

No. 10(47)/2011-NICSI

**NATIONAL INFORMATICS CENTRE SERVICES INC.  
(NICSI)**

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**TENDER NO. NICSI/LAPTOP/2012/14**

TENDER DOCUMENT

*FOR*

**EMPANELMENT**

**OF**

**VENDORS**

*for*

**SUPPLY, TESTING AND INSTALLATION**

**OF**

**LAPTOP COMPUTER SYSTEMS**

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**NATIONAL INFORMATICS CENTRE SERVICES INCORPORATED**  
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**TENDER NO. NICSI/LAPTOP/2012/14**

**TENDER FOR EMPANELMENT OF VENDORS FOR THE SUPPLY,  
TESTING AND INSTALLATION OF LAPTOPS.**

**1. OBJECTIVE / SCOPE**

Online Bids, valid for a period of given in the “**Annexure 6: Validity**” from the date of opening, are invited to supply, install & maintain the Laptop Computer systems as given in Annexure 16: Technical (I to VI).

Maximum **four vendors** would be empanelled for each of the Annexure 16: Technical (I to VI).

NICSI would like to have a panel of bidders to cater to NICSI’s users & own requirement. The empanelled vendors will supply the Laptops at the rates finalized through this tender during the period of empanelment/extended empanelment except for revision in rates as per provisions of clause 19(i) of the tender.

A bidder can quote for any or all the items from any or all the Annexure 16: Technical (I to VI). Earnest Money Deposit for each of the Annexure 16: Technical (I to VI) is to be submitted separately through demand draft as mentioned in “**Annexure 3: Earnest Money Deposit**”.

**2. Availability of Tender**

Bidding process will be on-Line through NICSI E-Procurement System.

The tender document is available at NICSI e-procurement site <http://eproc-nicsi.nic.in> & <http://nicsi.nic>

Prospective bidders desirous of participating in this tender may view and download the tender document free of cost from the above mentioned website. However bidders need to submit the tender fee of Rs. 500/- (Rupees Five hundred only) through demand draft / pay order from a schedule commercial bank drawn in favor of National Informatics Centre Services Incorporation New Delhi along with the bid.

**3. Time Schedule**

As per “**Annexure 4: Time Schedule**”.

#### 4. Eligibility Criteria

1. Eligibility Criteria is given in the “**Annexure 2: Eligibility Criteria**” and it must be filled up.
2. **Documentary evidence for compliance to each of the eligibility criteria must be enclosed** along with the bid together with the references as required in the “**Annexure 2: Eligibility Criteria**”.
3. Relevant portions, in the documents submitted in pursuance of eligibility criterion mentioned above, **shall be highlighted** and all pages of the bid document should be serially numbered.
4. If the bid is not accompanied by all the above-mentioned documents, the same would be rejected.
5. Undertaking for subsequent submission of any of the above document will **not be entertained** under any circumstances. However, NICS I reserves the right to seek fresh set of documents or seek clarifications on the already submitted documents.
6. The Bidders are requested to furnish documents to establish their eligibility (indicating the page number in the bid) for each of the above clauses. Relevant portions, in the documents submitted in pursuance of eligibility criterion mentioned above, should be highlighted.
7. All documents should be submitted electronically in PDF format. However, Financial Bid should be submitted in XLS format.
8. Upon verification, evaluation / assessment, if in case any information furnished by the Bidder is found to be false / incorrect, their bid shall be summarily rejected and no correspondence on the same shall be entertained.

THE BID SUBMITTED BY ANY BIDDER NOT FULFILLING THE ELIGIBILITY CONDITIONS / CRITERIA STIPULATED ABOVE, WILL NOT BE CONSIDERED.

#### 5. EARNEST MONEY DEPOSIT

EMD be submitted as **per “Annexure 3: Earnest Money Deposit”**.

- The EMD has to be submitted for each Annexure 16: Technical (I to VI). The EMD is to be submitted through Demand Draft / Pay Order of any Scheduled Commercial Bank (drawn in favor of National Informatics Centre Services Inc., New Delhi) physically **before bid submission end date and time** as mentioned in the “**Annexure 4: Time Schedule**” **Otherwise bids will be rejected. However the scanned copy of Bank drafts must be uploaded (PDF format) electronically on <http://eproc-nicsi.nic.in>.**
- No Bank Guarantee towards EMD will be acceptable. EMD of unsuccessful bidders will be returned, without any interest, on tender finalization.
- EMD of successful bidders will be returned after they sign letter of empanelment with NICS I and on submission of a bank guarantee equal to EMD amount for each empanelled Annexure 16: Technical (I to VI) **as mentioned in the Annexure 15: Security Deposit**. The BG will be released after the empanelment or execution of all pending orders whichever is later.

## 6. Technical Schedule

Details of equipments and Technical Specifications to be Empanelled / procured are given in Annexure 16: Technical (I to VI).

The following documents shall be enclosed by every vendor along with the Technical bids: -

- i. Necessary detailed technical write-up highlighting the features of the System quoted.
- ii. Reports published in journals comparing the quoted product with other similar product.
- iii. Information on future planned upgrade and compatible products along with the anticipated time frame.
- iv. List of important installation sites.
- v. Any other document which the Bidder may feel necessary in support of their product.
- vi. Make and model of all items quoted should be mentioned in the technical bid and complete technical details should be provided in the form of brochures and write ups.
- vii. Certificate to the effect that the offered/quoted products conform to the tender specification.

## 7. Pre-Bid Meeting

- i. NICSII shall hold a pre bid meeting with the prospective bidders as mentioned in the “**Annexure 4: Time Schedule**” for any clarifications regarding tender technical specifications and tender terms & conditions.
- ii. Queries received, from the bidders, two days prior to the pre bid meeting shall be addressed.
- iii. The queries can be sent to NICSII through email at [tender-nicsi@nic.in](mailto:tender-nicsi@nic.in) or may be faxed on **011-26105212**
- iv. All interested bidders can participate in the pre-bid conference.
- v. NICSII will not be bound to clarify any query after the pre-bid meeting.

## 8. Bid Submission Process

- i. Bids are to be submitted as per the “**Annexure 9: Bid Submission**”.
- ii. Each Annexure 16:Technical(I to VI) will be treated as a Separate Tender for the Purpose of evaluation, processing and ordering.
- iii. The bidder can quote for any equipment/item mentioned in Annexure 16: Technical (I to VI), on submission of respective EMDs for particular segment as mentioned in Clause 5. However, applicable Optional Items (Annexure 16: Technical VII) must be quoted along with the Main Annexure otherwise the bid will be rejected.
- iv. All the bids documents should be digitally signed by the authorized signatory, legal officer of company. In case the bid is signed by other than legal officer of company, a certificate from bidder’s HR/ legal department must be enclosed with the bid certifying that the person(s) who signed the bid is a authorized person on behalf of company. Tender bid must contain the name, office and after office hours addresses including telephone number(s) of the person(s) who are authorized to submit the bid with their signatures. Un-signed, un-stamped and without certificate for authorized person from bidder’s HR / legal department bid shall not be accepted.

- v. All pages of the bid being submitted must be **sequentially numbered by the bidder**.
- vi. NICS I will not be responsible for any delay on the part of the vendor in obtaining the terms and conditions of the tender notice or submission of the online bids.
- vii. The bids submitted by telex/ telegram/ fax/ E-mail / manually etc. shall not be considered. No correspondence will be entertained on this matter.
- viii. The rates are to be quoted in strict compliance to the financial bid otherwise the bid is liable to be rejected.
- ix. Percentage (%) of taxes etc. if any, to be claimed shall be indicated in the Price bid, otherwise it will be presumed that rates are inclusive of all taxes and no plea would be accepted in this regard after opening of the tenders
- x. The basic prices in Indian rupees should be quoted separately for each set of items given in Annexure 17: Financial **‘Financial Bid Performa’** inclusive of all accessories like Power Cables (as per Indian environment), Driver Software, related accessories, Documentations of sub assemblies of quoted item and Operating Manuals of the equipments/Laptops, Packing, Forwarding, Freight, Insurance, Installation charges at sites and Warranty etc. Certificates for Exemption of Octroi charges / entry tax shall be furnished by NICS I users. **It shall be the exclusive responsibility of the vendor to collect these Forms/Documents from the NICS I users.** In the absence of exemption certificates from NICS I users towards octroi / entry tax, the bidder will be re-imbursed actual charges paid by them.
- xi. The selected bidders shall be empanelled with NICS I for a period given in the **“Annexure 6: Validity”**. Rates quoted shall be valid for the period of empanelment and the extended period, unless revised as per the provisions of clause 19(i).
- xii. The rates are to be quoted by the bidders in Indian Currency and payment shall be made to successful bidders in Indian currency only.
- xiii. Bidders shall indicate their rates in clear/visible figures as well as in words and shall not alter/overwrite/make cutting in the quotation. In case of a mismatch, the rates written in words will prevail.
- xiv. The price shall be for delivery at desired destination in India including installation/commissioning and statutory levies, if any.
- xv. The **warranty period of Three/Five Years** shall be taken into account for all the Laptops & related optional items, from the date of completion of supply and its successful installation at the site **or 39/63 months from date of delivery, whichever is earlier**.
- xvi. Conditional tenders shall not be accepted on any ground and shall be rejected straightway. If any clarification is required, the same should be obtained before submission of the bids.
- xvii. The bidder should certify support for the supplied item for a minimum period of **5 years**. After the warranty maintenance of Five years/ Three years, if NICS I/NIC or its users decide to go in for in-house maintenance or through a third party, the vendor shall supply the spares to NICS I users/NICS I or a party designated by NICS I. If NICS I wants to enter into an AMC contract with the empanelled bidder on the expiry of Warranty, the bidder should be ready to sign AMC at a rate finalized through this Tender.

- xviii. Bidder shall furnish a compliance statement (Point-wise) of specifications & features of offered equipments with the Technical Bid. Deviations from technical specifications should be furnished as per **Annexure**. Deviation on lower side of specifications will not be considered. **No deviations in terms & conditions** of the tender document will be accepted in any case.
- xix. Quoting incredibly low value of items with a view to subverting the tender process shall be rejected straightway and EMD of such defaulting bidder shall be forfeited.
- xx. Bids not submitted as per the specified format and nomenclature will be out rightly rejected.
- xxi. Ambiguous bids will be out rightly rejected.
- xxii. NICS I will not be responsible for any delay on the part of the vendor in obtaining the terms and conditions of the tender notice or submission of the tender bids
- xxiii. The basic prices in Indian rupees should be quoted separately for each set of items given in Annexure 16:Technical(I to VI)inclusive of Interface Cables, Power Cables, related accessories, Documentations of sub assemblies of system and Operating Manuals of the systems, Packing, Forwarding, Freight, Insurance, Installation charges at sites and Warranty etc. Excise duty and Sales tax and any other tax as applicable should be quoted separately, failing which these are not payable extra.
- xxiv. OCTROI EXEMPTION CERTIFICATE (OEC) from payment of Octroi charges shall be furnished by NICS I while placing the purchase order, but its non acceptability by relevant authorities cannot BE ACCOUNTED FOR the delay IN THE DELIVERY/INSTALLATION OF EQUIPMENTS and such eventuality cannot form the basis of either the modification of installation date of ordered supplier or waiver of the penalties. For such affected deliveries, against valid proof of Octroi PAID due to dishonor of OEC, claims could be considered for reimbursement while settling the payment.
- xxv. Financial bid may be submitted as per “**Annexure 17: Financial**” for the corresponding configuration/description indicated in Annexure 16: Technical (I to VII).
- xxvi. Tender process will be over after the issue of empanelment letter(s) to the selected vendor(s). Thereafter, information submitted by the participating bidders before and during the bidding process may be put by NICS I in the public domain. Competent Authority in NICS I may not exercise the privilege given under Right to Information Act Section 8(1) (d) which says “there shall be no obligation to give any citizen information including commercial confidence, trade secrets or intellectual property, the disclosure of which would harm the competitive position of a third party, unless competent authority is satisfied that larger public interest warrants the disclosure of such information”.
- xxvii. Bids not quoted as per the format given by NICS I will be rejected straightway.

## **9. Bid Opening:**

- i. Online bids (complete in all respect) received along with Demand Draft of tender fee & EMD (Physically) will be opened as mentioned in the “**Annexure 4: Time Schedule**” in presence of bidders representative if available.
- ii. Eligibility Criteria and Technical bids of only those bidders will be evaluated, whose EMD instruments are found to be in order. Bid received without tender fee & EMD will be rejected straightway.
- iii. Financial bids of only those bidders, whose bids found technically qualified by the Technical Evaluation Committee, will be opened in the presence of the bidder’s representatives for further evaluation.
- iv. One authorized representative of each of the bidder would be permitted to be present at the time of aforementioned opening of bids.

