A), 1, USB console port (mini-Type B) (up to 115.2 kbps), 1, Serial console port (up to 115.2 kbps), Serial auxiliary port (up to 115.2 kbps), Integrated power supply, AC and DC power-supply models, Power-supply options, POE (external) - on AC models only, Redundant-power-supply support, No, Power Specifications, AC input voltage, 100-240V ~, AC input frequency, 47-63 Hz, AC input current range AC power supply (maximum) (amps), 1.5-0.6, AC input surge current, <50A, Typical power (no modules), 25W, Maximum power capacity with AC power supply, 60W, Maximum power capacity with PoE power supply (platform only), 70W, Maximum PoE device power capacity with PoE power supply, 80W, DC power input, 32-60 VDC, 4A, positive or negative, single source, DC input wire size, AWG 14 (2.0 mm²), 1.75 x 13.5 x 11.5 in. (4.45 x 34.29 x 29.21 cm), Rack height, 1 rack unit (1RU)</p>	2	2017	3 hours

18	Cisco AP	CISCOAIRCAP2702IDK9	<p>3x4 MIMO with three spatial streams, Maximal ratio combining (MRC), 802.11n and 802.11a/g beamforming, 20- and 40-MHz channels, PHY data rates up to 450 Mbps (40 MHz with 5 GHz), Packet aggregation: A-MPDU (Tx/Rx), A-MSDU (Tx/Rx), 802.11 dynamic frequency selection (DFS), Cyclic shift diversity (CSD) support, 3x4 MIMO with three spatial Integrated antenna-2.4 GHz, gain 4 dBi, internal omni, horizontal beamwidth 360°, 5 GHz, gain 4 dBi, internal omni, horizontal beamwidth 360°, External antenna (sold separately), Certified for use with antenna gains up to 6 dBi (2.4 GHz and 5 GHz), Cisco offers the industry's broadest selection of antennas, delivering optimal coverage for a variety of deployment scenarios, Interfaces 2x10/100/1000BASE-T autosensing (RJ-45) Management console port (RJ-45) Indicators Status LED indicates boot loader status, association status, operating status, boot loader warnings, boot loader errors, Dimensions (W x L x H) Access point (without mounting bracket): 8.69 x 8.69 x 1.99 in. (22.1 x 22.1 x 5.1 cm), streams, 802.11ac beamforming, 20-, 40-, and 80-MHz channels, Packet aggregation: A-MPDU (Tx/Rx), A-MSDU (Tx/Rx), 2.412 to 2.462 GHz; 11 channels, Maximum number of nonoverlapping channels-2.4 GHz 802.11b/g: 20 MHz: 3 802.11n: 20 MHz: 3</p>	9	2017	3 hours
19	Firewall	CISCO ASA5506-K9	<p>Interfaces-8 x 1 Gigabit Ethernet interface, 1 management port, Stateful inspection throughput (multiprotocol), 300 Mbps, Maximum 3DES/AES VPN throughput, 100 Mbps, IPsec site-to-site VPN peers, 10; 50 with Security Plus license, Virtual interfaces (VLANs), 5; 30 with Security Plus license, Memory-4GB, Flash-8GB, Power (AC or DC), AC only, Height (rack units) Desk Top- Dimensions (D x H x W) 9.23 in x 1.72 in x 7.871 in. Package Weight, 3.78 Kg</p>	2	2017	3 hours
20	Controller	AIR-CT2504-K9	<p>Access points, 15 licenses include (75 licenses max), Device Type. Wireless controller, Ports-4 * 10/100/1000 ports, Console ports-10/100/1000 RJ-45, Wireless standards-802.11a/b/g/d/e/h/k/n/r/u/w/ac, Access point License-1 AP license: L-LIC-CT2504-1A, 5 AP license: L-LIC-CT2504-5A, 25 AP license: L-LIC-CT2504-25A, security standards, Wi-Fi Protected Access (WPA), IEEE 802.11i (WPA2, RSN) RFC 1321 MD5 Message-Digest Algorithm RFC 1851 The ESP Triple DES Transform RFC 2104 HMAC: Keyed Hashing for Message Authentication, RFC 2246 TLS Protocol Version 1.0 RFC 2401 Security Architecture for the Internet Protocol RFC 2403 HMAC-MD5-96 within ESP and AHRFC 2404 HMAC-SHA-1-96 within ESP and A RFC 2405 ESP DES-CBC Cipher Algorithm with Explicit IV RFC 2406 IP Encapsulating Security Payload (ESP), Advanced Encryption Standard (AES): CBC, CCM, Counter Mode with Cipher Block Chaining Message Authentication Code Protocol (CCMP), DES: DES-CBC, 3DES, Secure Sockets Layer (SSL) and Transport Layer Security (TLS): RC4 128-bit and RSA 1024- and 2048-bit DTLS: AES-CBC Authentication, Authorization, and Accounting (AAA) IEEE</p>	1	2017	3 hours

			802.1X RFC 2548 Microsoft Vendor-Specific RADIUS Attributes RFC 2716 PPP EAP-TLS			
21	HP Server	HPEDL180GEN9 E5-2609V4SFF IN SVR/PROM	Chipset-Intel® C610 Series Chipset, On System Management Chipset, HPE iLO (Firmware HPE iLO4 2.0 or later) 2GB NAND, Memory-Maximum Capacity (LRDIMM) 1TB (16 x 64GB LRDIMM @2400MHz), Memory Protection-Advanced ECC uses single device data correction to detect and correct single and all multibit error that occurs within a single DRAM chip, Storage Controller-HPE Dynamic Smart Array B140i Controller, Internal Storage Devices-Optional: DVD-ROM, DVD-RW, Power Supply-HPE 550W FIO Power Suppl, Standard Features-Non-redundant, Redundant, Operating Systems - Microsoft Windows Server,	2	2017	3 hours
22	Video Conferencing	Polycom	Package includes-Polycom® EagleEye™ III camera, codec, Polycom® HDX® Microphone, Array, 4 Mbps point-to-point, Polycom®, People+Content™, Polycom®, People+Content IP, cables and, remote control, Video standards and protocol, Video input-• 1 x Polycom® EagleEye™ HD camera, 1 x S-Video, • 1 x DVI-I, Video out-2 x DVI-I HD video out, Content video resolution • Resolutions supported: HD (1920 x 1080), WSXGA+ (1680 x 1050), SXGA (1280 x 1024), HD (1280 x 720), XGA (1024 x 768), SVGA (800 x 600), VGA (640 x 480) Camera- Polycom EagleEye III camera, Audio input-• 2 x HDX microphone arrays supported, Other supported standards H.221, H.224/H.281, H.323 Annex Q, Network-Polycom® iPriority™ for QoS 10/100 auto NIC (RJ45) Auto-MDIX H.323 and/or SIP up to 4 Mbps Polycom® Lost Packet Recovery™ (LPR™) technology Reconfigurable MTU size (IP only) SIP Firewall Traversal (Acme Packet) RS232 Camera control Data pass-through Audio mixer control Full serial API support H.320 (Optional) ISDN Quad BRI, PRI T1 or E1 Serial (RS449, V.35 RS530 with RS366 dialing) Auto SPID detection and line number configuration Electrical Auto sensing power supply Typical operating voltage/power 189VA @ 115V @ 60 Hz @ .67 PF 192VA @ 230V @ 60 Hz @ .66 PF- 196VA @ 230V @ 50 Hz @ .65 PF	1	2017	24 hours