## **10. Technical Evaluation Process**

- i. A duly constituted Technical Evaluation Committee (TEC) will first select Bidders on the basis of eligibility criteria defined for this tender. The Bids conforming to the eligibility criterion will be considered for further evaluation.
- ii. The TEC will short list the Technical bids on the basis of technical parameters including possible visit to inspect manufacturing and supply facilities, if considered necessary. If considered necessary, the short listed Bidders may be asked to bring one of each quoted model or improved latest model of same make as per specifications set out in Annexure 16: Technical (I to VII) for technical evaluation, along with their own test and measuring equipments, hardware/software and technical manpower at NICSI HQ/ at vendor premises or any other site as may be finalized by NICSI, as per schedule to be intimated to them.
- iii. During Technical Evaluation the quoted product may be physically verified for the required tender specifications, tested for reliability, through-put, functionality and other features as decided by the TEC. In case the bidder fails to bring the quoted products within the time frame given by NICSI for evaluation, the bid shall be rejected and EMD forfeited.
- iv. If during the technical evaluation, any of the System fails then no subsequent opportunity will be given to the Bidder (s). However, alternate item (1) of already quoted make and model or (2) improved latest model of same make on account of technological trends which meets all the tendered technical specifications and superior in specifications then the quoted model, if available instantly on the spot could be considered by TEC for evaluation only once. Based on the demonstration/evaluation test results, Bidders will be short listed. Financial bids of only technically qualified Bidders will be opened in their presence.
- v. For Technical Evaluation, Bidders have to ensure the availability of appropriate specialist, along with every type of documentation and consumable required, from their organization for interacting with TEC and evaluation team. In case a bidder does not make the required specialist along with proper documentation available, then such defaulting bidder shall be taken off the tender evaluation process and the bid will stand rejected.
- vi. Technical Bids will be evaluated as per the “Annexure 5: Hardware Configuration Evaluation Mechanism”.
- vii. The Laptop to be supplied should work under the all the version of Operating Systems such as Windows & GNU/Linux.



- viii. Bidders are advised to ensure that the systems brought for evaluation conforms to all technical parameters and is a tested system. Equipments not meeting complete tender specifications will not be considered for evaluation.
- ix. NICS I will bear the expenditure towards traveling, boarding & lodging of its technical officials visiting for technical demonstration/evaluation.
- x. Vendor must have a web based complaint registration system in place to cater on line complaint registration and status monitoring from equipment installed locations across the country for the items supplied. The system should have good response. During technical evaluation, bidder has to demonstrate their package.

## 11. Evaluation of Financial bids

- i. The Financial Bids of only technically qualified bidders will be opened electronically in the presence of their representatives on a specified date and time duly notified. The financial bids will then be passed on to a duly constituted Financial Evaluation Committee (FEC) for evaluation. If NICS I considers necessary, revised Financial Bids can be called from the technically short listed Bidders, before opening the original Financial Bids. In that case, the revised bids should not be higher than the original bids (except in case of increase in Govt. tax / levies/ foreign exchange fluctuations) otherwise the bid will be rejected & EMD will be forfeited of such defaulting bidders.
- ii. Each Annexure {Technical (I) to Technical (VI)} will be evaluated as a separate tender. L1 bidder for each item with different warranty period will be worked out as per the procedure given in the financial bid Annexure 17: Financial. For example, L1 bidder for Item-1 with three years warranty is the vendor quoting least rate at row 7 of financial Performa and with five years warranty is the vendor quoting the least rate at row 8 of financial Performa.
- iii. To have a panel of four vendors for each Annexure, the Bidder offering the second lowest quote (L2) will be asked to match the price of L1 and placed on the panel. If L2 does not agree, L3 will be asked to match L1. Thus by way of successive opportunity a panel of four vendors will be formed for each technically qualified configuration/warranty period. The decision of NICS I arrived at, as above, will be final for empanelment and no representation of any kind shall be entertained. If none of the bidders L2, L3 agree to match L1 rates then L1 alone shall be on the panel.
- iv. The maximum period allowed for matching the L1 rates by any Bidder will not be more than 7 working days from the date of issuance of offer letter from NICS I. If the Bidder fails to match the L1 rates within stipulated time as stated above, the offer will be treated as withdrawn and will then be extended to next Bidder in the order of their bids.
- v. The above process of financial evaluation and empanelment will be followed separately for all the Annexure 16: Technical (I to VI).
- vi. There will be **NO NEGOTIATION** regarding the financial bid.
- vii. Lowest Quoting Bidder will be selected as per the “Annexure 7: Panel Formation”.
- viii. No enquiry shall be made by the bidder(s) during the course of evaluation of the tender, after opening of bid, till final decision is conveyed to the successful bidder(s). However, the Committee/its authorized representative and office of NICS I can make any enquiry/seek clarification from the bidders which the bidders must furnish within the stipulated time else bid of such defaulting bidders will be rejected.

## 12. Empanelment of Vendors

- i. The empanelment under this tender, with all its terms and conditions, can be used by NIC also.
- ii. Validity of the panel is given in the “**Annexure 6: Validity**”.
- iii. All empanelled Bidders shall have to enter into a written agreement with NICS I for honoring all tender conditions and adherence to all aspects of fair trade practices in executing the purchase orders placed by NIC/NICS I on behalf of its clients.
- iv. In the event of an empanelled Company or the concerned division of the Company is taken over /bought over by another company, all the obligations and execution responsibilities under the agreement with the NICS I, should be passed on for compliance by the new company in the negotiation for their transfer.
- v. If the name of the product is changed for describing substantially the same in a renamed form; then all techno-fiscal benefits agreed with respect to the original product, shall be passed on to NICS I and the obligations with NICS I taken by the Vendor with respect to the product with the old name shall be passed on along with the product so renamed.
- vi. In case any selected L1 bidder refuses to sign empanelment within seven days of communication from NICS I, the offer would be treated as withdrawn and the bidder’s EMD will be forfeited and tender will be scrapped. If other bidders refuses to sign the empanelment after matching L1 rates, their EMD will be forfeited and offer will be extended to other qualified bidders to make a panel. The defaulting bidder may also be debarred from participating in NICS I tenders for a period of three years.
- vii. In case of empanelled bidder is found in breach of any condition(s) of tender or supply order, at any stage during the course of supply / installation or warranty period, the legal action as per rules/laws, shall be initiated against the bidder and EMD/Security Deposits shall be forfeited, besides debarring and blacklisting the bidder concerned for at least three years, for further dealings with NICS I.
- viii. The vendor should not assign or sublet the empanelment or any part of it to any other agency in any form. **If found doing so**, shall result in termination of empanelment and forfeiture of Security Deposit/EMD.
- ix. NICS I may, at any time, terminate the empanelment by giving written notice to the empanelled vendor without any compensation, if the empanelled vendor becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to NICS I.
- x. During the validity of the panel including the extended period, if any, if the Vendor quotes, sells or exhibits written intention to sell any System/peripheral or sub-system of the same or equivalent configuration to any other Department/ Organization at a price lower than the price fixed for NICS I under similar terms and conditions, the vendor shall voluntarily pass on the price difference to NICS I. The effective date will be the date of quoting lower rates by the bidder in the bid/quote. In the event of lowering of government levies subsequent to the finalization of the panel, the vendor shall automatically pass on the benefits to the NICS I, and in the event of increasing of government levies subsequent to the finalization of the panel; NICS I shall automatically pass on the pro-rata benefits to the Vendor, if the same have been explicitly given in the financial annexure.

- xi. **During the validity of the panel**, in case NICS I notices that the market rates have come down from the time the rates were finalized or selection of new system configuration based on market trends or for the reasons of technological changes, NICS I will ask the **technically qualified** vendors to re-quote the prices and the vendor(s) will be selected on the basis of procedure given earlier. All those technically qualified bidders, whose EMD have been returned by NICS I during/after the evaluation of the tender, will have to submit the EMD of the same amount along with the revised price quotations.. The time difference between such re-quotes will be minimum 3 months except in case of the Union Budget. For any bulk requirements, NICS I reserves the right to call for the revised bids from the empanelled vendors any time during the empanelment.
- xii. In case there is change in the duty/tax structure levied by the Govt., NICS I will invite the revised financial bids from the empanelled vendors only, and the basic price **WILL NOT BE HIGHER THAN** the empanelled basic price.
- xiii. In the case of Bidders whose tender bids are accepted for empanelment, bidders shall be required to give Security Deposit for the equivalent amount of EMD. Security Deposit will be in the form of Bank Guarantee (BG) of any commercial bank drawn in the name of National Informatics Centre Services Inc, New Delhi, valid till empanelment. In case of default by the vendor on non acceptance of the purchase orders, this EMD/BG will be forfeited and empanelment will be cancelled.
- xiv. Empanelled vendors shall be required to give Performance Bank Guarantee as mentioned in the **“Annexure 15: Security Deposit” at the time of bill submission**. Performance Bank Guarantee will be of any scheduled bank drawn in the name of National Informatics Centre Services Inc, New Delhi for a period of **warranty, as mentioned in the “Annexure 10: Warranty”**. **The vendor** will have to renew Bank Guarantee (BG) for such further periods till satisfactory free warranty support has been provided by the Vendor for all the Systems supplied and installed, and thereafter the Security Deposit / BG shall be returned to the vendor without any interest. This BG will be invoked in case of non compliance of maintenance schedule during warranty period.
- xv. Minimum period for consideration of request for review of prices for all products of this tender shall be three months.

### **13. PLACING OF PURCHASE ORDERS**

- i. NICS I has the right to choose any subset of the tendered items for placement of supply orders.
- ii. In case Purchase Orders are placed on more than one vendor, the distribution of purchase orders will be at the sole discretion of NICS I.
- iii. For procurement of goods, Purchase order will be placed on the empanelled vendor(s) in hardcopy format or in softcopy mode either through e-mail containing the scanned copy of the Purchase Order or an alert through e-mail for downloading the Purchase Order from Web Site.
- iv. Objection, if any, to the Purchase Order must be reported to NICS I by the vendor within three (3) working days counted from the Date of Purchase Order for modifications, otherwise it is assumed that the vendor has accepted the Purchase Order in totality. This is applicable in case of electronic publishing/delivery of Purchase Order also. After receiving the Purchase Order, amendment if any, of the same Purchase Order is requested by the vendor or done by NICS I, installation period will be calculated from the amendment date and not from the original Purchase Order date.

- v. On the receipt of the Purchase Orders, the Vendor(s) shall obtain all the necessary documents for the State Entry Permit in respective States wherever required by them, for complete, safe and timely delivery of the ordered products.
- vi. NICS I will make all efforts to award 40% of the total purchase orders during financial year to L1 vendor (based on total order value) for each category provided the performance of the L1 vendor with respect to delivery, installation and after sales support is satisfactory. The remaining 60% orders (based on total order value) will be distributed equally among other three empanelled vendors in the panel for each item. NICS I reserve the right to change/modify this distribution percentage based on the order execution performance of empanelled vendors. No representation of any kind will be entertained in this regard.

#### **14. ACCEPTANCE TESTING PROCESS**

- i. The Laptops must be supplied in full as per ordered configuration for acceptance.
- ii. No system with short supply or alternate product with different technical specifications shall be taken up for conduct of acceptance testing under any circumstances. The vendor must ensure the availability of ordered items/spares in their stock before accepting the purchase order.
- iii. The acceptance tests will include the verification of specification of ordered item, functional testing and reliability test, running of the evaluation test as conducted during technical evaluation of the items quoted by vendor. The systems must give same performance results as shown during initial Technical Evaluation tests.
- iv. The offered systems, in addition to meeting the evaluation tests, should also contain the same subsystems (Brand/Manufacturer) as were given at the time of initial evaluation tests.
- v. Failure to fulfill any of the aforementioned conditions will entail cancellation of the Purchase Order along with forfeiture of the EMD/Security Deposit. Further, NIC can procure same items from alternate sources at the risk and cost of the defaulting vendor.
- vi. No acceptance testing will be undertaken by NICS I unless the Technical Verification Data Sheet (TVDS) concerned with offered products, is provided to NICS I, at least 15-Days in advance prior to date from which the actual acceptance testing is to start.
- vii. During empanelment period, on subassembly level if any item's specifications / model changes & becomes non available due to obsolescence/ upgradation of technology, vendor within already approved cost may offer the item with equivalent or having better features in terms of performance and specifications. The item should be offered to NICS I for evaluation with full configuration at least one month prior to the acceptance testing date. The item(s) so offered will be evaluated at NICS I /any other site as decided by NICS I for its acceptance. The vendor should provide detailed technical documents and technical manpower support so as to enable NICS I to carry out the evaluation process again on the new item.
- viii. The schedule for conduct of acceptance testing dates shall be provided along with comprehensive material details by vendors within 15 working days from the date of purchase order to NICS I, mentioned in the purchase order, so that all the related documentation work by NICS I could be completed and tested supplies are handed over to vendors for ensuring the delivery and installation within the stipulated time frame as per purchase order.
- ix. The testing of items must be generally completed as specified in the purchase order before the delivery date as per purchase order.