23	UPS	Eaton UPS	Power-20 kVA/18 kW and 30 kVA/27 kW at 0.9 power factor,Nominal input voltage-208V/120V, 220V/127V +10, -15% 480V/277V, 600V (480+600 with transformer) 400V models also available,Operating frequency-50/60 Hz (45 to 65 Hz),Nominal output voltage-208/120, 220/120 Vac,Battery Battery type-9 Ah, sealed, lead-acid, maintenance-free,Diagnosics-Full system self-test at startup,LCD display-Graphical LCD with blue backlight,Audible alarms-Yes,Operating temperature-50–104°F (10–40°C), 45°C with 7.5% derating; Optimal battery performance: 77°F (25°C),Storage temperature-32–77°F (0–25°C); Recommended battery storage: 59–77°F (15–25°C),Safety certifications-IEC 62040-1-1, IEC 60950, EN 62040-1-1, UL 1778, NOM-0190SCP8-1993,Quality-ISO 9001: 2000 and ISO 14001:1996	2	2017	6 hours
24	Epbax	Avaya	Scale-From five to 500 users,Deployment Models-Virtualized IP Office software with VMWare ESXi , KVM, Microsoft Hyper V or Amazon Web Services,Dedicated Avaya Server,Avaya IP Office 500 V2 appliance,Supported telephony devices-IP phones,Digital phones,Analog phones,Softphones,Analog and Digital Cordless (including DECT),Third Party Integration-TAPI Link lite,Administration-Web based - centrally managed,Windows client ,Contact Center,Multichannel – Voice, email, web chat, fax, SMS,Mobility-Make and receive calls over Wi-Fi/3G/4G data networks,Visual voicemail,Supervised and unsupervised transfers,Desktop Client,Browser based UIUp to 3000 users (IP Office Select),	1	2017	3 hours
25	Avaya j129 phones	Avaya	Hardware-A graphical LCD display with a display resolution of 128 x 32 px.,Audio-Supported audio codecs are:G.711 A-law/mu-lawG.726 A,SoftkeysThree buttons located below the display,Switch hookMagnetic switch-hook.,Physical buttons and LEDs - Dialpad: 0–9, *, #,Volume: + and – buttons, Mute button,Hold button,Main menu	80	2017	3 hours
26	Avaya 9608	Avaya	Monochrome display – 3.2 inches x 2.2,inches (8.2 cm x 5.5 cm), 8 buttons with dual LEDs (red, green), 4 softkeys, Hard buttons for phone, messages,,contacts, history, home, navigation cluster, headset, speaker, volume,mute, Red LEDs for speaker, mute, headset,message, history 24 administrative buttons,Wall-mount and dual-position stand,Gigabit Ethernet (10/100/1000) line,	4	2017	3 hours
27	Avaya 9602	Avaya	USB port (rear of the casing), Message indicator,Call list entry , Information line,Assignment of softkeys, Switch level functions,etc	15	2017	3 hours
28	Avaya high end phone	Avaya	Monochrome display – 3.2 inches x 2.2,inches (8.2 cm x 5.5 cm), buttons with dual LEDs (red, green), 4 softkeys, Hard buttons for phone, messages,,contacts, history, home, navigation cluster, headset, speaker, volume,mute, Red LEDs for speaker, mute, headset,message, history 24 administrative buttons,Wall-mount and dual-position stand,Gigabit Ethernet (10/100/1000) line,	1	2017	3 hours
29	Beetel analogue phones	Beetel	Caller ID Landline Phone with 16 Digit LCD Display,Adjustable Handset Volume-Adjustable Handset Volume,Call Transfer,Conference Calls,Missed Call	10	2017	3 hours

			Notification,Keypad,Dedicated Buttons-Hold, Flash Button,			
30	Cordless phone	Cordless phone	Keypad,Alphanumerical,Landline Phones	2	2017	3 hours
31	Sharp TV	Sharp Tv	Main menu-Internet video playback, digital audio playback, digital photo playback, ,digital video playback,Remote Control App Support,HDMI input, USB, serial, VGA input, audio line-in, audio line-out, ,component video input, composite video input, digital audio output ,(optical), network,15 pin HD D-Sub (HD-15), 19 pin HDMI Type A, 4 pin USB Type A, RCA, ,RCA x 2, RCA x 3, RJ-45, TOSLINK, mini-phone stereo 3.5 mm,NTSC-M, PAL-M, PAL-N,TV Tuner Presence,HDTV Tuner,Tuners Configuration-1x digital,Width-71.5 in,Depth-4.5 in,Height-41.5 in,Type-LED-backlit LCD TV,Smart TV,digital signage / hospitality,HDMI, component, composite,	1	2017	24 hours
32	Sony TV	Sony TV	SONY-Resolution-1,920 x 1,080, Aspect Ratio-16 : 9,Contrast Ratio-1500:1,Audio Output Power (Watts)10 W x 2,CONNECTIVITYUSB-2,HDMI-4,Dimensions (Without Stand)-962 mm x 59 mm,Wifi,Ethernet LAN,Power Consumption-82 W, 0.5 W (Stand By),Power Requirements-DC 19.5 V,	5	2017	24 hours
Grand Total						

Annexure - IV

Bank Details

The details of Bank A/c in which payment is to be transferred and other details are as follows: -

Bank Name: _____ Bank A/c Number: _____

Branch Name: _____ Branch Address: _____

Branch Telephone No: _____ A/C type: _____
(SB A/c/ CA/Cash Credit with code 10/11/13)

PAN NO: _____

Bank Code/MICR No

(9-digit code number of Bank & Branch)

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IFSC Code: _____

Bank RTGS No 11-digit code number
of Bank & Branch)

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GST No. _____

(Signature of Authorized Signatory
With Company Seal

ANNEXURE - V**AGREEMENT****(THE SUCCESSFUL BIDDER SHALL HAVE TO EXECUTE THE FOLLOWING AGREEMENT)**

This Agreement is made on this _____ day of _____ (month) _____ (year) between INSOLVENCY AND BANKRUPTCY BOARD OF INDIA (hereinafter called "Board") and _____ (hereinafter called "The Contractor" which expression shall unless excluded by or repugnant to the context, include its successors, heir, executors, administrative representative and assignee).