- x. Normally, testing and acceptance of the Systems will be done at the Factory premises/Testing Lab., or at NICS I Hqrs in India or any other premises in India or abroad suggested by Vendor where it will be tested as per ordered specifications where representatives from vendor and NICS I will be present. The testing location/premises must be suitable/ agreeable to NICS I. The testing premises must fulfill the normal working IT office environment conditions. NICS I will have the option to test and accept an item at user's premises in case of emergency situations.
- xi. NICS I reserves the right to reject any item, if found unsuitable and /or not conforming to the approved specifications. The rejected items, if any, shall have to be taken back and replaced by good items forthwith at the cost of the vendor. No payment will be made for rejected items.
- xii. The items which are accepted after testing should be sealed inside carton under the joint signatures of the representative(s) of NICS I and vendor's representative and then sent along with the packing list giving serial numbers and part numbers of all possible Items and copy of the acceptance test report to the specific location or to the actual sites of installation. The top cover of the carton must have a label carrying the complete NICS I Purchase Order Number, vendor's bill number and Delivery location.
- xiii. A sticker mentioning the Service Support Call Centre Number of the vendor should be pasted on each system.
- xiv. The equipments to be supplied should work under the specified Operating Systems. It shall be the exclusive responsibility of the Vendors supplying the equipments to provide appropriate device drivers and solutions for these system software platforms.

## **15 Deliveries & Penalty**

### **Delivery Process**

- i. All aspects of safe delivery shall be the exclusive responsibility of the Vendor. The schedule to be given for delivery at site is to be strictly adhered to in view of the strict time schedule for implementation of various Projects.. Proof of Delivery duly signed by the user/NIC/NICS I Project Coordinator, with his name, date of delivery, designation and office seal, legibly recorded, should reach NICS I Head Quarters, New Delhi within 4 weeks of the delivery except for delivery in North-eastern States including Sikkim, J&K, Lahual-Spiti & Kinnaur in HP, Andaman Nicobar and Lakshdweep Islands locations. Delivery note of these locations should reach within six weeks of delivery date.
- ii. It may be noted that only the items technically tested/accepted as per Purchase Order shall be delivered and installed as per the schedule mentioned in “**Annexure 12: Delivery and Installation**”.
- iii. Vendor must apply to the respective authority for issue of road permit /waybill in time.
- iv. Delays on account of getting relevant permits shall not make vendors' eligible for waiver of penalties.
- v. Delivery Challan needs to be signed and stamped on completion of delivery of items, as mentioned in “**Annexure 14: Payment**”. In case any discrepancy with regard to sign, stamp or date etc on above delivery challan, a mail from concerned user/NICS I Coordinator may be treated as delivery challan.
- vi. The Vendor should install all the items at specified site without any additional charge.
- vii. Though NICS I will provide all the necessary documents for ensuring smooth delivery of goods at the respective destinations, it is the responsibility of the vendor to deliver the goods in time. If any Tax is required to be paid, the same will be reimbursed on actual basis.
- viii. NICS I will impose penalty on total value of purchase order (as per clause no 14(i to v of this tender) if the delivery of more than 20% of the total order value is delayed beyond the last

- date of delivery. If the delivery is delayed for the item(s) whose value is equal or less than 20% of the total order value, the penalty shall be applicable on the delayed equipment only.
- ix. On the receipt of the purchase orders the vendors within Ten (10) Days shall initiate the process of obtaining all the necessary documents directly from the user for the State Entry Permit in respective States wherever required for complete and safe delivery of the ordered products. However for cases where copy of invoice and GR (Goods Receipt) from the transporter is required for applying for road permit, the process should be so initiated by the vendor that the delivery schedule is met. Proof for the communication sent and duly receipted by the user and/or NICS/NIC project coordinator with signature, name, designation, telephone number and preferably with office seal should be submitted to NICS. If after such proper communication, there is any delay in the issuance of road permit from the user, the vendor will be entitled to get extension for delivery period of two weeks from the date of receipt of the road permit provided that the acceptance testing was done and complete material was ready for dispatch 7 days before due date of delivery specified in purchase order
  - x. The vendor shall provide equipment manual and User manual along with each equipment, even if more than one equipment is ordered for a single location.

### **Penalty Calculation Process**

- i. Any delay beyond the delivery and installation schedule as per purchase order will render the vendor liable for penalty at the rate as mentioned in the “**Annexure 13: Penalty**”.
- ii. Penalty will be charged on the non execution Purchase Order value and final payment will be made on full execution of Purchase Order.

## **16. INSTALLATION SCHEDULE & PENALTY**

- i. The Bidder should install all the systems at specified site without any additional charge. **Installation should be completed within 15 Days (Fifteen Days)** from the scheduled or actual date of delivery whichever is later for all locations. If the scheduled date of delivery / installation falls on holiday / non working day (at the delivery location), the next working day shall be treated as due date of delivery / installation. All aspects of safe delivery shall be the exclusive responsibility of the Bidder. At the destination site, the Cartons will be opened only in the presence of user official and bidder’s representative. The intact position of the Seal, for not being tampered with, shall form the basis of certifying the receipt in good condition. If the items are not installed at site within the stipulated time after delivery, due to the „non-responsiveness of the vendor, **a penalty at the rate of 0.2% (zero point two percent)** of purchase order value per day subject to a maximum of **10 days** will be imposed on delayed installed items. An installation certificate as per format given in Annexure must be obtained from user or NIC/NICS project coordinator as then case may be. If the vendor is unable to produce any proof of installation even after 180 days of delivery and there is no written complaint received from the user regarding the non completion of installation, it will be assumed that the System has been installed and the payment will be processed as per Annexure 14: Payment. However, penalty as per Annexure 13: Penalty will be applicable.
- ii. **During installation at site, if any item is found to be defective or broken, it will be replaced with new one by the Vendor at its own cost and risk within 30 days from the date on which the vendor has been informed of such damage.** If the items are not replaced and installed at the site within the stipulated time, a penalty of 0.2 (point two) percent of the PO value per day for a maximum 10 days will be applicable. After delivery, within 7 days installations has to be carried out and Installation Certificate copies duly signed by the authorized user should be submitted to the NICS along with the bill.

- iii. The items to be supplied should work under the specified **Operating Systems viz. Windows and GNU/Linux (all versions)**. It shall be the exclusive responsibility of the Vendors supplying the items to provide appropriate device drivers and solutions for these system software platforms.
- iv. Consolidated Installation Report, based on the successful installations of the individual items, duly signed by concerned user/ authorized NICS I officer should be submitted to NICS I Headquarters along with the bills.
- v. It may be noted that only the items technically tested/accepted as per Purchase Order shall be installed as per the schedule mentioned in “**Annexure 12: Delivery and Installation**”.

## 17. PAYMENT PROCESS

- i. Payment will be processed as per the “**Annexure 14: Payment**”.
- ii. A pre-receipted bill, along with original excise duty gate pass (if applicable), Installation certificate and other relevant documents & BG shall be submitted (five copies) in the **name of user, A/C NICS I, New Delhi-110066** soon after the delivery and installation **as the case may be** along with documents mentioned at **Annexure14: Payment**
- iii. Entry Tax etc if payable will be reimbursed for which vendor has to submit all original documents along with the bills. Such claims shall neither be processed separately nor on any post-facto basis.
- iv. Payments shall be subject to deductions of any amount for which the empanelled agency/vendor is liable under the empanelment or tender conditions. Further, all payments shall be made subject to deduction of TDS (Tax deduction at Source) as per the current Income-Tax Act and any other taxes.
- v. All payments will be made through RTGS only.

## 18. Onsite Warranty Maintenance

- i. The warranty period for the systems shall be taken into account as per the “**Annexure 10: Warranty** ” from the date of completion of supply of products, its successful installation/commissioning and acceptance by NICS I, including free spare parts, kits etc, whichever is later.
- ii. All Laptops should be under **Three/ Five Years** on-site comprehensive warranty support from the date of acceptance at the site, including free spare parts, kits etc and excluding the consumable items. During warranty period, **all the parts** of the product shall be considered **non-consumable** and **vendor shall have to maintain all such parts at no extra cost** whenever required.
- iii. All empanelled vendors shall have to enter into a written agreement with NICS I for honoring all tender conditions and warranty maintenance support, through a Web-based monitoring system, in executing the purchase orders placed by NICS I/NIC.
- iv. During warranty period, besides service/maintenance of Hardware and System Software and all driver software up-gradation, installing patches and services shall also be provided at no extra cost.

- v. On completion of the Warranty period, the Security Deposit without any interest accrued shall be released after satisfying that proper support has been provided during warranty period of three/five years for all the items. If considered necessary, suitable amount of penalty shall be recovered from the Vendor out of their due payments or from their Security Deposit or by raising claims, while releasing the Security Deposit. After expiry of warranty, NICS I has option to enter into Annual Maintenance Contract with the supplier for post warranty maintenance of the systems as per the quoted price/negotiated price.
- vi. The vendor should provide support for all supplied items in all the locations as mentioned in the Annexure: Support during warranty period.
- vii. The vendor should fulfill the following conditions during warranty period: -
  - a. Any failure in the system or a subsystem thereof should be rectified within maximum period of 48 hours of lodging complaint at State Capitals and Sites with-public air-transport facilities. Normal transit time not exceeding 24 hours additionally will be allowed if the Site happens to be other than State Capital and Sites without public air-transport facilities.
  - b. If any of the system is down beyond two Working days (at State Capitals & Sites with public air-transport facilities) or 3 working days (at other District Sites) or 5 working days (at Block/Tehsil/Taluka Sites) as the case may be, penalty will be charged or recovered from out of withheld amount towards penalty per day per system at the rate of given in the “**Annexure 13: Penalty**”.
  - c. Any system, failing at subsystem level at least three times in three months, displaying chronic system design or manufacturing defects or Quality Control problem or where the penalty amount on account of downtime for three months has crossed **15.0% of the system value, will** be totally replaced by the Vendor at his cost and risk within 30 days, from the date of last failure.

## 19. PRICE VARIATION CLAUSE

- i. During the validity of the empanelment including the extended period, if any, **if the Bidder sells any empanelled item** to any other Department/Organization at a price lower than the price fixed for NICS I, the Bidder must voluntarily pass on the price difference to NICS I with immediate effect. Similarly, in the event of lowering of Government levies subsequent to the finalization of the panel, the Bidder shall automatically pass on the benefits to NICS I, and in the event of increasing of Government taxes/ levies subsequent to the finalization of the panel, NICS I shall consider the case on merit and the pro-rata benefits to the vendor may be considered if full reference with documentary evidence is submitted.
- ii. During the validity of the panel, in case NICS I notices that the market rates have come down from the time when rates were finalized or for the reasons of technological advances/changes, NICS I will ask the technically short listed Bidders to requote the prices based on new / advanced configurations/technologies and the Bidder(s) will be selected on the basis of procedure as per clause 11. The time difference between such requotes will be minimum three months except in case of the union budget.
- iii. **During the validity of the panel, on the date of Placement of Purchase Orders, in case there is an increase or decrease in 10% dollar (\$) Price than the dollar (\$) price quoted at the time of bidding, then NICS I/vendor shall automatically pass on the pro-rata benefits to the vendor/NIC. (USD (\$) rates will be referred from RBI WEB site-<http://rbi.org.in/scripts/ReferenceRateArchive.aspx>).**

Calculation of revised rates for Total Cost for passing on Pro-rata benefits by NICS I/Vendor will be as follows



- 1) The \$ component value of the item would be segregated from the basic cost (mentioned for 3/5 year warranty) based on the value given in percentage of \$ Component of the item.

Based on the change in Dollar (\$) Price variation (at the time of tender bids submission and at the time of placement of the orders), revised \$ Component value of the item would be arrived as follows.

- 2) Revised \$ Component Value of the item = (\$ Component Value of the item  $\pm$  (\$ Component Value of the item \* \$ Variation in percentage)).
- 3) The Basic cost arrived after deducting the \$ component value in Sno 1 would be added to the Sno (2).

All other taxes i.e Excise Duty, Sales tax/VAT, Installation Charges, Service Taxes as mentioned in the tender by the vendor will be added to arrive new Revised total rate.

## **20. REFUND OF EMD & SECURITY DEPOSIT**

The Earnest Money Deposit (EMD) without any interest accrued will be refunded as follows:

- i. In the case of those bidders who fail to qualify the eligibility criteria, the Earnest Money Deposit (EMD) will be refunded without any interest accrued immediately thereafter.
- ii. In the case of those bidders whose technical bids do not qualify, the EMD will be refunded without any interest accrued within one month of the acceptance of TEC's (Technical Evaluation Committee) 's recommendations.
- iii. In the case of those bidders who are not empanelled, the EMD will be refunded without any interest accrued within one month of the acceptance of FEC's ( Financial Evaluation Committee) 's recommendations.
- iv. In case of those bidders whose tender bids are accepted for the empanelment, EMD will be refunded on receipt of Security Deposit equal to EMD amount for each empanelled Annexure 16:Technical(I to VI). Security Deposit shall be in the form of Bank Guarantee (BG) drawn in the name of National Informatics Centre Services Inc Hall No. 2&3, 6th Floor, NBCC Tower, 15 Bhikaji Cama Place, New Delhi – 110 066, valid for empanelment period and shall be renewed by the bidder till Empanelment lasts or the orders placed are executed, whichever is later. No interest will be payable for the Security Deposit.
- v. On completion of the warranty period of ordered items, the Security Deposit without any interest accrued shall be released after ascertaining that satisfactory support has been provided during the warranty period. In case, it is found that appropriate satisfactory support has not been provided by the Bidder, NICS/NIC will ensure that the prescribed penalty for the default in service has been realized or shall be recovered from the Bidder out of already due payments.

## **21. INDEMNITY**

The selected vendor shall indemnify the NICS/NIC/User departments against all third party claims of infringement of patent, trademark/copyright or industrial design rights arising from the use of the supplied software/ hardware/manpower etc and related services or any part thereof. NICS/NIC/User department stand indemnified from any claims that the hired manpower / vendor's manpower may opt to have towards the discharge of their duties in the fulfillment of the purchase orders. NIC/NICS/NIC/User department also stand indemnified from any compensation arising out of accidental

loss of life or injury sustained by the hired manpower / vendor's manpower while discharging their duty towards fulfillment of the purchase orders.

## **22. Termination for Insolvency**

NICSI may at any time terminate the purchase order / empanelment by giving four weeks written notice to the Vendor, without any compensation to the Vendor, if the Vendor becomes bankrupt or otherwise insolvent.

## **23. FORCE MAJEURE**

If at any time, during the continuance of the empanelment, the performance in whole or in part by either party of any obligation under the empanelment is prevented or delayed by reasons of any war, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics quarantine restrictions, strikes, lockouts or acts of God (hereinafter referred to as "events"), provided notice of happenings of any such event is duly endorsed by the appropriate authorities/chamber of commerce in the country of the party giving notice, is given by party seeking concession to the other as soon as practicable, but within 21 days from the date of occurrence and termination thereof and satisfies the party adequately of the measures taken by it, neither party shall, by reason of such event, be entitled to terminate the empanelment/contract, nor shall either party have any claim for damages against the other in respect of such nonperformance or delay in performance, and deliveries under the empanelment/contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist and the decision of the purchaser as to whether the deliveries have so resumed or not, shall be final and conclusive, provided further, that if the performance in whole or in part or any obligation under the empanelment is prevented or delayed by reason of any such event for a period exceeding 60 days, the purchaser may at his option, terminate the empanelment.

## **24. TERMINATION FOR DEFAULT**

### **i. Default is said to have occurred**

- a. If the vendor fails to submit BG within 7 days of receipt of LOI.
- b. If the vendor fails to accept the Purchase Orders
- c. If the vendor fails to deliver any or all of the services within the time period(s) specified in the purchase order or during any extension thereof granted by NICSI.
- d. If the vendor fails to perform any other obligation(s) under the contract

### **ii. If the vendor defaults on I & II of above circumstances, his Bid security (EMD)/BG received against this empanelment will be forfeited and empanelment will be cancelled.**

### **iii. If the vendor defaults on either of the III & IV of above circumstances, does not take remedial steps within a period of 30 days after receipt of the default notice from NICSI (or takes longer period in-spite of what NICSI may authorize in writing), NICSI may terminate the empanelment / contract / purchase order in whole or in part. In addition to above, NICSI may at its discretion also take the following actions:**

I. NICSI may procure, upon such terms and in such manner, as it deems appropriate, goods similar to the undelivered items/products and the defaulting supplier shall be liable to compensate NICSI for any extra expenditure involved towards goods and services to complete the scope of work in totality or 10 % of the work order as cancellation charges whichever is higher.

## **25. ARBITRATION**

### **Arbitration:**

- i. If a dispute arises out of or in connection with this contract, or in respect of any defined legal relationship associated therewith or derived there from, the parties agree to submit that dispute to arbitration under the ICADR Arbitration Rules, 1996.
- ii. The Authority to appoint the arbitrator(s) shall be the International Centre for Alternative Dispute Resolution (ICADR).
- iii. The International Centre for Alternative Dispute Resolution will provide administrative services in accordance with the ICADR Arbitration Rules, 1996.

**Conciliation:**

- i. If a dispute arises out of or in connection with this contract, or in respect of any defined legal relationship associated therewith or derived there from, the parties agree to seek an amicable settlement of that dispute by Conciliation under the ICADR Conciliation Rules, 1996.
- ii. The Authority to appoint the Conciliator(s) shall be the International Centre for Alternative Dispute Resolution (ICADR).
- iii. The International Centre for Alternative Dispute Resolution will provide administrative services in accordance with the ICADR Conciliation Rules, 1996.

**26. APPLICABLE LAW**

- i. The vendor shall be governed by the laws and procedures established by Govt. of India, within the framework of applicable legislation and enactment made from time to time concerning such commercial dealings/processing.
- ii. All disputes in this connection shall be settled in Delhi jurisdiction only.
- iii. NICS I reserves the right to cancel this tender or modify the requirement at any stage of Tender process cycle without assigning any reasons. NICS I will not be under obligation to give clarifications for doing the aforementioned.
- iv. NICS I reserves the right that the work can be allocated to any of the empanelled vendors.
- v. NICS I also reserves the right to modify/relax any of the terms & conditions of the tender by declaring / publishing such amendments in a manner that all prospective vendors / parties to be kept informed about it.
- vi. NICS I, without assigning any further reason can reject any tender(s), in which any prescribed condition(s) is/are found incomplete in any respect and at any processing state.
- vii. NICS I also reserves the right to award works/supply order on quality/technical basis, which depends on quality/capability of the system and infrastructure of the firm. Bidder(s) are, therefore, directed to submit the tender carefully along with complete technical features of the products/systems as well as other documents required to access the capability of the firm.
- viii. All procedure for the purchase of stores laid down in GFR and DFPR shall be adhered-to strictly by the NICS I and subordinates and Bidders are bound to respect the same.
- ix. The vendor should provide with every equipment manual and related User manual, irrespective of the fact that more than one equipment may be meant for any location.

**27. General Conditions**

- i. The empanelment under this tender is not assignable by the selected vendor. The selected vendor shall not assign its contractual authority to any other third party. As a matter of policy and practice and on the basis of Notification published in Gazette of India dated 14th March, 1998, it is clarified that services and supplies of the vendor selected through this tender can be availed by both National Informatics Center [NIC] and National Informatics Center Services

Incorporated [NICS], as the case may be depending on the project, and the selected vendor shall be obliged to render services / supplies to both or any of these organizations as per the indent placed by the respective organization. In other words, the selection procedure adopted in this tender remains applicable for NIC as well, and in the event of rendering services / supplies to NIC, the selected vendor shall discharge all its obligations under this tender vis-à-vis NIC. Any default or breach in discharging obligations under this tender by the selected vendor while rendering services / supplies to NIC, shall invite all or any actions / sanctions, as the case may be, including forfeiture of EMD, security deposit, invocation of performance guarantee stipulated in this tender document

- ii. The decision of NICS/NIC arrived at as above will be final and no representation of any kind will be entertained on the above. Any attempt by any Bidder to bring pressure of any kind, may disqualify the Bidder for the present tender and the Bidder may also be liable to be debarred from bidding for NICS/NIC tenders in future for a period of at least three years.
- iii. One batch of NICS/NIC/User staff, if required, is to be trained by the bidder in installation, maintenance and servicing, at least for a period of one week, free of cost.
- iv. NICS/NIC may use this tender for executing any projects anywhere in India during the validity of this tender.
- v. All terms and conditions governing prices and supply given above, as applicable to NICS, will be made equally applicable to NIC.
- vi. NICS reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon Project priorities vis-à-vis urgent commitments. NICS also reserves the right to accept /reject any bid, to cancel / abort tender process and / or reject all bids at any time prior to award of empanelment, without thereby incurring any liability to the affected agencies on the grounds of such action taken by the NICS.
- vii. Any default by the bidders in respect of tender terms & conditions will lead to rejection of the bid & forfeiture of EMD/Security Deposit.
- viii. For services required under different projects at different locations, please refer to Annexure 11: Services to be provided.
- ix. No interest shall be payable for the Earnest Money Deposit and the No deviations from these terms and conditions will be accepted. Any violation there off will lead to rejection of the bid.
- x. The Security Deposits without any interest accrued, shall be released only after the expiry of the warranty period of the systems successfully.
- xi. The decision of NICS arrived during the various stages of the evaluation of the bids is final & binding on all vendors. Any representation towards these shall not be entertained by NICS.
- xii. In case the empanelled vendor is found in-breach of any condition(s) of tender or supply order, at any stage during the course of supply/ installation/commissioning or warranty period, the legal action as per rules/laws will be taken.
- xiii. Any attempt by vendor to bring pressure towards NICS's decision making process, such vendors shall be disqualified for participation in the present tender and those vendor may be liable to be debarred from bidding for NICS tenders in future for a period of three years.
- xiv. Printed/written conditions mentioned in the tender bids submitted by vendors will not be binding on NICS.

- xv. No deviations from tender terms and conditions will be accepted. Any violation thereof will lead to the rejection of the bid.
- xvi. Upon verification, evaluation / assessment, if in case any information furnished by the vendor is found to be false/incorrect, their total bid shall be summarily rejected and no correspondence on the same, shall be entertained.
- xvii. NICSI will not be responsible for any misinterpretation or wrong assumption by the vendor, while responding to this tender.

**(Authorized Signatory)**  
**NICSI**  
**(Tender Division)**

ANNEXURES

<b>A</b>	<b>Scope of work and Conditions for Participation in Tender and Evaluation Criteria</b>
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### Annexure 1: Summary

S. no	Item Name	Item Value
1	File No.	10(47) /2012-NICSI
2	Tender No.	NICSI/LAPTO/2012/14
3	Title	<b>TENDER FOR EMPANELMENT OF VENDORS FOR THE SUPPLY, TESTING AND INSTALLATION OF LAPTOPS</b>
4	One time Procurement	NO
5	Empanelment	YES
	i. Multiple Technical Annexure(s)	YES
	ii. Quoting for all Main Technical Annexure and optional items is compulsory	NA
	iii. Will each Annexure under “Annexure 16:Technical(I to VI)” be treated as Separate Tender?	YES
	iv. Empanelment Size	4 (Four) vendors for each equipment/item mentioned in Annexure 16: Technical(I to VI)
6	Tender Fee	Rs 500/-
7	Bid Submission	Online at <a href="http://eproc-nicsi.nic.in">http://eproc-nicsi.nic.in</a> For Tender Fee, EMD and Financial Bid refer “Bid Submission” in the tender document
8	Contact Address	To, Deputy Manager Tender Division, National Informatics Centre Services Inc., Hall No. 2 & 3, 6th Floor , NBCC Tower 15, Bhikaiji Cama Place , New delhi-66

## Annexure 2: Eligibility Criteria

S. no	Item	Insert Value or check-list the box		Reference of Enclosed Proof, along with corresponding page numbers
1	Bidder should be Original Equipment Manufacturer (OEM) or authorized distributor cum service provider of principal manufacturer. Authorized distributors shall submit Manufacturer authorization form (MAF form) along with the bid in the format given at Annexure G. <b>Either OEM or only one</b> of its authorized distributor-service provider is Eligible to quote. Also authorized distributor-cum-service provider should not quote products of two Different Makes for the same items.			
2	The bidder should have executed one single order of minimum 100 Laptop System issued by Govt. Department / PSUs/Nationalized banks in past three years. Submit documentary evidence in this regard.			
3	The bidder's annual sales turnover from sale of Laptop computer systems should be at least be Rs.100 crores (Rupees Hundred crores), during each of the years 2008-09, 2009-10 and 2010-11, to be supported by authentic documentary evidence (audited balance sheet) and confirmation regarding turnover. The turnover refers to the company responding to this tender and not the composite turnover of its subsidiaries/sister concerns etc. (quote value in Rs. Crores). Bidder should submit CA's certificate as a proof of turnover	During 2008-09	Rs. Crore	
		During 2009-10	Rs. Crore	
		During 2010-11	Rs. Crore	
4	The bidder should be an ISO 9001:2000 or ISO 9001:2008 certified Company. The bidder should enclose a copy of quality certificate from a	1. Name of the agency		



S. no	Item	Insert Value or check-list the box	Reference of Enclosed Proof, along with corresponding page numbers
	recognized institution for their manufacturing / assembly /System integration facilities anywhere located in INDIA or abroad. This certification should be from any globally	2. Name of the Certificate	
		3. Validity date	
5	The bidder must have country wide infrastructure support in the form of direct service centers or franchisees or OEM service centres in at least 22 States/UTs including three North Eastern States. The bidders must submit details of their infrastructure with reference to locations and technical manpower, availability of inventory of spares etc. and also indicate their business model for providing warranty and after sales support in the format given in Annexure 8 - Support. For the aforementioned, in absence of agreement/undertaking document for service support in case of support through franchisees bidders bid may be rejected straightway. Bidders should also provide escalation matrix for their sales & support function.	Please fill in Annexure: Support.	
6	The bidder must enclose the copy of the latest Income TAX return filed.	Enclose the copy of latest Income Tax return filed copies.	
7	A copy VAT/ST/CST No. allotted by the Sales Tax Authorities, as well as PAN number of the firm allotted by the Income Tax authorities should be submitted. failing which bidder's bid would become invalid & same shall be rejected  The bidder should be registered with Service tax department of the Government.	VAT/ST/CST No. PAN no. Service TAX NO.  Enclose copy of the valid Registration No.	
8	Certificate from a CA to prove that the bidding company is a profit making company in the last 3 Financial Years.		

S. no	Item	Insert Value or check-list the box	Reference of Enclosed Proof, along with corresponding page numbers
9	A copy of the Registration number of the firm with attested copies of Articles of Association (in case of Registered firm), Byelaws and certificates of registration (in case of registered co-operative Societies), partnership deed	Registration No.	
		Name the document enclosed.	

Note: Bidder is to fill the above annexure and indicate the page numbers of the supporting document in the proof while submitting response to the eligibility criteria. The relevant portions, in the documents submitted in pursuance of eligibility criterion mentioned above, should be highlighted. If tender bid were not accompanied by all the above documents mentioned, the same would be rejected. Undertaking for subsequent submission of any of the above document will not be entertained.

However, NICS I reserves the right to seek fresh set of documents or seek clarifications on the already / submitted documents.

All documents should be submitted electronically in PDF format. However, Financial Bid should be submitted in XLS format.

Upon verification, evaluation / assessment, if in case any information furnished by the Bidder is found to be false / incorrect, their bid shall be summarily rejected and no correspondence on the same shall be entertained.

**THE BID SUBMITTED BY ANY BIDDER NOT FULFILLING THE ELIGIBILITY CONDITIONS / CRITERIA STIPULATED ABOVE, WILL NOT BE CONSIDERED**

**STATEMENT OF DEVIATIONS FROM TECHNICAL SPECIFICATIONS**  
**(Please submit separate sheet for each item mentioned in Annexure 16: Technical (I to VI))**

Equipment Offered: Make: \_\_\_\_\_ Model: \_\_\_\_\_

LINE ITEM	DESCRIPTION OF ITEM SPECIFICATION WHERE DEVIATING	DEVIATION IN THE OFFER	BRIEF REASON FOR THE DEVIATION

**Note:** Deviations on the lower side of technical specs will not be accepted.

Signature of the Bidder  
 Name  
 Date  
 Place  
 Company Seal

### Annexure 3: Earnest Money Deposit

	<b>Amount</b>
<b>EMD</b>	<b>Rs.1,00,000/- for each Annexure 16:Technical(I to VI)</b>

Particulars	Annexure	Amount (Rs.)	Draft No.	Date	Bank	Branch
Tender fee	Quoted	500				
EMD	Annexure 16:Technical(I)	1,00,000				
	Annexure 16:Technical(II)	1,00,000				
	Annexure 16:Technical(III)	1,00,000				
	Annexure 16:Technical(IV)	1,00,000				
	Annexure 16:Technical(V)	1,00,000				
	Annexure 16:Technical(VI)	1,00,000				

### Annexure 4: Time Schedule

Date of publication	<b>03/08/2012</b> at NICSI e-procurement site <a href="http://eproc-nicsi.nic.in">http://eproc-nicsi.nic.in</a> & <a href="http://nicsi.com">http://nicsi.com</a>
Start of Sale of Tender Document:	<b>03/08/2012</b>
Seek clarification start date	2 Days after its publication
Seek Clarification end date	2 days before the pre-bid meeting
Last Date for written Queries by bidders:	<b>11/08/2012</b>
Pre-bid Meeting	<b>13/08/2012</b> at 11:30 hrs. at National Informatics Centre Services Inc., Hall No. 2 & 3, 6 <sup>th</sup> Floor, 15 NBCC Tower, 15 Bhikaji Cama Place, New Delhi-110066
Bid submission start date	<b>14/08/2012</b> at 10:00 Hrs. onwards
Bid submission end date	<b>31/08/2012 up to 15:00 hrs.</b>
Opening of Tender Bids ( Eligibility &Technical):	<b>31/08/2012 at 15:30 hrs.</b>
No Bid will be accepted after the expiry of the above mentioned time scheduled.	

## Annexure 5: Hardware Configuration Evaluation Mechanism

<p>Technical evaluation will be carried out mainly on the basis of technical specifications provided in the tender document. Some of the criterion/ parameters are given below :</p>
<p>1. For each equipment quoted, a duly filled Technical Verification Data Sheet (TVDS) along with all supporting technical datasheets should be submitted.</p>
<p>2. Self certified OS compatibility report to be submitted along with the bid.</p>
<p>3. During technical evaluation, vendor may be asked to arrange all necessary hardware and software utilities to demonstrate the benchmark result at NICS I /vendor's work premises located anywhere in India.</p>
<p>4. In order to test the reliability of quoted configuration during technical evaluation, NICS I may put the system for test under any of the available diagnostic/reliability test utility. This test will be run continuously for a period of time which will be decided by the TEC.</p>
<p><b>Presentation on Delivery/Installation schedule</b></p>
<p>Vendor must have a web based complaint registration system in place to cater on line complaint registration and status monitoring from equipment installed locations across the country for the items supplied under various projects. The system should have good response. During technical evaluation, bidder has to demonstrate their package.</p> <p>It is mandatory for the bidders to strictly adhere to the schedule of delivery &amp; installation of hardware systems during implementation of the Projects.</p>

### Notebook:

1. For each notebook quoted, a duly filled Technical Verification Data Sheet (TVDS) along with all supporting technical datasheets (for all sub assemblies) should be submitted.
2. Functionality of all features and available components/ports will be done.
3. Battery backup will be tested in Battery Mark/ Mobile Mark latest version.
4. Weight measurement will be done.

### Optional Items:

Optional items as decided by TEC will be physically evaluated. For other items bidder has to submit sealed and signed details including Make/Model of the item alongwith OEM detailed specification sheet to TEC during technical evaluation.

### Annexure 6: Validity

S.No.	Item	Value
1	Validity of bids	120 days
2	Validity of empanelment	Two years from the date of empanelment
3	Extension	One More year
4	Minimum Period for revision of rates	Three Months or Union Budget

### Annexure 7: Panel Formation

<b>A</b>	<b>Selection Criteria for deciding L1 Vendor and lowest unit rate for each item</b>	<p>The lowest quoting vendor (L1) will be determined as mentioned below</p> <ol style="list-style-type: none"> <li>1) Each equipment/item mentioned in the annexure will be evaluated as a separate tender</li> <li>2) The Financial Bids of only technically qualified bidders will be opened electronically in the presence of their representatives on a specified date and time duly notified</li> </ol> <p>L1 vendor for each equipment/item and warranty period will be worked out. For example, L1 vendor for item-1 with three years warranty is the vendor quoting least rate in row 7 and with five years warranty is the vendor quoting least rate in row 8.</p>
<b>B</b>	<b>Panel Formation Procedure</b>	<ol style="list-style-type: none"> <li>1. Initially to have a panel of four bidders for each equipment/item, the Bidder offering the second lowest quote (L2) will then be asked to match the price of L1 and placed on the panel. If L2 does not agree, L3 will be asked to match L1. Thus by way of successive opportunity a panel of 4(four) bidders will be formed for each technically qualified configuration/warranty period. The decision of NICS I arrived at, as above, will be final for empanelment and no representation of any kind shall be entertained.</li> <li>2. If none of the bidders L2, L3, etc., agree to match L1 rates then L1 alone shall be on the panel.</li> <li>3. The maximum period allowed for matching the L1 rates by any Bidder will not be more than 7 working days from the date of issuance of offer letter from NICS I. If the Bidder fails to match the L1 rates within stipulated time as stated above, the offer will be treated as withdrawn and will then be extended to next Bidder in the order of their bids.</li> <li>4. The above process of financial evaluation and empanelment will be followed separately for each of Financial Annexures: Financial (I) to Financial (VI):</li> </ol>

**Annexure 8: Support (Infrastructure Available with Bidder)**

<b>Sno</b>	<b>State Name</b>	<b>Contact Details such as Names, phones, e-mails, website etc.</b>	<b>Own/Franchisee Support Centres</b>	<b>Manpower</b>
1	Andhra Pradesh			
2	Bihar			
3	Chandigarh (UT)			
4	Chhattisgarh			
5	Delhi			
6	Goa			
7	Gujarat			
8	Haryana			
9	Himachal Pradesh			
10	Jammu & Kashmir			
11	Jharkhand			
12	Karnataka			
13	Kerala			
14	Madhya Pradesh			
15	Maharashtra			
16	Orissa			
17	Puducherry			
18	Punjab			
19	Rajasthan			
20	Sikkim			
21	Tamil Nadu			
22	Uttar Pradesh			
23	Uttrakhand			
24	West Bengal			
25	Andaman & Nicobar			
26	Lakshadweep			
27	Dadra Nagar & Haveli			
28	Daman & Diu			
	<b>NORTH EAST</b>			
1	Assam			
2	Arunachal Pradesh			
3	Manipur			
4	Meghalaya			
5	Mizoram			
6	Nagaland			
7	Tripura			
	<b>Total</b>			

## **Annexure 9: Bid Submission**

The bids should be submitted as under:

- Online bids (complete in all respect) must be uploaded on <http://eproc-nicsi.nic.in> latest by the time as mentioned in the “Annexure 4: Time Schedule”.
- **EN-1** Bank Draft(s) towards EMD and TENDER FEE in one cover sealed and superscripted “EMD and Tender Fee - NICSИ tender for THE SUPPLY, TESTING AND INSTALLATION OF LAPTOPS due on the time as mentioned in the “Annexure 4: Time Schedule” A letter specifying the draft details should be submitted physically. However the scanned copy of Bank drafts must be uploaded (PDF format) electronically on <http://eproc-nicsi.nic.in>.
- **EN-2** The PDF file, containing the following information, should be titled as
  - “Eligibility Criteria - NICSИ tender for THE SUPPLY, TESTING AND INSTALLATION OF LAPTOPS
  - Eligibility Criteria is given in the “Annexure 2: Eligibility Criteria” and it must be filled up.
  - All the documents asked for eligibility criteria.
- **EN-3** The PDF file, containing the following information, should be titled as  
“Technical Bid- NICSИ tender for THE SUPPLY, TESTING AND INSTALLATION OF LAPTOPS
  - Laptops being quoted as per the Annexure 16: Technical (I to VI). Use separate sheet for each configuration.
  - Technical literature about the Laptops offered.

This PDF file not containing the above documents or containing the financial bid in explicit/implicit form will lead to rejection of the bid.

- **EN-4** The XLS files titled as ‘Financial(I), Financial(II), Financial(III), Financial(IV), Financial(V) and Financial(VI) for “Financial Bid- NICSИ tender for Laptop Computer System.” and should contain the Financial Bid as per Annexure 17 : Financial (I) to Financial (VI). There should be separate file for each annexure quoted.
- **EN-4** The XLS file titled as ‘Financial (VII)’ for “Financial Bid- NICSИ tender for Laptop Computer System. (Optional Items)” and should contain the Financial Bid as per Annexure 17: Financial (VII)



<b>B</b>	<b>Conditions for Empanelment</b>
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### Annexure 10: Warranty

S. No	Description	Compliance
1	All Laptop items should be under <b>Three/ Five Years</b> on-site comprehensive warranty support from the date of acceptance at the site, including free spare parts, kits etc and excluding the consumable items. During warranty period, <b>all the parts</b> of the product shall be considered <b>non-consumable</b> and <b>vendor shall have to maintain all such parts at no extra cost</b> whenever required.	
2	During warranty period, besides service/maintenance of Hardware and System Software and all driver software up-gradation, installing patches and services shall also be provided at no extra cost.	
3	<b>The vendor should fulfill the following conditions during warranty period:</b>	
3(a)	Supplier will maintain enough spares in India (not less than 10%) so as to provide satisfactory on-site comprehensive maintenance services during the warranty period. Supplier will indicate the level of spares, which will be stored by them in India for providing comprehensive on-site warranty services to NICS/ User sites. Vendor will also provide a status report every six months through e-mail to NICS/user about the support related complaints lodged by different users and availability of spares at the vendor warehouse.	
3(b)	Vendor would provide the helpdesk support services through telephone/e-mail where users can lodge their complaint. Each user will be assigned a unique trouble ticket number through which user should be able to track the action taken on his complaint through a support portal.	
3(c)	Any failure in the equipments supplied / any accessories thereof should be rectified within maximum period of two Working days (at State Capitals & Sites with public air-transport facilities) or 3 working days (at other District Sites) or 5 working days (at Block / Tehsil / Taluka Sites) as the case may be.	
3(d)	If any of the equipments supplied is down beyond two Working days (at State Capitals & Sites with public air-transport facilities) or 3 working days (at other District Sites) or 5 working days (at Block / Tehsil / Taluka Sites) as the case may be, penalty will be charged or recovered from out of withheld amount towards penalty per day per system at the rate of given in the “ <b>Annexure: Penalty</b> ”.	
3(e)	Any system, failing at subsystem level at least three times in three months, displaying chronic system design or manufacturing defects or Quality Control problem or where the penalty amount on account of downtime for three months has crossed <b>15.0% of the system value</b> , will be totally replaced by the Vendor at his cost and risk within 30 days, from the date of last failure.	
3(f)	Vendor shall visit each site at least once in every six months to carryout preventive maintenance and fine-tune the performance of the system besides regular service calls during warranty period.	

3(g)	Vendors shall attend the complaints lodged by the NICS/ users during warranty period. In case of default by the vendor, penalty will be imposed as specified in the <b>Annexure: Penalty</b> .	
3(h)	On completion of the Warranty period, the Security Deposit without any interest accrued shall be released after satisfying that proper free warranty support has been provided during warranty period of three/five years for all the equipments as the case may be. If considered necessary, suitable amount of penalty shall be recovered from the Vendor out of either already due payments or from their Security Deposit or by raising claims while releasing the Security Deposit. After expiry of warranty, NICS has option to enter into Annual Maintenance Contract with the supplier for post warranty maintenance of the systems.	
3(i)	If NICS/NIC desires the empanelled vendors will be asked to provide extended warranty at rates finalized based on the quotes given at column 9 of Annexure 17 : Financial (I) to (VI). Such extended warranty charge will be paid in advance after the expiry of built in warranty period. If vendor refuses to honor this extended warranty support, vendor may be debarred from participating in similar future tenders.	

### Annexure 11: Services to be provided

S.No	Description	Requirements
1	<b>Delivery of Items</b>	<ul style="list-style-type: none"> <li>▪ At the destination site, the cartons will be opened only in the presence of authorized person/user and vendor's representative.</li> <li>▪ Inventories at all their service locations shall be maintained by the vendor(s) for immediate replacement of H/w items in case of failure.</li> </ul>
2	<b>Installations</b>	<ul style="list-style-type: none"> <li>▪ Upon satisfactory installation of the equipment, vendor should obtain signed installation certificate from the authorized person/user after making the stock entry at their end and specify the same in the installation certificate. The same shall be submitted along with the bills by the vendor for payment.</li> <li>▪ <b>A sticker with the Service Support Call Centre Number of the vendor should be pasted on each equipment.</b></li> </ul>
3	<b>Warranty</b>	On-site warranty maintenance support as mentioned in tender clause no 18 <b>Onsite Warranty Maintenance and</b> as per annexure-10 Warranty.

### Annexure 12: Delivery

S.No.	Locations	Delivery Period (in days)	
		Rest of India	NE States ( including Sikkim, J&K, Lahual-Spiti & Kinnaur in HP, Andaman Nicobar and Lakshdweep Islands)
1	State Capitals	30	45
2	District & Below District Level	45	60

### Annexure 13: Penalty

S.No.	Activity	Rate
1	Failure in maintaining the <b>delivery</b> schedule	Any unjustified and unacceptable delay in delivery schedule as given in above table will render the vendor liable for liquidated damage at the rate of 0.1% (point one percent) of the purchase order value per day for first week, 0.2%(point two percent) per day for second week, 0.3% (point three percent) per day for third week and 0.4% (point four percent) per day for fourth week, subject to maximum four weeks in total. Proof of Delivery/Installation duly signed by the user/NIC/NICSI Project Coordinator, with his name, date of delivery, designation and office seal, legibly recorded, should reach NICSI Head Quarters, New Delhi within 30

		<p>days with the bills, after the date on which the item(s) was delivered / installed.</p> <p>If the bills are not submitted after installation with relevant documents in 30 days, penalty @ 1% per week subject to a maximum of 2 % will be levied from the total order value.</p> <p>Due to financial year closing, vendor has to submit their bills to NICSI in time, not to allow any payment of interest / penalty to tax authorities by NICSI. If so, such interest / penalty will be deducted from the payment due to the respective bidders”.</p>
2	Failure in maintaining <b>installation</b> Schedule	<p>0.2% (Zero point two percent) of the purchase order value per day subject to maximum of 10 days, thereafter NICSI holds the option to complete the installation work through alternate sources at the risk and cost of the defaulting vendor.</p> <p>The un-installed items can be taken back by the vendor. In addition, vendor shall also be liable to pay to NICSI a cancellation charge of 10% (Ten percent) of the value of unsupplied items.</p> <p>A sticker mentioning the service support call centre number of the vendor should be pasted on each supplied item.</p>
3	Maintenance during warranty period	<p>If any of the equipments supplied is down beyond two Working days (at State Capitals &amp; Sites with public air-transport facilities) or 3 working days (at other District Sites) or 5 working days (at Block / Tehsil / Taluka Sites) as the case may be, penalty will be charged or recovered from out of withheld amount towards penalty per day per system at the rate of <b>Rs. 100 per day per System</b>. Maximum penalty during the warranty period will be limited to 10% of the purchase order value.</p>
4	Replacement of the faulty system	<p>Any system, failing at subsystem level at least three times in three months, displaying chronic system design or manufacturing defects or Quality Control problem or where the penalty amount on account of downtime has crossed 15.0% of the system value, will be totally replaced by the Vendor at his cost and risk within 30 days, from the date of last failure.</p>
5	Limitation of Liability	<p>Taking into consideration all the above cases, the total penalty that can be levied on the vendor shall not exceed the purchase order value.</p>

## Annexure 14: Payment

### I. PAYMENT SCHEDULE

A pre-receipted bill (five copies) shall be submitted in the name of user A/c NICS, New Delhi.

**An invoice will contain the items ordered under one Purchase Order only. Bill / Invoice shall not be combined for more than one purchase order.**

**Payment shall be done as per the following schedule:**

- A. 90 % on delivery of all items included in the purchase order
- B. 10% on completion of installation of all items in the purchase order

### II. FOR PAYMENT ON ITEM DELIVERY:

**90 % payment will be made on delivery of items at any specified site in India as per the following process:**

- 1) The vendor will deliver the items at designated locations as per the purchase order and obtain signature with date and stamp on Delivery Proof(s) of the concerned user.
- 2) The vendor will submit a copy of Proof of Delivery duly signed by the user/NIC/NICS Project Coordinator, with his name, date of delivery, designation and office seal, legibly recorded, should reach NICS Head Quarters, New Delhi.
- 3) The vendor will submit the bills along with original excise duty gate pass & original delivery proof to the NICS Head Quarters, New Delhi. Bank Guarantee will also be required to be submitted at the time of bill submission for payment to be made.
- 4) Penalty if any, will be imposed as per Annexure 13: Penalty

### III. FOR PAYMENT ON ITEM INSTALLATION:

**Balance 10% payment will be made after complete installation of all items as per the following process:**

- 1) Vendor has to install the ordered items and will prepare **installation report** for each location as per the purchase order and get it signed by the concerned User/Officer **In-charge or his/her authorized person/officer**.
- 2) Based on these installation reports, the vendor will further prepare a **consolidated installation report** consisting of serial no. of each ordered and installed item, location of installation, date of installation, etc. Please refer to format attached below.
- 3) The vendor will submit all **original installation reports**, to NICS Headquarters, New Delhi.
- 4) The consolidated installation report will be duly signed with date and stamped by the concerned user in-charge or authorized NICS/NIC officer
- 5) Vendor will submit the following documents:-

- i) Three copies of **consolidated installation reports** along with Original consolidated installation report at NICSI HQs,
- ii) **Original Installation reports** to concerned user in-charge.
- iii) Site wise **Installation reports & consolidated installation reports** on DVD/CD Rom to concerned NICSI/NIC officer.
- iv) One DVD/CDROMs at NICSI Hqrs along with bills.

**CONSOLIDATED PROOF OF INSTALLATION REPORTS**

Purchase Order Number :		Purchase Order Date :				
S.No.	Installation location with User Name & Address	Item Name	Serial No. of the Item	Date of Installation	Name of the Officer Incharge /Project coordinator	Remarks

All items have been delivered & successfully installed at each site as per the purchase order.

(Officer In-charge/Project coordinator/NICSI officer)      (Vendor Representative)

(Sign & Stamp)

(Sign & Stamp)

Please ensure that signatures are taken on each page of the consolidated report

- 6) In the case of vendor unable to bring installation report even after 180 days of delivery of the System and there is no written complaint from the User about the System Installation, it will be treated that the installation is complete and the bills will be processed.
- 7) Penalty if any, will be imposed as per Annexure 13: Penalty

### **Annexure 15: Security Deposit**

I **Security deposit** have to be made in form of Bank Guarantee equal to the **EMD amount**

<b>SNo</b>	<b>Item</b>	<b>Value</b>
1	Validity	Valid for the period of empanelment / extended empanelment. The BG will be released after the empanelment or execution of all pending POs whichever is later
2	Instrument	One single deposit in the form of Bank Guarantee
3	Amount	Equal to EMD amount

II **Performance Bank Guarantee (PBG):**

<b>SNo</b>	<b>Item</b>	<b>Value</b>
1	Validity	39/63 Months from the date of delivery of Systems
2	Instrument	One single deposit in the form of Bank Guarantee to be submitted along with the bills and proof of delivery for claiming 90 % of the PO value
3	Amount	Equal to 15% of PO Value



<b>C</b>	<b>Technical</b>
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**Main Stream**

<b>S. No.</b>	<b>Component Name</b>	<b>Component Description</b>	<b>Technically Compliance (Yes/No)</b>
1	Processor	X86 dual core processor with minimum 2.2 GHz or higher and minimum. 3MB Cache Memory, (Maximum TDP of processor-20W). Latest generation processor must be quoted	
2	Chipset	Matching chipset for the quoted processor	
3	Memory	4 GB DDR3 Memory	
4	Graphic Controller	Integrated Graphics Controller.	
5	Sound Controller	Integrated sound controller with Speakers (in built) & Mike	
6	Network	Gigabit Ethernet , Wireless LAN 802.11 a / g/ n. and Bluetooth	
7	Storage	320 GB or higher SATA II HDD (5400 or higher RPM).	
8	Optical Device	Built in DVD +RW Drive (Dual Layer).	
9	Reader	Built in Card Reader.	
10	Ports	*2xUSB (2.0),1*USB 3.0 *1xVGA *HDMI # (e-SATA port will not be considered in place of USB)	
11	Display	Max 14.0" LED back lit	
12	Power Management	Advanced Power Management feature.	
13	Keyboard	Keyboard with palm rest & Touch Pad with Scroll/ Track Point.	
14	Chassis	Metal Alloy scratch resistant chassis with metal coating	
15	Battery Backup	Minimum 4 Hrs Battery Backup under standard working conditions using Lithium Ion Rechargeable Battery.	
16	Accessories	AC Power Adapter, & Good quality carrying case etc.	
17	OS Support	Windows & Linux	
18	Warranty	Three/ Five year on-site Comprehensive Warranty (with one year warranty on battery)	

Item 1: Above configuration preloaded with OEM Pack **Microsoft Window 7 64bit Professional Edition**, all necessary Plug-ns/utilities and driver software including bundled in CD/DVD Media and preloaded latest version antivirus software with one year validity.

Item 2: Above configuration preloaded with Linux OS 64 bit (Latest Version), all necessary Plug-ns/utilities and Driver software including bundled in CD/DVD Media.

**PERFORMANCE**

<b>S. No.</b>	<b>Component Name</b>	<b>Component Description</b>	<b>Technically Compliance (Yes/No)</b>
1	Processor	X86 dual core processor with minimum 2.8GHz or higher and minimum. 4MB Cache Memory. Latest generation processor must be quoted	
2	Chipset	Matching chipset for the quoted processor	
3	Memory	4 GB DDR3 Memory expandable to 8GB.	
4	Graphic Controller	Graphics Controller with minimum 512 MB or higher of dedicated video memory.	
5	Sound Controller	Integrated sound controller with Speakers (in built) & Mike	
6	Network	Gigabit Ethernet & Wireless LAN 802.11 a / g / n	
7	Storage	500GB or higher SATA II HDD (5400 or higher RPM).	
8	Optical Device	Built in DVD $\pm$ RW Drive (Dual Layer)	
9	Additional Feature	Built in Card Reader, Bluetooth	
10	Web Camera	Built in Web Camera	
11	Ports	*2xUSB (2.0),1xUSB 3.0 *1xVGA, *HDMI. *# (e-SATA port will not be considered in place of USB)	
12	Display	Max 14.1" Anti-Glare LED-backlit.	
13	Power Management	Advanced Power Management feature.	
14	Keyboard	Keyboard with palm rest & Touch Pad with Scroll/ Track Point.	
5	Chassis	Metal Alloy scratch resistant chassis with metal coating	
16	Battery Backup	Minimum 3 Hrs Battery Backup under standard working conditions using Lithium Ion Rechargeable Battery.	
17	Accessories	AC Power Adapter, Headphone & Good quality carrying case etc.	
18	OS Support	Windows & Linux	
19	Warranty	Three/five year on-site Comprehensive Warranty (with one year warranty on battery)	

Item 1: Above configuration preloaded with OEM Pack **Microsoft Window 7 (64 bit) Professional Edition** all necessary Plug-ns/utilities and driver software including bundled in CD/DVD Media and preloaded latest version antivirus software with one year validity.

Item 2: Above configuration preloaded with Linux OS 64 bit (Latest Version), all necessary Plug-ns/utilities and Driver software including bundled in CD/DVD Media.

### Portable Work Station

S. No.	Component Name	Component Description	Technically Compliance (Yes/No)
1	Processor	X86 quad core processor with minimum 2.4 GHz or higher and minimum, 8 MB Cache Memory. Latest generation processor must be quoted	
2	Chipset	Matching chipset for the quoted processor	
3	Memory	8 GB DDR3 Memory expandable to 32 GB.	
4	Graphic Controller	Graphics Controller with minimum 2GB or higher of dedicated video memory.	
5	Sound Controller	Integrated sound controller with Speakers (in built) & Mike	
6	Network	Gigabit Ethernet & Wireless LAN 802.11 a / g / n.	
7	Storage	1TB or higher SATA II HDD (7200 or higher RPM).	
8	Optical Device	Built in DVD <u>±</u> RW Drive (Dual Layer).	
9	Additional Feature	Built in Card Reader, Bluetooth enabled, Finger Print Reader	
10	Web Camera	Built in Web Camera ( Min 1.3 MP)	
11	Ports	*2xUSB (2.0), 1xUSB (3.0), *1xVGA, *HDMI # (e-SATA port will not be considered in place of USB)	
12	Display	15.0" or higher HD display: anti-glare, LED-backlit,	
13	Power Management	Advanced Power Management feature.	
14	Keyboard	Backlit keyboard	
15	Chassis	Metal Alloy scratch resistant chassis with metal coating	
16	Battery Backup	Minimum 3 Hrs Battery Backup under standard working conditions using Lithium Ion Rechargeable Battery.	
17	Accessories	AC Power Adapter, Headphone & Good quality carrying case etc.	
18	OS Support	Windows & Linux	
19	Warranty	Three/Five year on-site Comprehensive Warranty (with one year warranty on battery)	

Item 1: Above configuration preloaded with OEM Pack **Microsoft Window 7 Professional 64-bit** & all necessary Plug-ns/utilities and driver software including bundled in CD/DVD Media and preloaded latest version antivirus software with one year validity.

Item 2: Above configuration preloaded with Linux OS 64-bit (Latest Version), all necessary Plug-ns/utilities and Driver software including bundled in CD/DVD Media.

### Ultra Portable Notebook

S. No.	Component Name	Component Description	Technically Compliance (Yes/No)
1	Processor	X86 dual core processor with minimum 2.5 GHz or higher and minimum. 3 MB Cache Memory. Latest generation processor must be quoted	
2	Chipset	Matching chipset for the quoted processor	
3	Memory	4GB DDR III Memory expandable to 8 GB.	
4	Graphic Controller	Integrated Graphics Controller.	
5	Sound Controller	Integrated sound controller with Speakers (in built) & Mike.	
6	Network	Gigabit Ethernet ,Wireless LAN 802.11 a / g /n. & 3G enabled	
7	Storage	500 GB or higher SATA II HDD (5400 or higher RPM).	
8	Optical Device	Built in DVD $\pm$ RW Drive (Dual Layer).	
9	Additional Feature	Built in Card Reader, Bluetooth enabled,	
10	Web Camera	Built in Web Camera (VGA or higher)	
11	Security	Finger Print Sensor	
12	Ports	*2xUSB (2.0),1xUSB 3.0 *1xVGA, * HDMI # (e-SATA port will not be considered in pace of USB)	
13	Display	Max. 13.1" Anti-Glare LED backlit	
14	Power Management	Advanced Power Management feature.	
15	Keyboard	Keyboard with palm rest & Touch Pad with Scroll/ Track Point.	
16	Chassis	Metal Alloy scratch resistant chassis with metal coating	
17	Battery Backup	Minimum 4 Hrs Battery Backup under standard working conditions using Lithium Ion Rechargeable Battery	
18	Accessories	AC Power Adapter, Headphone & Good quality carrying case etc.	
19	OS Support	Windows & Linux	
20	Weight	Maximum 2.0 KG	
21	Warranty	Three/Five year on-site Comprehensive Warranty (with one year warranty on battery)	

Item 1: Above configuration preloaded with OEM Pack **Microsoft Window 7 64-bit Professional Edition**, all necessary Plug-ns/utilities and driver software including bundled in CD/DVD Media and preloaded latest version antivirus software with one year validity.

Item 2: Above configuration preloaded with Linux OS 64-bit (Latest Version), all necessary Plug-ns/utilities and Driver software including bundled in CD/DVD Media.

Note: If all the other parameters are meeting, a relaxation of 10% will be permissible in the case of Laptop weight.

### Ultra Thin Notebook

S. No.	Component Name	Component Description	Technically Compliance (Yes/No)
1	Processor	X86 dual core processor with minimum 1.7 GHz or higher and minimum. 3 MB Cache Memory. (Maximum TDP of processor-20W). Latest generation processor must be quoted	
2	Chipset	Matching chipset for the quoted processor	
3	Memory	4GB DDR3 Memory	
4	Graphic Controller	Integrated Graphics Controller.	
5	Sound Controller	Integrated sound controller with Speakers (in built) & Mike	
6	Network	Gigabit Ethernet & Wireless LAN 802.11 a/g/n.& 3G enabled	
7	Storage	128 GB or higher Solid State Drive.	
8	Optical Device	DVD $\pm$ RW Drive (Dual Layer).	
9	Additional Feature	Bluetooth enabled,	
10	Web Camera	Built in Web Camera	
11	Ports	*2xUSB (2.0), *1xVGA, *HDMI # (e-SATA port will not be considered in place of USB)	
12	Display	12.0-14.0" Anti-Glare LED backlit	
13	Power Management	Advanced Power Management feature.	
14	Keyboard	Backlit Keyboard with palm rest & Touch Pad with Scroll/Track Point	
15	Chassis	Metal Alloy scratch resistant chassis with metal coating. Maximum thickness at any point $\leq$ 18.0 mm	
16	Battery Backup	6 Hrs Battery Backup under standard working conditions using Lithium Ion Rechargeable Battery.	
17	Accessories	AC Power Adapter, Headphone, Good quality carrying case and all required cables for available ports	
18	Weight	Less than 1.6 KG	
19	Warranty	Three/Five year on-site Comprehensive Warranty (with one year warranty on battery)	

Item 1: Above configuration preloaded with OEM Pack **Microsoft Window 7 64-bit Professional Edition**, all necessary Plug-ns/utilities and driver software including bundled in CD/DVD Media and preloaded latest version antivirus software with one year validity.

Item 2: **Above configuration preloaded with MAC OS (Latest Version) with MAC Office and internet Browsing software, all necessary Plug-ns/utilities and Driver software including bundled in CD/DVD Media.**

Note: If all the other parameters are meeting, a relaxation of 10% will be permissible in the case of Laptop weight.

**Tablet**

<b>S. No.</b>	<b>Component Name</b>	<b>Component Description</b>	<b>Technically Compliance (Yes/No)</b>
1	Processor	Dual core processor with minimum 1 GHz.	
2	Memory	1GB RAM or higher	
3	Graphic Controller	Integrated Graphics Controller.	
4	Sound	In-built speakers and microphone	
5	Network	Wi-Fi with 802.11 a/b/g/n, Bluetooth enabled, 3G enabled	
6	Storage	16 GB or higher flash memory	
7	Web Camera	Minimum 2 MP built-in camera	
8	Display	7-10.1" touch screen LCD/LED display	
9	Battery Backup	Minimum 8 hrs battery life with rechargeable battery under standard working conditions.	
10	Accessories	Travel Charger, Carry case, interface cables etc.	
11	Preloaded OS	Suitable Tablet OS, Utility for web browsing with all necessary driver s/w.	
12	Weight	Less than 700 grams.	
13	Warranty	Three/five year on-site Comprehensive Warranty (with one year warranty on battery)	

Note: If all the other parameters are meeting, a relaxation of 10% will be permissible in the case of Tablet weight.

## Optional Items

S. No.	Applicable annexure	Component Description	Technically Compliance (Yes/No)
1	ALL	1GB DDR3 SDRAM	
2	ALL	2GB DDR3 SDRAM	
3	ALL	4GB DDR3 SDRAM	
4	Optional	External USB Bluetooth Dongle	
5	Optional	External USB Wi Fi Dongle with minimum 108mbps DTR	
6	Optional	Anti Virus Software as quoted along with notebook with one year free upgrade license	
7	Optional	Slim Blue Ray DVD Writer with USB interface	
8	ALL	Battery ( same as quoted with the main Annexure)	
9	Optional	Laptop Headset with Microphone.	
10	Optional	Port Replicator for Laptop with minimum 2 nos. of USB 3.0 Ports.	
11	Optional	Bluetooth Travel Mouse.	
12	Optional	USB Optical Mouse.	
13	Optional	Kensington Security Lock.	
14	Optional	Mobile Printer (A4) with Bluetooth connectivity.	
15	Optional	Mobile Printer (A4) with USB connectivity.	
16	Optional	Wireless Keyboard	
17	Optional	Wireless Mouse.	
18	Technical (V) Item 2	Paralleling Software for MAC OS as quoted with one license (for using MAC & Windows OS simultaneously)	



<b>D</b>	<b>Financial</b>
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**Annexure 17**

**FINANCIAL BID PROFORMA  
FOR LAPTOP COMPUTER SYSTEM**

**Financial (I)**

Annexure		Technical (I)	
Bidder's Name			
Sl No	Description	Quote ( In Indian Rupees)	
		Item 1: Laptop (Main Stream – with Windows OS)	Item 2: Laptop (Main Stream – with LINUX OS)
1	Basic Cost (For System with 3 year Warranty)		
2	Basic Cost (For System with 5 year Warranty)		
3	Excise Duty ( % )		
4	Sales Tax / VAT ( % )		
5	Installation Charges		
6	Service Tax on Installation		
7	Total Cost with 3 year on-site warranty <b>(<math>\Sigma</math>Row(1..6) Except Row 2)</b>		
8	Total Cost with 5 year on-site warranty <b>(<math>\Sigma</math>Row(2..6))</b>		
9	Post Warranty Annual Maintenance Charge ( In % of basic cost)		
10	Percentage of Dollar (\$) Component of Basic Price of row 1		
11	Percentage of Dollar (\$) Component of Basic Price of row 2		

## Financial (II)

Annexure		Technical (II)	
Bidder's Name			
Sl No	Description	Quote ( In Indian Rupees)	
		Item 1: Laptop (Performance – with Windows OS)	Item 2 : Laptop (Performance – with LINUX OS)
1	Basic Cost (For System with 3 year Warranty)		
2	Basic Cost (For System with 5 year Warranty)		
3	Excise Duty ( % )		
4	Sales Tax / VAT ( % )		
5	Installation Charges		
6	Service Tax on Installation		
7	Total Cost with 3 year on-site warranty <b>(<math>\Sigma</math>Row(1..6) Except Row 2)</b>		
8	Total Cost with 5 year on-site warranty <b>(<math>\Sigma</math>Row(2..6))</b>		
9	Post Warranty Annual Maintenance Charge ( In % of basic cost)		
10	Percentage of Dollar (\$) Component of Basic Price of row 1		
11	Percentage of Dollar (\$) Component of Basic Price of row 2		

**Financial (III)**

Annexure		Technical (III)	
Bidder's Name			
Sl No	Description	Quote ( In Indian Rupees)	
		Item 1: Portable Workstation – with Windows OS	Item 2 : Portable Workstation - with LINUX OS
1	Basic Cost (For System with 3 year Warranty)		
2	Basic Cost (For System with 5 year Warranty)		
3	Excise Duty ( % )		
4	Sales Tax / VAT ( % )		
5	Installation Charges		
6	Service Tax on Installation		
7	Total Cost with 3 year on-site warranty <b>(<math>\Sigma</math>Row(1..6) Except Row 2)</b>		
8	Total Cost with 5 year on-site warranty <b>(<math>\Sigma</math>Row(2..6))</b>		
9	Post Warranty Annual Maintenance Charge ( In % of basic cost)		
10	Percentage of Dollar (\$) Component of Basic Price of row 1		
11	Percentage of Dollar (\$) Component of Basic Price of row 2		

**Financial (IV)**

Annexure		Technical (IV)	
Bidder's Name			
SI No	Description	Quote ( In Indian Rupees)	
		Item 1: Ultra Portable Notebook – with Windows OS	Item 2 : Ultra Portable Notebook - with LINUX OS
1	Basic Cost (For System with 3 year Warranty)		
2	Basic Cost (For System with 5 year Warranty)		
3	Excise Duty ( % )		
4	Sales Tax / VAT ( % )		
5	Installation Charges		
6	Service Tax on Installation		
7	Total Cost with 3 year on-site warranty <b>(<math>\Sigma</math>Row(1..6) Except Row 2)</b>		
8	Total Cost with 5 year on-site warranty <b>(<math>\Sigma</math>Row(2..6))</b>		
9	Post Warranty Annual Maintenance Charge ( In % of basic cost)		
10	Percentage of Dollar (\$) Component of Basic Price of row 1		
11	Percentage of Dollar (\$) Component of Basic Price of row 2		

## Financial (V)

Annexure		Technical (V)	
Bidder's Name			
SI No	Description	Quote ( In Indian Rupees)	
		Item 1: Ultra Thin Notebook – with Windows OS	Item 2 : Ultra Thin Notebook - with MAC OS
1	Basic Cost (For System with 3 year Warranty)		
2	Basic Cost (For System with 5 year Warranty)		
3	Excise Duty ( % )		
4	Sales Tax / VAT ( % )		
5	Installation Charges		
6	Service Tax on Installation		
7	Total Cost with 3 year on-site warranty <b>(<math>\Sigma</math>Row(1..6) Except Row 2)</b>		
8	Total Cost with 5 year on-site warranty <b>(<math>\Sigma</math>Row(2..6))</b>		
9	Post Warranty Annual Maintenance Charge ( In % of basic cost)		
10	Percentage of Dollar (\$) Component of Basic Price of row 1		
11	Percentage of Dollar (\$) Component of Basic Price of row 2		

Annexure		Technical (VI)
Bidder's Name		
Sl No	Description	Quote ( In Indian Rupees)
		Item : Tablet
1	Basic Cost (For System with 3 year Warranty)	
2	Basic Cost (For System with 5 year Warranty)	
3	Excise Duty ( % )	
4	Sales Tax / VAT ( % )	
5	Installation Charges	
6	Service Tax on Installation	
7	Total Cost with 3 year on-site warranty ( $\Sigma$ Row(1..6) Except Row 2)	
8	Total Cost with 5 year on-site warranty ( $\Sigma$ Row(2..6))	
9	Post Warranty Annual Maintenance Charge ( In % of basic cost)	
10	Percentage of Dollar (\$) Component of Basic Price of row 1	
11	Percentage of Dollar (\$) Component of Basic Price of row 2	

**Note: applicable for all Annexures {Financial (I) to Financial (VI)}**

- For consideration of the financial bid, the rates of excise duty and sales tax/VAT must be Quoted as per the above given table. It is mandatory to provide all the required information, otherwise bid will be rejected.
- There could be **four** different bidders empanelled for each equipment/item i.e. one for three year warranty support and another for five years warranty support. For three year warranty support, L1 is the bidder quoting least total cost in row 7 of above tables. For five year warranty support, L1 is the bidder quoting least total cost in row 8 of above tables. If the L1 bidder, due to whatever reasons, refuses to accept empanelment letter, the tender for that category will be scrapped and EMD of L1 will be forfeited.
- A panel of four bidders for each equipment/item will be formed. For this NICS will ask other technically qualified bidders to match the L1 rates for that equipment/item. Thus by way of giving successive opportunity for matching the L1 rate a panel of four bidders will be formed for each technically qualified equipment/item. The decision of NICS arrived at above will be final for empanelment and no representation of any kind shall

be entertained. If none of the bidders L2, L3, L4, etc., agree to match L1 rates then L1 alone shall be on the panel.

4. The above rates are inclusive of packing, forwarding, freight, insurance, installation, commissioning, warranty or any other charges for supply any where in India.
5. Entry Tax / Octroi will be reimbursed as per actual wherever applicable.
6. During the validity of the panel, on the date of Placement of Purchase Orders, in case there is an increase or decrease in 10% dollar (\$) Price than the dollar (\$) price quoted at the time of bidding, then NIC/vendor shall automatically pass on the pro-rata benefits to the vendor/NIC. (USD (\$) rates will be referred from RBI WEB site- <http://rbi.org.in/scripts/ReferenceRateArchive.aspx>).

Calculation of revised rates for Total Cost for passing on Pro-rata benefits by NICS/ Vendor will be as follows

- 1) The \$ component value of the item would be segregated from the basic cost (mentioned for 3/5 year warranty) based on the value given in percentage of \$ Component of the item.

Based on the change in \$ Price variation (at the time of tender bids submission and at the time of placement of the orders), revised \$ Component value of the item would be arrived as follows.

- 2) Revised \$ Component Value of the item = (\$ Component Value of the item  $\pm$  (\$ Component Value of the item \* \$ Variation in percentage)).
- 3) The Basic cost arrived after deducting the \$ component value in Sno 1 would be added to the Sno (2).

All other taxes..i.e Excise Duty,Sales tax/VAT, Installation Charges, Service Taxes as mentioned in the tender by the vendor will be added to arrive new Revised total rate

7. Lowest % value of row 9, AMC rate, will be applicable to all empanelled bidders. Due to whatever reasons, if vendors refuse to accept these rates, and EMD of defaulting bidder will be forfeited. If some of the additional items are added to main item, the extended warranty charges (in %) of main item will be applicable for additional items also.

Authorized Signatory  
Name:

Date:  
Place:

**SEAL**



## FINANCIAL BID PROFORMA

## OPTIONAL ITEMS

Name of the Bidder:

Sl. No.	Description	Basic Cost (Rs.)	Excise Duty %	Sales Tax/ VAT %	Total cost with three years warranty	Total cost with five years warranty	Percentage of Dollar (\$) Component of Basic Price of Column ( 1)
		(1)	(2)	(3)	(4)	(5)	(6)
1	1GB DDR3 SDRAM						
2	2GB DDR3 SDRAM						
3	4GB DDR3 SDRAM						
4	External USB Bluetooth Dongle						
5	External USB Wi Fi Dongle with minimum 108mbps DTR						
6	Anti Virus Software as quoted along with notebook with one year free upgrade license						
7	Slim Blue Ray DVD Writer with USB interface						
8	Battery ( same as quoted with the main Annexure)						
9	Laptop Headset with Microphone						
10	Port Replicator for Laptop with minimum 2 nos. of USB 3.0 Ports						
11	Bluetooth Travel Mouse						
12	USB Optical Mouse						
13	Kensington Security Lock						
14	Mobile Printer (A4) with Bluetooth connectivity						
15	Mobile Printer (A4) with USB connectivity						
16	Mobile Printer (A4) with USB connectivity						
17	Wireless Keyboard						
18	Wireless Mouse						
19	Paralleling Software for MAC OS as quoted with one license (for using MAC & Windows OS simultaneously)						

Contd...

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1. For consideration of Laptop Computer systems bids for Annexure- I to VI, the corresponding optional items must be quoted. Item marked as optional in applicable column are not mandatory. Bidders may quote as per the availability with them.
2. L1 rates of each optional item will be vendor independent viz. the lowest rates quoted at column 4 for an item by any of the responsive bidder is the L1 rates which have to be accepted by the L1 vendor qualifying for Annexure I to VI.
3. For working out the L1 rates of optional items, the incredibly low rates or rates quoted by mistake or zero rates will not be considered. EMD of such bidders will be forfeited and their bid will be rejected. If L1 refuses to match the lowest optional item rates for the qualified configuration their EMD will be forfeited.
4. Some of the items are mandatory to be quoted for 'applicable annexure' mentioned Technical (VII). Not quoting such items may disqualify vendor for the corresponding main annexure {Technical (I) to Technical (VI)}. Vendors may quote items mentioned as optional in 'applicable annexure column' as per availability.
5. The above rates are inclusive of packing, forwarding, freight, insurance and delivery at the NICSI's client location anywhere in India.
6. To deal with the foreign exchange fluctuation, a multiplication factor for each category will be worked out by taking the lowest quote in column (5) for that category. L1 bidder has to match the lowest quote in column (5) quoted by the financially qualified bidders. This Import Impact Factor (IIF) will be used to work out revised rate (basic cost + dollar fluctuation converted into Rupees \* IIF). All inclusive rates will be the total of revised basic rates and tax components. All inclusive L1 rates will be applicable to all empanelled vendors of that item.

Authorized Signatory  
Name:

Date:  
Place:

**SEAL**

### Installation Certificate

1	Vendor Name	
2	Project No.	
3	Purchase order No. & date	
4	Invoice No. with date	
5	Equipment Name & Description	
6	Equipment serial nos.	
7	Date of delivery	
8	Date of intimation of call for installation	
9	Installation Date	
10	Certificate	Equipment (as per ordered configuration) has been installed successfully

Name of user / NIC Project Coordinator / NICSI Project in charge:

\_\_\_\_\_

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

Signature: \_\_\_\_\_  
(with official seal)

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

**E**

**Document Lists / Check-lists to be submitted**

**Annexure 18**

**MANUFACTURERS' AUTHORIZATION FORM**

Ref:

Date:

To,  
Deputy Manager  
Tender Division,  
National Informatics Centre Services Inc.,  
Hall No. 2 & 3, 6th Floor, NBCC Tower  
15, Bhikaiji Cama Place, New Delhi-66

Sub: Manufacturer Authorization for Tender No.xxxxxxx

Sir,

We, < **OEM** > having our registered office at < **OEM address**>, are an established manufacturer of < **name of quoted item** >. We < OEM> solely authorized <bidder's name> to quote our product for above mentioned tender.

Our full support is extended in all respects for supply, warranty and maintenance of our products. We also ensure to provide the service support for the supplied equipments for a period of 7 years from date of installation of the equipments as per tender terms. In case of any difficulties in logging complaint at bidder end, user will have option to log complaint at our call support center.

We also undertake that in case of default in execution of this tender by the <**Bidder Name**>, the <**OEM/Company Name**> will take all liabilities and responsibilities and necessary steps for successful execution of empanelment against this tender.

We also undertake that to meet the timelines defined in the Tender, we will ensure that the empanelled Systems are made available to <bidder> in time. If any product is declared end of life, we will ensure that a suitable equivalent or higher roll over product is offered through <bidder> to NICSI for due approval and Order executions there after.

Thanking You

For < **OEM**>

< (**Authorized Signatory**)>

**Name:**

**Designation:**

**Note:** This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to legally bind the manufacturer. The Bidder in its bid should include it.

**Annexure 19**  
**Blank Technical Verification Data Sheet (TVDS) Sample**



A4	Integrated PCI Ethernet Controller	Cont. Chip			DTR (Max.)	Full Duplex	Intgrated Modem Controller	Cont. Chip	Maximum Speed	Fax Support
A5	Wireless LAN	Cont. Chip		Make	Compliance with 802.11 a/g/n Standard			Technical Details Provided		
A6	Hard Disk Drive	Serial No.	Make & Model	Capacity (160GB)	Password protection & Shock protection	Interface	SATA Controller	SD Card reader	SD.MMC controller	
A7	DISPLAY UNIT	TYPE		MAKE	Model	SIZE	Max Resolution Supported		16M color support	
A8	KEYBOARD	NO. OF KEYS	Spill proof	Ergonomic design	Key type	Pointing Device	Touch Pad	Built in Web Camera	Y/N	
A9	Integrated DVD - RW	Make and Model			Model	Interface	Speed	Rated MTBF (POH)		
A10	AC Adapter	Part No.	Make	Model (Universal)	Voltage Range	Frequency Range	Power Output ( Watts)	Type of Power socket is indian standered		



A11	<b>BATTERY PACK</b>	Make & Model	Number And Type of Cells	BACKUP TIME	Max Output Voltage	Life	Expandability upto hrs.	Warranty Period
A12	<b>CARRY BAG</b>	MATERIAL ( LEATHER / REXIN )	COLOR	QUALITY				
A13	Advanced Power Mgt. feature							

**B. ADDITIONAL FEATURES ( if any)**


**C. ACCESSORIES**

C1	Operating System ( Pre Loaded)	
C2	Antivirus SOFTWARE ( Name & Ver.)	
C3	OS & Data recovery Software	
C4	Application Software ( mention the version)	
C5	MEDIA & Accessories	
C6	MANUALS	

SIGNATURE  
(TEAM MEMBER 1)

SIGNATURE  
(TEAM MEMBER 2)

SIGNATURE  
(VENDOR REPRESENTATIVE)