WHEREAS the Board has invited tender vide No. IBBI/Estt./IT Equipment/AMC/95 dated _____ for **COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR PRINTERS / LAPTOPS / CISCO (SWITCH / ROUTER/ AP / FIREWALL / CONTROLLER) / SERVER / VIDEO CONFERENCING / UPS / EPABX / TELEPHONE INSTRUMENTS / TV**”.

WHEREAS the Contractor has submitted its offers and stands L1 for Comprehensive Annual Maintenance Contract for Printers / Laptops / Cisco (Switch / Router / AP / Firewall / Controller) / Server / Video Conferencing / UPS / EPABX / Telephone Instruments / TV etc. and the rates offered by the Contractor (copy of the rates annexed) have been duly accepted by the Board.

Now these presents witness, and it is hereby agreed and declared by and between the Board and the Contractor as follows: -

1. The contract is effective for a period of one year from _____ to _____ at a total cost of Rs. _____ (_____ (in words)
2. The Contractor has provided Performance Security Deposit of Rs.40,000 (Rupees forty thousand only) within a period of 7 (seven) days of receipt of the formal order. The performance security shall remain valid for a period of 60 days beyond the date of completion of all the contractual obligations of the Contractor. The Board shall not pay any interest on the Performance Security Deposit.
3. The NIT (Notice Inviting Tender), bid documents (Technical and Financial), Letter of Intent, approved rates and such other additional particulars, instructions, work orders as may be found requisite to be given during execution of the work shall be deemed and taken to be an integral part of the contract and shall also be deemed to be included in the expression " The Agreement " or the "The Contract" wherever herein used.
4. The Comprehensive Annual Maintenance Contract (CAMC) will consist of day-to-day maintenance of equipment. The Contractor has to keep them fully operational. The maintenance contract will include Preventive Maintenance, necessary repairs to be performed, replacement of defective/damaged parts, components and other accessories free of cost and providing standby equipment's whenever required. Following shall be terms and conditions of the contract: -

- 4.1 The maintenance contract will consist of: -
- a) Attending to complaints of PRINTERS / LAPTOPS / CISCO (SWITCH / ROUTER/ AP / FIREWALL / CONTROLLER) / SERVER / VIDEO CONFERENCING / UPS / EPABX / TELEPHONE INSTRUMENTS / TV” under AMC.
 - b) Onsite preventive and corrective maintenance of the above equipment.
 - c) Necessary repairs/replacement of defective/damaged parts, components and other accessories of the above equipment. The replacement of all the spares (excluding printer heads, UPS batteries, printer cartridges) is included under the CMAC. The replacement of defective spares with good quality and standard spares will be done by the bidder without any extra charges of any kind. In case the contractor feels that the equipment cannot be repaired at site, they will carry and deliver the equipment at their own cost and risk to get it repaired promptly. Stand-by arrangements to be made for each equipment which is to be taken to workshop for repair. The operating environment condition in which the equipment is presently installed is quite satisfactory and the Contractor will not raise any condition with regard to the working environments for the equipment covered under AMC. In case of reinstallation of software, the Contractor will not install a pirated copy in any circumstances.
 - d) Upkeep and maintenance of the hardware and installed software's.
 - e) The Contractor to provide and maintain the required drivers for maintaining the equipment.
 - f) A sticker indicating the cell phone and telephone numbers and other details of the AMC vendor is to be placed on all equipment under AMC.
- 4.2 The maintenance service should be available on all working days from 9.30 AM to 6.30 PM (Monday to Saturday). Availability of service engineer on Sundays or other holidays (even beyond office hours) should be ensured in case of exigency without any cost.
- 4.3. The AMC Contractor will provide maintenance service from qualified experienced and competent engineers, having minimum two years' experience of similar assignment.
- 4.4 The AMC Contractor will comply with the provisions of all laws including labor law, rules, regulations and notifications issued there under from time to time. All safety and labor laws enforced by statutory agencies shall be applicable in the performance of this contract and vendor shall abide by these laws. The Contractor will be responsible for making all statutory payment to Engineers. The Contractor shall indemnify the Board against any/all claims which may arise under the provisions of various Acts, Government Orders etc. and any breach of such laws or regulations shall be deemed to be breach of this contract. Any loss caused to the Board due to any negligence of the contractor or his staff shall have to be suitably compensated by the contractor. The Board may ask for documentary evidence of compliance of all these provisions.
- 4.5. The Board will not be held responsible fully or partially for any dispute that may arise between the AMC vendor and his engineers whatsoever.
- 4.6 **The equipment down time should not exceed the time schedule as given in Annexure - III from the time of complaint is received.** In case the equipment is not repaired, or a stand-by arrangement is not provided, the Board may elect / choose to get the same repaired or replaced from any other outside agency and the cost and

expenditure incurred therein shall be recovered from the AMC contractor and the IBBI may also impose additional penalty as deemed fit.

- 4.7. The AMC Contractor will undertake service of all equipment onsite every three months and record should be maintained for the same.
- 4.8. In case any system crashes due to any reason, the AMC contractor will recover the data without any extra cost. Privacy of the data shall be maintained as per law.
5. The Board may withdraw any equipment under AMC at any time during the period of contract without assigning any reason. Maintenance charges for such equipment will be deducted at pro-rata basis. New items purchased from time to time, after the expiry of warranty period, will also have to be serviced/ maintained at the same terms and conditions, and the CAMC also to be done at the same terms and conditions on per unit average rate of the equipment.
6. The contractor hereby declares that nobody connected with or in the employment of the Board is not / shall not even be admitted as partner in the contract.
7. The contractor shall abide by the terms and conditions, rules, guidelines, safety precautions, etc. stipulated in the tender document including any correspondence between the Contractor and the Board having bearing on execution of the CAMC and payments of works to be done under the contract.
8. The payment to the Contractor shall be released on quarterly basis at end of every quarter on providing satisfactory services after the completion of the quarter subject to non-pendency of any complaint.
9. The Board shall make payment of the bills after deduction of all applicable taxes.
10. In case of addition / withdrawal of items from AMC contract by the Board before completion of contract, the same shall be informed to the Contractor and AMC payment shall be revised accordingly.
11. If the services provided by the contractor under this contract are not met to the full satisfaction of the Board, or if any of the terms and conditions of the contract are not complied by the Contractor, contract may be terminated by the Board and the charges shall be payable only up to the period, till which the Contractor has rendered satisfactory services. The decision of the Board in this regard shall be final and binding on the vendor.
12. The complaint will have to be attended by the vendor within the stipulated time as mentioned in Annexure -III. In case vendor fails to rectify the fault within the stipulated time, the vendor will have to provide stand-by item(s). In case vendor fails to either rectify the fault or provide stand-by item(s), fixed penalty of Rs.1000/- per day will be levied (part of day beyond maximum time schedule for repair will be counted as full day). In addition, Rs.100/- per day per item will also be levied. If fault is not rectified in a week's time, IBBI reserves the right to cancel the contract and forfeit the contractor's Performance Bank Guarantee.
13. In case of non-compliance with the contract, the Board reserves the right to cancel/revoke the contract and impose suitable penalty in proportion to the damages and PBG or Security deposit may also be forfeited decision of IBBI in this regard shall be final & binding.

14. If services provided by the Contractor are found unsatisfactory, then the Board reserves the right to encash the PBG and/or Security deposit may also be forfeited. Decision of the Board in this regard shall be final and binding.
15. The contract has been carefully read by us and understood by us.

IN WITNESS WHEREOF the parties present have here into set their respective hands and seals the day and year above written.

Signed sealed & delivered by
the above-named Contractors

In presence of:

Witness:

1.

2.

Signed & delivered on behalf
of the Board by the

In presence of

Witness:

1.

2.

Annexure - VI**DECLARATION**

I, _____ Son / Daughter / Wife
of Shri _____ Proprietor/Partner/Director,
authorized signatory of the Company/Agency/ Firm, mentioned above, am competent to sign
this declaration and execute this tender document.

2. I have carefully read and understood all the terms and conditions of the tender and undertake to abide to them;
3. I / we hereby declare that my firm has not been blacklisted / disqualified / debarred by any Govt. / Semi-Govt. Department / Agency.
4. The information / documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I / we, am/ are well aware of the fact that furnishing of any false information/ fabricated document would lead to rejection of my tender at any stage besides incurring liabilities towards prosecution under appropriate law.

Signature of authorized person

Full Name:

Seal:

Date:
Place: