



ALL INDIA INSTITUTE OF AYURVEDA(AIIA)
GAUTAMPURI, SARITA VIHAR, Mathura Road, DELHI 110076
(India)

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Phone Number 011-26950401(Ext. 2012)

Tender No.: I-17/1/2023-AIIA

Dated: 15 Sep 2023

Tender

For

**"Comprehensive Annual Maintenance Contract (CAMC) of IT infrastructure equipment and Services" at
AIIA New Delhi**

Chapter-I

Notice Inviting Tender

The All India Institute of Ayurveda (AIIA) New Delhi is an autonomous organization under the aegis of Ministry of AYUSH Government of India. It will be a 200 bed referral hospital and also impart post graduate, doctoral, post doctoral and super-specialty programme in major streams of Ayurveda. The organization will broadly have two Wings – Hospital and Academic Wings. The Hospital Wing will have various Units like Registration, OPD, IPD, Laboratory, Pharmacy, Radiology, OT etc. The Academic Wing will comprise of Administration, Library, Conference/Class Rooms, Rooms of senior faculty members etc.

AIIA has well established Information Communication and Technology (ICT) and Information Technology (IT) infrastructure. AIIA needs Comprehensive Annual Maintenance Contract (CAMC) of IT infrastructure equipment and Services existing ICT infrastructure.

The Director, AIIA, Delhi invites tender under two Bid System viz. Technical Bid and Financial Bid from selection of a Technical Bidder, which should be a PSU/State PSU/CMMI III or above level company (the “ Bidder”) who shall provide “The Comprehensive Annual Maintenance Contract (CAMC) for proper functioning of exiting IT infra equipment’s and services ” at AIIA for IT related infrastructure. Both the envelop should be placed in a bigger envelop super-scribed with Technical and Financial Bid for “Comprehensive Annual Maintenance Contract (CAMC) of IT infrastructure equipment and Services”.

2. Description of the item(s) is given below:

Sl. No.	Item description	Required Quantity/work scope	Estimated Cost (in ₹)
1.	Comprehensive Annual Maintenance Contract (CAMC) of IT infrastructure equipment and Services	As given in Chapter-IV	62 Lakh

3. SCHEDULE OF TENDER

Sl. No.	Activity Description	Schedule	
a.	Tender No.		
b.	Availability of Tender Document	The tender document can be downloaded from the AIIA web site http://www.aiaa.gov.in or from the procurement portal http://eprocure.gov.in/epublish/app	
		Schedule	Time
c.	Document download start date	15.09.2023	15:00 hrs.
d.	Pre-bid meeting	22.09.2023	11:00 hrs.
e.	Bid submission start date	15.09.2023	16:00 hrs.
f.	Seeking clarification end date	22.09.2023	11:00 hrs.
g.	Bid submission end date	06.10.2023	13:00 hrs.

h.	Bid opening date	06.10.2023	15:30 hrs.
i.	Minimum Validity of tender offer	365 days from the date of opening of technical bid	
j.	Services/Product to be offered	Comprehensive Annual Maintenance Contract (CAMC) of IT infrastructure equipment and Services	
k.	Tender Document fee	Rs 1000	
l.	Performance Security	10% of the bid amount after award of contract.	
m.	EMD	5% of the bid amount.	

4. **Submission of Tenders:** The bid along with the necessary documents should be dropped in the Tender Box placed in "IT Division" of the All India Institute of Ayurveda (AIIA) on any working day/working hours and up to stipulated date and time. **The bid document should be under two bid system (i) Technical Bid and (ii) Financial Bid, i.e. technical bid and financial bid should be in two different envelop which be placed in a bigger envelop.**

5. **Clarification on bid documents:** Clarification on bid document may be sought by the bidders as per prescribed schedule over email address it-section@aiia.gov.in.

6. **Amendments:** Any amendments/corrigendum related to bid document, for any reason whether in its own initiative or in response to clarification requested by bidders, will be published on website of Institute and on CPPP only. Bidders should check these amendments regularly. AIIA shall not be responsible to notify such amendments/corrigendum to individual bidders.

7. **All India Institute of Ayurveda (AIIA) reserves the right to amend or withdraw any of the terms and conditions contained in the Tender Document or to reject any or all Bids without assigning any reason. The decision of the Director, AIIA in this regard shall be final and binding on all.**


 (Dr. Umesh Tagade)
 Joint Director

Chapter-II

Instructions for Bidders

1. The bidders have to provide Comprehensive Annual Maintenance Contract (CAMC) of IT infrastructure equipment and Services to the Institute within contract period.
2. Tender has been invited under two bid systems. Hence all instruction should be followed properly as mentioned in bid document.
3. All envelopes should be super-scribe as "Technical Bid for Comprehensive Annual Maintenance Contract (CAMC) of IT infrastructure equipment and Services" / "Financial Bid for Comprehensive Annual Maintenance Contract (CAMC) of IT infrastructure equipment and Services" as the case may be. Both the bids should be kept in a bigger envelop super-scribe with Bid for "Comprehensive Annual Maintenance Contract (CAMC) of IT infrastructure equipment and Services"
4. All the annexure/declaration and tender documents should be signed by bidders. If these are signed by a representative, an authorization letter issued after tender publishing dated must be attached. Tender submitted in loose sheet/unsigned shall not be considered.
5. The pages of tender document to be submitted by bidder should be properly number and an index with proper page number should be attached with the tender document.
6. Rates quoted in respect of tender should be typed only. Any cutting, overwriting shall not be considered.
7. The bidder shall quote rates in Indian Rupees (INR). Rates quoted in other currency shall be treated as non-responsive and will be rejected.
8. Only technically qualified bidders will be considered for financial evaluation. Financial bid opening date and time will be intimated to technically qualified bidders only.
9. It is responsibility of bidders to ensure timely submission of bids as per given schedule and must be dropped in Tender Box. Bids received after due date will not be considered.
10. In event of the above-mentioned date being declared as holiday/closed day for the AIIA, the tender event will be postponed for the next working day.
11. It should be noted that this tender is subject to the provisions contained in Government of India, and all other relevant orders issued by the Government of India from time-to-time.
12. **Site Visit:-** The interested bidders may visit the proposed site to assess the requirement and better understanding of works proposed and to check the items which are offered under Buyback. The visit must be on working day only between 1100 to 1700 Hrs and expenses of visit shall be borne by bidders only. Preferably before Pre bid meeting.

Chapter-III

General Terms and Conditions

1. **EARNEST MONEY DEPOSIT:** The Earnest Money Deposit (EMD) amounting of 5% of Bid value to in favor of the Director, AIIA, and payable at New Delhi should be enclosed with the "technical bid". The EMD would be forfeited if the bidder withdraws his/her bid during the validity period. TENDER/Bid received without EMD shall not be considered. EMD of unsuccessful bidders will be returned after process of selection is over or with in 30 days after the expiry of the bid validity , whichever is latter. The EMD will be forfeited incase of the successful bidder fails to execute the contract agreement and deposit of security deposit with in the stipulated time. No Interest shall be payable by AIIA New Delhi for SUM deposited as EMD.
2. **PAYMENT TERMS AND CONDITIONS:**
 - A. No advance payment will be made to the Bidder. The performance of the Bidder will be monitored/assessed by the I.T. Division on quarterly basis after submission of bills by the bidder for the competed quarter. Accordingly the payment will be made on quarterly basis after certification of I.T. Division for satisfactory performance of the services rendered by the Bidder for the said quarter and production of Preventive Maintenance Reports. The payment will be made through e-payment mode. Bidders are requested to submit their complete bank details in their offer.
 - B. The final 25% CAMC charges will be released only after assessing the overall performance/service rendered by the vendor and subject to the condition that the firm must ensure and satisfy that all machine are perfectly in working condition on the last day of the contract.
 - C. The TDS will be deducting u/s 194c of the IT Act, 1961.
 - D. The Vendor shall be required to hand over all the equipment's in perfect working condition on expiry/ termination of the Contract, failing which it shall be open to the AIIA to get the equipment, found faulty, repaired from any external agencies at the cost and risk of the Vendor and the expenses incurred shall be deducted from the Performance bank guarantee and/or outstanding bills, if any, of the vendor. If the amount of Performance bank guarantee and/or outstanding bills is found inadequate, the balance amount shall be payable by the vendor to the purchaser and AIIA shall be entitled to recover it from him.
 - E. Any damage caused for AIIA property or personnel within AIIA premises by the vendors's Representative (RE/Tech. Asstt of Vendors) during the operation of the contract will be to his account and are recoverable.
 - F. AIIA New reserve the right of addition/deletion of the quantity of the items under the contract, either before the start of the CAMC or at the starting each quarter during the CAMC under intimation to the contractor and the payment will be made on pro-rata basis, and deduct amount from payments as per terms and conditions of the contract.
3. **Tender currencies:** The Bidder shall quote onlyin Indian Rupees (INR) in the Financial Bid Format.
4. **(a) Octroi Duty and Local Duties & Taxes:** Normally, goods to be supplied to Government Departments against Government contracts are exempted from levy of town duty, Octroi duty, terminaltax and other levies of local bodies. However, on some occasions, the local bodies (like town body, municipal body etc.) as per their regulations allow such exemptions only on production of certificate tothis effect from the concerned Government Department. Keeping this in view, the bidder shall ensurethat the stores to be supplied by the bidder against the contract placed by the purchaser are exempted from levy of any such duty or tax and, wherever necessary, obtain the exemption certificate from the purchaser. The purchaser will issue the certificate to the bidder within a week positively from the dateof receipt of request from the bidder. However, if a local body still insists upon

payment of receipt of such duties and taxes, the same shall be borne by the bidder. The institute will not be responsible for any such payments/reimbursement etc.

(b) Goods and Services Tax (GST) as per GST Act 2017: If a Bidder asks for Goods and Services Tax to be paid extra, the rate and nature of Goods and Services Tax applicable should be shown separately in their GST Compliant Invoices. The Goods and Services Tax will be paid as per the rate at which it is liable to be assessed or has actually been assessed provided the transaction is legally liable to Goods and Services Tax and is payable as per the terms of the contract. If any refund of Tax is received at a later date, the Bidder must return the amount forth-with to the purchaser

(c) The need for indication of all such price components by the Bidders, as required in this clause (viz., General Terms and Condition **Clause 10**) is for the purpose of comparison of the tenders by the purchaser and will in no way restrict the purchaser's right to award the contract on the selected Bidder on any of the terms offered.

5. PERIOD AND AWARD OF CONTRACT

- i. The CAMC shall be awarded for a period of one year on rendering satisfactory services with the lowest bidder. The performance of the Bidder will be assessed by the I.T. Division on quarterly basis. In case the services of the firm are found not satisfactory at any time during the period of the contract, the Director, AIIA reserves the right to terminate the contract along with forfeiture of the performance security. The Contract shall be extended up to (1+2) three years as per mutual agreement and same terms and conditions.
- ii. Variation of charges/price: There will be no change in the agreed amount of service charges during the currency of the contract. However, in case if the service provider concludes the contract with other parties for similar equipment on the similar terms and conditions at low - charges/ rates, the same charges/price will be automatically made applicable by the service provider from that date for the remaining period of contract.
- iii. **The bidder has to provide warranty comprehensive AMC service Onsite including Spare Parts & Labour etc.** for smooth functioning of the IT Infrastructure and services under the conditions prevailing in India.
 - a. Comprehensive Maintenance contract should be inclusive of all accessories.
 - b. Replacement and repair will be undertaken for the defective Equipment/Stores.
 - c. Proper marking has to be made for all spares for identification like printing of installation and repair dates.
- iv. Upon receipt of such notice, the bidder shall, **within 4 hours on a 24 X 7** basis respond to take action to repair or replace the defective Equipment/Stores or parts thereof, free of cost, at the ultimate destination. The bidder shall take over the replaced parts/ Equipment / Stores after providing their replacements and no claim, what so ever shall lie on the purchaser for such replaced Parts/Equipment/Stores thereafter. Non-replacement will attract appropriate penalty including forfeiture of performance security on repetition of such misconduct.
- v. If the bidder, having been notified, fails to take appropriate action to replace the defect(s) within 4 hours on 24X7 basis, the purchaser may proceed to take such remedial action(s) as deemed fit by the purchaser, at the risk and expense of the bidder and without prejudice to other contractual rights and remedies, which the purchaser may have against the bidder. In case of failure of rectification within given time period, AIIA will take necessary for rectification at their own end. The cost incurred on such rectification shall be borne by the service provider.
- vi. **Start of the contract:** The successful bidder after receiving the award letter of the contract shall submit his/her acceptance immediately along with the required performance bank guarantee

within 15 days of issue of the award letter.

- vii. **The date of start of CAMC shall be notified by AIIA after:**
- a. Submission of Acceptance and Performance Security by bidder
 - b. Submission of joint inspection report within 10 days and final date will be notified by AIIA.
6. **Applicability of Anti-Profiteering Rule under GST Act 2017:** No item should be quoted with price more than the M.R.P. by any Bidder Agency to AIIA DELHI. The MRP is required to be clearly mentioned on each of the supplied item/its packaging in their offered pack size. The prices should be quoted strictly in accordance with unit/pack Size and Strength/Potency mentioned in the schedule of Requirement at **Annexure-I** in the given Price Quotation format. The Anti-Profiteering Rule under GST Act 2017 is applicable against this Tender Enquiry on which the Bidder Agency mandatory have to pass on the benefit due to reduction in rate of tax to the AIIA DELHI by way of commensurate reduction in their prices. If any Bidder Agency found defaulter for following of above said rule (i.e. passing all the benefits of GST Tax Regime price reductions to AIIA DELHI), the necessary action deemed fit as per GST Act 2017 shall be initiated against such defaulter firm.
7. **Fall Clause:** If at any time during the execution of the contract, the Contractor/Manufacture/Distributor/Dealer reduces the sale price or sells or offers to sell such stores, as are covered under the contract, to any person/organization including the purchaser or any department of Central Government or any other AIIA/PSUs at a price lower than the price chargeable under the contract during the Current Financial Year, he shall forthwith notify Director, AIIA DELHI. The necessary difference amount about such reduction or sale or offer of sale to the purchaser and the price payable under the contract for the stores supplied after the date of coming in to force of such reduction or sale or offer of sale shall stand correspondingly reduced and deposited to AIIA DELHI by the Bidder or AIIA DELHI will deduct from the pending bills/Performance Security Deposit to recover the loss to the Government.
8. The Director, AIIA, DELHI has full authority to take in to account the performance of manufacturer/authorized dealer or distributor / bidder and they should submit a latest performance certificate (not older than previous financial year 2020-21) from any other Govt. Hospitals/Institutions/PSUs to testify the proper dealing & performance as well as installation and maintenance of equipment.
9. Taxes, Duties, Incidental Services: Bidder shall be entirely responsible for all taxes, duties, fees, levies, incidental Services, etc. incurred until delivery of the Services. The bidder shall not claim any interest on payments under the contract.
10. **Sub-Letting of works**
- Selected Bidders shall not be allowed to sub-let the works to any other agency. In case of any unprecedented situation it can be done only after approval of Competent Authority in AIIA.
11. **OTHERS:**
- Decision of the Director, AIIA will be final and binding to all parties.
- The Bidder shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other agency(ies) without prior written consent of the Director, AIIA, DELHI. If it is found that the firm has given sub-contract to another Agency, the contract shall stand canceled & the performance security deposit of such Bidder shall be forfeited by AIIA, DELHI. The AIIA, DELHI shall not be responsible for any financial loss or other damaged or injury to any item or person deployed/supplied by the Bidder Agency in the course of their performing the duties to this office in connection with **Comprehensive Annual Maintenance Contract (CAMC) of IT infrastructure equipment and Services** at AIIA, DELHI.
12. **FORCE MAJEURE: -**

Any omission or fail to carry out the provision of the contract by the bidder shall not give rise to any claim by any party, one against the other, if such failure of omission or failure arises from an act of God, which shall include all acts of natural calamities such as fire, flood, earthquake hurricane or any pestilence or from civil strikes, compliance with any statute and/or regulation of the Government, lock outs and strikes, riots, embargoes or from any political or other reasons beyond the bidders control including war (whether declared or not) civil war or state or insurrection, provided that notice of the occurrence of any event by either party to the other shall be given within two weeks from the date of occurrence of such an event which could be attributed to 'force majeure' conditions.

13. DISPUTES AND ARBITRATION:

All disputes or differences arising during the execution of the contract shall be resolved by the mutual discussion failing which the matter will be referred to an Arbitrator who will be appointed by the Director, AIIA, DELHI for Arbitration for settlement of disputes in accordance with Arbitration & Conciliation Act 1996 or its subsequent amendment, whose decision shall be binding on the contracting parties.

14. LAW GOVERNING THE CONTRACT AND JURISDICTION:

The contract Governed under Contract Act 1872 Indian Competition Act 2002 and instructions thereon from the government of India issued in this regard from time to time. The Court of DELHI shall have jurisdiction to decide any dispute arising out of or in respect of the contract.

15. PERFORMANCE SECURITY DEPOSIT:

The successful Bidder will be liable to deposit 10% of value of the Contract/Purchase Order as Performance Security Deposit in favor of "Director, AIIA DELHI" by way of "Performance Bank Guarantee in the format given at Annexure-VI in the form of Fixed Deposit Receipt" from Scheduled Nationalized/Commercial Bank refundable after expiry of the tenders/or after the completion of 1 years Initial Contact period + 3 months (valid for i.e. 15 months). RECOVERY OF EXCESS PAYMENT MADE TO BIDDER AGENCY:

If a result of post payment audit any over payment is detected in respect of any work done by the bidder Agency or alleged to have been done by the Agency under this Tender Enquiry, it shall be recovered by the Institution from the Agency and Agency is liable to deposit back the excess extra amount received by them from their agreeable amount as per Purchase Order/Work Order from AIIA DELHI within 30 days time period as and when they will receive written request from AIIA DELHI in this connection.

16. UNDER PAYMENT TO BE MADE TO BIDDER AGENCY:

If a result of post payment audit any under payment is detected in respect of any work done by the bidder Agency under this Tender Enquiry, it shall be duly paid by the Institution to the concerned Bidder Agency.

17. RESPONSIBILITY OF BIDDER AGENCY FOR PROVIDING COPIES OF RELEVANT RECORDS:

The Bidder Agency shall provide the copies of relevant records during the period of contract or otherwise even after the contract is over as and when asked by AIIA, DELHI.

No bidder/or his representative shall bring or attempt to bring any political or other outside influence to bear upon any superior authority or hospital functionaries to further this business interest. In doing so, tender of the concerned bidder will be rejected without assigning any reason.

18. SERVICE SUPPORT AND REDRESSEAL OF COMPLAINT: All Bidders have to provide a dedicated/Toll free No. for service support and an Escalation Matrix along with Name, Designation and Mobile number of contact person.

19. SUBMISSION OF MORE THAN ONE OFFER: If any bidder is participating in this tender through more than one offer in the capacity of Director/ Proprietor/Partnership in other firms. They have to submit a declaration to this effect for bringing it to the notice of Institute.

20. BID EVALUATION CRITERIA:

(i) All the bidder shall be primarily evaluated on pre-qualification criterion viz having submitted all relevant documents, fulfilling statutory obligations/compliance, Experience, Turnover etc.

(ii) Bidders fulfilling PQC conditions will be evaluated on technical parameters as mentioned chapter

V.

(iii) Technically qualified bidders will be considered for financial evaluation. The H1 bidders will be selected on the basis of CQBCS Method as mentioned in this tender.

(iv) Final Financial value will be on the basis of rate quoted (for works along with required items (including passive items). Price quoted shall be considered final including all taxes/charges etc. as indicated in Bid document) minus back value .

21. EXCLUSIVE RIGHT:

The Director, AIIA DELHI, India has the full and exclusive right to accept or reject, increase or decrease order quantity, any or all the tenders without assigning any reasons and also to cancel the service/items at anytime without assigning any reason.

22. SAVING CLAUSE

The Director, AIIA has the right to terminate the contract at any time if it comes to know that the contract has been procured fraudulently or misrepresented and corrupt practices and forfeit the security / bank guarantee etc.

23. Court Jurisdiction

In case of any dispute, this shall be subject to the exclusive jurisdiction of Court at Delhi/New Delhi.

24. PENALTY:

A- Before Award of CAMC

If the agency/organization/institution is not able to start the work in time the agency would be liable to be penalized as follows:

- For delay: 1% of the fee (excluding taxes) per fortnight or part of it subject to maximum of 10%.

B- During The CAMC Contact Period

As mentioned in the chapter IV different points and this tender document

25. Confidentiality:

The bidders shall not disclose Technical/ any proprietary or confidential information relating to the work, the services, this contract or the client's business or operations without the prior written consent of the client

26. Termination:

By the Client:

The client may terminate this contract, by not less than thirty (30) days' written notice of termination to the selected bidder, to be given after the occurrence of any of the events specified in paragraphs (a) to (b) of this Clause.

a. If the Bidder do not remedy a failure in the performance of their obligations under the contract within thirty (30) days of receipt of being notified or within such further period as the client may have subsequently approved in writing. The client will have an option to invoke Risk Purchase clause by which client will have the option to engage different party at the cost of the incumbent consultant. The liability of the Consultant will be limited to Liquidated Damages and incremental differential renegotiated cost of the work management services.

b. If the Bidder become insolvent or bankrupt.

By the Bidder:

The bidder may terminate this contract, by not less than thirty (30) days written notice to the client, such notice to be given after the occurrence of any of the events specified in paragraph

(a) to (b) of this Clause

a. The Client is in material breach of its obligations pursuant to this Tender and has not remedied the same within thirty (30) days (or such longer period as the bidder may have agreed in writing) following the receipt by the Client of the bidder's notice specifying such breach.

b. The Client fails to pay any money due to the Consultant pursuant to this contract, which is not subject to dispute within forty five (45) days after receiving written notice from the bidders that such payment is overdue and payable.

27. **Obligations of The Bidders:**

The bidder shall perform the services and carry out their obligations hereunder with all due diligence, efficiency and economy, in accordance with generally accepted professional techniques and practices, and shall observe sound Management practices, and employ appropriate advanced technology and safe methods. The Bidder shall always act, in respect of any matter relating to this Tender or to the services, as faithful advisers to the client, and shall at all times support and safeguard the client's legitimate interests in any dealings with sub- Bidder or third Parties. Consultant will furnish a Performance Bank Guarantee (10% of the work cost) for completion of the work in stipulated time and resources provided.

28. **Obligations of the Client:**

a. **Change in the Applicable Law :** If, after the date of this agreement, there is any change in the Applicable Law with respect to taxes and duties which increases or decreases the cost of services rendered by the Bidder, then the remuneration and reimbursable expenses otherwise payable to the Bidder under this contract shall be increased or decreased accordingly by agreement between the parties and corresponding adjustments shall be made to the amounts referred to in Clauses as the case may be.

b. **Services and Facilities:** The Client shall make available to the selected bidder the services and facilities as mutually agreed to execute the work efficiently.

29. **DISCLAIMER:**

The information in this document has been prepared to assist the applicants in preparing the TENDER and it is clarified that:

- i. It does not constitute an invitation to offer or an offer in relation to the transaction.
- ii. This document does not constitute any contract or agreement of any kind whatsoever.
- iii. This document does not claim to contain all the information that interested parties and their advisors would desire or require in reaching decisions as to the transaction. Interested applicant should form their own view as to what information is relevant to such decisions and make their own independent investigations in relation to any additional information.
- iv. Neither the information in this document nor any other written or oral information in relation to the transaction or otherwise is intended to form the basis of or the inducement for any investment activity or any decision to enter into any contract or arrangement in relation to the transaction and should not be relied on as such. Neither AYUSH-GOI nor their employees or advisors shall be liable to any interested party or any entity under any law including the law of contract, tort, the
- v. principles of restitution or unjust enrichment or otherwise for any loss, expenses or damage which may arise, or be incurred, or suffered, in connection with this document, or any matter that may be deemed to form part of this document, or any other information supplied by or;
- vi. On Behalf of Director, AIIA-GOI or their employees or advisors or otherwise arising in any way from the selection process mentioned herein.

- vii. Director, AIIA-GOI is not bound to accept any or all the responses to the Tender. Director, AIIA reserves the right to reject any or all responses without assigning any reasons. No applicant shall have any cause of action or claim against Director, AIIA -GOI or its officers, employees, advisors, agents, successors or assignees for rejection of its response.
- viii. Failure to provide information that is essential to evaluate the applicant's qualifications or substantiation of the information supplied, shall result in disqualification of the applicant.
- ix. It shall not be assumed that there shall be no deviation or change in any of the herein mentioned information. While this document has been prepared in good faith, neither Director, AIIA-GOI nor any of their respective officers or employees or advisors or agents make any representation or warranty or shall have any responsibility or liability whatsoever in respect of any statements or omissions here from. Any liability is accordingly expressly disclaimed by Director, AIIA- -GOI or any of their respective officers, employees, advisors or agents, whether negligent or otherwise.

30. SCHEDULE OF SELECTION PROCESS:

AIIA would endeavor to adhere to the following schedule:

Nos. of Days	Activities
D-0	Publication of TENDER
D-21	Submission of bid TENDER
D-21	Opening of technical bid
D-28	Technical Evaluation
D-38	Opening of Financial Bid & Evaluation
D-45	Award notification (Letter of Intent – LOI)
D-48	Mobilization of services
D-50	Start of Joint Inspection of the IT Equipment/services
D-52	Submission of PBG
D-55	Draft Submission of CAMC Agreement
D-60	Completion Joint Inspection of the IT Equipment/services and Issue of Work order
D-62	Notification of Start of CAMC Services
D-70	Signing of CAMC Agreement

Chapter-IV

Scope of Work and Technical Details and Requirement

1. The service and CAMC execution location is **All India Institute of Ayurveda** (Ministry of AYUSH, Government of India), Gautampuri, Sarita Vihar, Mathura Road, New Delhi-110076.
2. Scope of work/services
 - a. The scope of work/services broadly covers the following: The scope of work covers rectification of all equipment's mentioned in annexure A with their accessories, printers, scanners etc. including supply of their spare parts. The maintenance contract is comprehensive inclusive of Operating System (OS) and all other Software support on all the systems covered under it. Any problem related to OS maintenance, reloading of OS with all device drivers, system configuration & network configuration etc. shall be attended & rectified by the vendor.
 - b. LAN support: The scope of work covers the maintenance of Local Area Network (LAN) between switches equipment's and maintenance of LAN covers: Checking of cable connectivity, Crimping of node, Punching of IOs and Cabling of Fiber/copper, if there is any fault in the existing cable, between Switch and IOs.
 - c. The scope of services also covers: Responding to breakdown calls on any equipment under the contract and repair/replacement of the defective component required for smooth working of the equipment. Formatting of Hard Disk Drive (HDD), installation of software. Co-ordinating with OEMs for rectification of a problem for the equipment under warranty equipment's . Internet access and networking Over all maintenance status check and coordination with ISPs for uninterrupted internet access to all. This includes operation and maintenance of all the related Network devices/items such as wireless access points, switches and routers up to the WAN port. Operation and maintenance of the firewall system which includes periodic monitoring and revision in the firewall rules and also troubleshooting in case of new service software patches etc. The job includes maintenance of troubleshooting existing systems of which are running at AIIA .
3. In The CAMC of website, only existing page of aiiia website (www.aiaa.gov.in) hindi and english version will be maintained.
4. The list of equipment and services which are to be covered in CAMC is attached as **Annexure A**.
 - a. Items with \$ Superscript will be added after completion of the warranty as mentioned by OEM/Seller. However the CAMC provider has to provide basis diagnosis and support service for the same.
 - b. AIIA has reserve right to remove equipment/ modify the quantity of equipment's from the above list at any time . e.g. finalization of CAMC Agreement/During The CAMC.
 - c. The Quantity may vary at time of finalization of CAMC Agreement after the joint inspection of the items
5. After the joint inspection of equipment, the equipment and services found working CAMC is started immediately i.e with effective for CAMC period. The details of equipment/instrument for Comprehensive Annual Maintenance Contract is to be prepared .
6. After the joint inspection of equipment, the equipment and services found not working are required to repair for inclusion of CAMC. A separate list to be prepared and jointly verified. Then the Vendor

will provide the estimate cost of repair of the equipment within 5 days and AIIA will provide the decision for the same within 7 days. If approved then the same will be repaired within 10 days after receiving the approval from AIIA. The same will be considered as for CAMC immediately up to the CAMC date.

7. All software & device drivers are to be provided by AIIA based on the copyrights of the respective Manufacturer/Developers.
8. The vendor shall be on comprehensive maintenance service basis and no extra charges for any general wear and tear for the spare parts shall be borne by vendor. The Comprehensive AMC will cover replacement of same or equivalent nature (if same is not manufactured by OEM) also, if required of all equipment like CPU, Hard Disk, Mother Board, RAM, CD/DVD Drives, Speaker, Microphone, Mouse, Key Board, cards, cables, SMPS, Printers, Multifunctional, switches, LCD projector etc and all other parts not specifically mentioned. The CAMC shall include repair/replacement of all other vital/non-vital components as mentioned above required for smooth operation of the equipment. Only Original Equipment Manufacturer's parts shall be used. Software calls concerning operating system, software installation in under CAMC equipment and service (Only Original licensed software which will be provided by AIIA) and application problems shall be serviced under CAMC.
9. The Vendor will be responsible for loss of data stored in SAN devices. However End point Customer are encouraged to take a backup all data stored on the hard disk of their PC before giving the PC for service.
10. The services comprise preventive and corrective maintenance covering hardware as well as trouble shooting to make operational all sort of OS/windows updates/Driver updates/system software installation like MS Office, Acrobat Reader etc. /Network & Bug related problems, configuring mail client outlook etc. and also includes carrying out necessary repairs and replacement of all parts and fittings including plastic parts. CAMC is comprehensive in nature and includes all parts of the equipment's as mentioned in Annexure-A e.g. computers/Servers/printer etc (including plastic part) excluding consumables e.g. toner, inkjet cartridges and ribbons, of the printers. Any defective part of the equipment's as mentioned in Annexure-A e.g. computers/Servers/printer etc (including plastic part) has to be repaired/replaced by the vendor at his own cost. Parts so replaced should be new original parts of the OEM depending on the item under contract. All small accessories of computers/Servers/printer, which are essential for running the item, are covered under CAMC. All type of adopters, amplified speakers, all power supplies of computers/printers/Laptop/scanner are to be repaired/replaced by the vendor, irrespective & the cause of the fault development
11. The CAMC will not cover the following-
 - a. UPS Battery,
 - b. Subscription license
 - c. Consumables (belt,fuser,drum unit,CMOS batteries, cartridge, paper etc.)
 - d. Toner refilling.
 - e. Physical Damage
12. CAMC shall include the repair caused by virus attack and shall also support in installation and update of anti-virus provided by AIIA.

13. During the period of contract, it will be responsibility of the vendor to keep the equipment in perfect working order. The repair work will have been to be carried on-site. Only in exceptional circumstances the vendor will be permitted to take out the requisite equipment for repairs with prior permission of the IT Section. However, in such circumstances, the standby arrangement of compatible equipment shall be provided by the vendor for no extra cost.
14. The uptimes for equipment's and services will be 99 % and will be calculated as Quarterly failing which penalties will be calculated as per respective penalty clause on pro rata basis.
15. The Vendor will arrange to provide alternatives / standbys component in case of hardware breakdowns of equipment or service and if resolution may takes more than 48 Hrs for the equipment which are not mentioned in Annexure B .
16. Vendor will arrange to provide alternatives / standbys component in case hardware breakdowns of equipment's and service and if resolution may takes more than 24 Hrs for equipment mentioned in Annexure B .
17. The vendor will be responsible for satisfactory completion of repairs at the earliest. However, in case the repairs/maintenance have not been carried out satisfactorily within 48 hours of reporting of complaint, the vendor will be penalized ₹ 500/- per 24 Hrs and per equipment per incident for the equipment which are not mentioned in Annexure B. The charges will be deducted from the subsequent payments.
18. The vendor will be responsible for satisfactory completion of repairs at the earliest. However, in case the repairs/maintenance have not been carried out satisfactorily within 24 hours of reporting of complaint, the vendor will be penalized ₹15000/- per 24 Hrs and per equipment/service per incident for items mentioned in Annexure c. The charges will be deducted from the subsequent payments.
19. The firm have to depute **two well-mannered and technically qualified and competent resident engineers** at the IT Section. The service shall be provided on 24x7 basis. The shift timing will be 6AM to 2PM , 2PM to 10 PM, 10PM to 6AM. AIIA's online complaint management system must be maintained to monitor complaints and the same to be entered in the register with date and time too. The resident engineer shall sign the register every day and file his report regarding position of the complaints. The engineer shall also require to make daily attendance (in and out) in the register maintained in IT Section and bio metric . **Payment of emoluments etc. to the resident engineer, etc. will be the responsibility of the successful bidder.**
20. In case the deputed service engineers fail to perform the assigned task satisfactory or cause absence, the company shall arrange substitutes for the consideration of this. The substitute shall be allowed to work after the consideration of IT Section of this . The substitute shall be allowed to work after the approval of IT Section of , further, the assessment of performance shall also be done by IT Section .
21. The vendor will be required to maintain Job card for the product under CAMC and lodge all complaints, action taken, parts replaced, time taken in rectification, etc. which shall be duly signed by user, engineer and IT section. Payment will be made on the basis of productions of executed job card/reports and on production of pre-receipted bills.
22. The vendor would require to clean all the equipment covered under CAMC from outside as well as inside once on quarterly basis.
23. The vendor shall invariably furnish the complete address of the premises of its offices, warehouse and workshops where inspection/repairing can be made.
24. The vendor is required to maintain sufficient stock of spares to provide timely services.

25. The vendor shall maintain the equipment as per manufacturer's guidelines and shall use standard component for replacement. Until and unless written order is conveyed by competent authority of department, the original specification/ characteristics/ features shall not be changed.
26. Immediately on award of contract, the Vendor would give a report taking over all equipment (giving their configuration) in all working condition. It shall be the responsibility of the Vendor to keep all the equipment/instrument etc. working satisfactorily throughout the contract period and also to hand over the equipment/instrument etc. to the Department in working condition on expiry of contract. In this connection, if any equipment/instrument etc. which is noted as non-working till the last hour of the CAMC the vendor shall be liable for maintenance without payment of any extra cost by the AIIA.
27. In case if requisite parts are not available, the same should be replaced by the Vendor with the parts of higher level compatible with the system. After signing of contract any excuse as spare parts not available will not be entertained.
28. Any dispute during the period of this contract, which has not been specifically covered by this agreement, shall be decided by the Director. The jurisdiction of Delhi Courts shall apply in case of any dispute.
29. The agreement has been executed in the English language in two originals and each party has retained one original. In witness whereof each of the parties hereto has caused this agreement to be executed as on the day, month and the year written above.
30. If service provided by the Vendor is not found satisfactory as per the functioning of the equipment, the reserves the right to terminate the Contract without any notice or assigning any reason thereof and amount paid for the above said purpose has to be refunded in favor of the Director AIIA, New Delhi.
31. The vendor himself represented as specialized in CAMC and trouble shooting of the equipment mentioned in this agreement.
32. The firm/agency shall make its own arrangements for installation of driver/anti-virus & other required software for smooth working of computer, printer, peripherals including LAN etc. for item which is mentioned in annexure A and B. However licensed are provided by AIIA.
33. Only valid original/genuine licensed software (Provided and authorized by AIIA) shall be installed in the computers. In case, instance of pirated software installation is found by the AIIA during the periodic audits, Rs 10,000/- as penalty will be imposed per instance. Re-occurrence of such activity may result in termination of contract.
34. If any of the service engineers/supporting personnel to be deputed for maintenance of equipment remains on leave or absent, a suitable substitute shall immediately be provided, failing which deduction of 500/- per day of leave/absence of each such resident engineer and a deduction of 200/- per day of leave/absence for each such supporting personnel shall be deducted from the outstanding bills of the vendor. For each occurrence of late reporting to duty of service engineers / supporting personnel, penalty equal to half the penal deduction due to absence of respective person shall be levied.
35. The Vendor or his resident Engineer shall intimate the status of complaints pending/rectified on daily basis. The Vendor shall also submit a consolidated report furnishing the details of calls attended, remedial action taken & their status and a list of standby equipment provided on monthly basis.
36. Quarterly preventive maintenance report signed by respective users would be submitted to the client, failing which quarterly penalty of 500/- (Rs. Two Hundred Only) per user would be levied and recovered from the quarterly payment of bills.

37. The Bidder shall manage required spares as standby so as to put these in systems whenever required systems/peripherals can be repaired urgently. Any cost incurred towards transportation of the faulty/repared as well as standby equipment shall be borne by the Bidder.

38. Preventive Maintenance Terms and Conditions

A. The vendor shall carry out preventive maintenance at least once in three months in respect of each of equipment under the Contract. A certificate shall be obtained by the vendor from the concerned users that the preventive maintenance has been carried out satisfactorily at least once in three months and shall be enclosed along with log book meant for carrying out preventive maintenance while submitting the quarterly bill of maintenance charges for payment.

B . The schedule of preventive maintenance shall be as follows

- I- Cleaning of all equipment using air vacuum cleaner/blower, cleaning liquid, brush and soft muslin clothes.
- II- Running of test program to ensure quality print/data reliability.
- III- Ensuring the covers, screws, switches etc. are firmly fastened.
- IV- Running of diagnostic software for system performance.
- V- Satisfactory working of LAN nodes.
- VI- Antivirus scanning and working verifications of every system.
- VII- Checking of power supply source of proper grounding and safety of equipment
- VIII- Shifting of equipment as and when required
- IX- AD user creation and integration , Antivirus Installation of New Equipment's of AIIA
- X- Co-coordinating with OEMs for rectification of a problem for the equipment under warranty equipment's

39. The vendor is supposed to do a thorough system audit/ check of the following on quarterly basis and submit a report with suggestions for improvement:

- (a) All computer hardware
- (b) All installed software
- (c) Server room infrastructure and LAN(coper/fiber)
- (d) Internet access including wireless internet access
- (e) Switches, router, storage and firewall etc

40. The list of items are mentioned in Annexure A . AIIA is reserve right to remove /services from this list at time of finalization of CAMC Agreement after joint inspection of the items and services .The Quantity may vary at time of finalization of CAMC Agreement.

41. The list of critical items and services are mentioned in Annexure B.

42. The vendor is supposed to do a thorough system audit/ check of the following on quarterly basis and submit a report with suggestions for improvement:

- (a) All computer hardware
- (b) All installed software
- (c) Server room infrastructure and LAN
- (d) Internet access including wireless internet access
- (e) Switches, router and firewall etc.

Chapter-V

1- Pre-Qualification Criteria of Bidder

The bidder has to submit supporting documents for the below mentioned Pre-Qualification Criteria failing which the submitted bid will not be evaluated

1. The Bidder should be a Central Government/State Government PSU (Public Sector Unit)/ CMMI III or above level company/organization having demonstrable track of IT CAMC services and shall minimum continuous five years experience in providing **Comprehensive Annual Maintenance Contract (CAMC) services including IT solution architects and ICT system administrator** to the Government organization/ Government Hospital/ Educational Institutes/ Universities, Autonomous Bodies, Large/Reputed Private Sector institute, Top 50 University/ Business School as per current NIRF Ranking and Educational Institutes/ CFTIs like IIMs, IITs etc. The right to accept similar works of the vendor will rest with AIIA.
2. The Agency should have satisfactorily completed contract/assignments at least 02 (two) work with contract value of not less than Rs. 30 lac per annum, in providing **Comprehensive Annual Maintenance Contract (CAMC) services including IT solution architects and ICT system administrator** to the Government organization/ Government Hospital/ Educational Institutes/ Universities, Autonomous Bodies, Large/Reputed Private Sector institute, Top 50 University/ Business School as per current NIRF Ranking and Educational Institutes/ CFTIs like IIMs, IITs etc. during last 5 years. Self-attested copies of work Orders and Client's Satisfactory Certificates.
3. The average annual financial turnover of 'The bidder' during the last three years, ending on 31st March of the previous financial year 2021-22, should be Rs 50.00 crore (Rupees fifty crore) as per the annual report (audited balance sheet and profit & loss account) of the relevant period, duly authenticated by a Chartered Accountant/Cost Accountant in India or equivalent in relevant countries.
4. Bidder Firm should not have suffered any financial loss for more than one year during the last three years, ending on 31st March of the previous financial year 2021-22. A certificate from the CA must be attached.
5. The Bidder should not be blacklisted in any of the Indian Government Department.
6. The bidders should have ISO 9001-2000 / ISO:27000 and other related equivalent certificate.
7. The Bidder should have minimum number of 100 employee with relevant qualification and experience strength on their payroll.
8. Exemptions to MSMEs and Startups (in Annual average turnover and Experience) in will allowed as per Govt Policy. The bidders registered under MSME will be exempted from the submission of 'Turnover' and previous experience document, as per Government's guidelines. Bidders claiming the exemption should have submit relevant documents along with their offer. Any claim at later stage will not be entertained.
9. Signed and scanned valid copy of Firm/Company Registration/Incorporation Certificate.
10. Signed and scanned copy of GST Registration and proof of latest quarter GST returns filed copies by the participating Bidder Company.

11. Signed and scanned copy of PAN Card in the name of firm/company.
12. The bidders should not be bankrupt/under liquidation or blacklisted by any Government(Central or State)/PSU/Autonomous Bodies/or any other organization. A declaration to this effect must be submitted.
13. Experience and Past Performance:
 - (a) The bidder should have completed "Comprehensive Annual Maintenance Contract (CAMC) of various IT infrastructure equipment and Services" with the same or higher specifications as mentioned at Annexure-I during last three years, ending 31st March of the previous financial year 2022-23 as under
 - (i) One similar works of the value equal to 80% of bid value
or
 - (ii) Two similar works of the value equal to 50% of bid value

or
 - (iii) Three similar works of the value equal to 40% of bid value
 - (b) The bidder must have completed at least two works of above mentioned value within the one year from the closing date of the tender. Completion certificate from the other origination must be attached in support of claim.
 - (c) 'The bidder' must have a team of Engineers, Technicians and experts having sufficient expertise, experience and knowledge of the works under question and details of such team must be attached along with bid document in support of claim.

2- Submission of Technical Bid

- A. EOI in the form of hard copies duly signed, stamped and page numbering on each page will be considered.
- B. All the annexure/declaration and tender documents should be signed by bidders. If these are signed by a representative, an authorization letter issued after tender publishing dated must be attached. Tender submitted in loose sheet/unsigned shall not be considered.
- C. The pages of tender document to be submitted by bidder should be properly number and an index page with proper page number should be attached with the tender document
- D. The EOI – both Technical and Financial duly filled in the prescribed proforma as mentioned in check list & Annexure-V be placed in sealed separate envelopes with a name of work written on the envelope and addressed to "The Director, All India Institute of Ayurveda, Gautampuri, Sarita Vihar, New Delhi -110076
- E. The 1st envelope(Technical Bid) shall contain the documents as mentioned in the terms and conditions(Mentioned in check list).
- F. The 2nd envelope(Financial Bid) shall contain priced schedule of Quotation, duly signed, Stamped and page numbering by the authorized signatory of the bidder.(Annexure-V).
- G. The Technical bids shall be opened at 3.00 PM on the closing date in Committee Room, All India Institute of Ayurveda (AIIA), Gautampuri, Sarita Vihar, Mathura Road, New Delhi – 110076in the presence of such bidders or their authorized representatives, who may wish to be present.
- H. The bidders, whose Technical bids are accepted, will be informed about the date of the opening of financial bids.
- I. The Financial Bid of the Technically Qualified Bidder will ONLY be opened.

L. The price schedule of quotation as per format enclosed, duly signed, stamped and page numbering by the authorized signatory of the bidder is to be submitted. The unit rate and prices shall be quoted by the bidder entirely in Indian Rupee to be entered in words also.

M. The breakup of Basic Price, GST, other taxes/charges, if any to be clearly mentioned in Indian rupee only.

N. Financial Bid in any other form except in the specified format given, will not be accepted and shall be **SUMMARILY REJECTED**.

O. Both the above envelopes should clearly be marked on top of envelope about type of envelope i.e., Name of EOI and details of contents in envelope (Technical Bid/Commercial Bid as the case may be), name of agency submitting the bid and addressed to "The Director, All India Institute of Ayurveda, Gautampuri, Sarita Vihar, New Delhi -110076"

P. The main envelope containing the Technical Bids, Financial Bids and Earnest Money Deposit must be superscripted '**Comprehensive Annual Maintenance Contract (CAMC) of IT infrastructure equipment and Services**'.

Q. Please note that the envelope containing Technical and Financial Bids are sealed properly, i.e. either wax or with adhesive cello tape on both ends. Rates quoted should be neat and clean without cutting/overwriting.

Applicability in Special Cases:

- a) Applicability to 'Make in India: Bidders (manufacturer or principal of authorized representative) who have a valid/approved ongoing 'Make in India' agreement/program and who will meet all other criteria above, except for any or more of sub-criteria in Experience and Past Performance above, would also be considered to be qualified provided:
 - (i) Their foreign 'Make-in-India' associates meet all the criteria above without exemption, and
 - (ii) The Bidder submits appropriate documentary proof for a valid/approved ongoing 'Make in India' agreement/program.
- b) Authorized Representatives: Bids of bidders quoting as authorized representative of a **organization be qualified, provided:**
 - (i) The bidder meets all the criteria above without exemption, as per the general and special conditions of contract; and
 - (ii) The bidder himself should have been associated for same set of services as in present bid for same or similar for past three years ending on 31st March of the previous financial year 2021-22.
- c) Joint Ventures and Holding Companies: Credentials of the partners of Joint ventures **cannot** be clubbed for the purpose of compliance of PQC in Services of Goods/Equipment, and each partner must comply with all the PQC criteria independently. However, for the purpose of qualifying the Financial Standing Criteria, the Financial Standing credentials of a Holding Company can be clubbed with only one of the fully owned subsidiary bidding company, with appropriate legal documents proving such ownership.
- d) Along with all the necessary documents/certificates required as per the tender conditions, the bidder should furnish a brief write-up, backed with adequate data, explaining his available capacity (both technical and financial), for manufacture and services of the required goods/equipment, within the specified time of completion, after meeting all their current commitments.

- e) **Supporting documents submitted by the bidder must be certified as follows:**
- (i) All copy of services/work order; respective completion certificate and contact details of clients; documents issued by the relevant Industries Department/National Small Industries Corporation (NSIC)/manufacturing license; annual report, etc., in support of experience, past performance and capacity/capability should be authenticated by the by the person authorized to sign the tender on behalf of the bidder. Original Documents must be submitted for inspection, if so demanded.
 - (ii) All financial standing data should be certified by certified accountants, for example, Chartered Accountants/Cost Accountants or equivalent in relevant countries; and Indian bidder or Indian counterparts of foreign bidders should furnish their Permanent Account Number. Singed and attested legible scanned copies of at least three Numbers of Previous Purchase Order Copies for each of participating item, which has been supplied to various reputed Government Hospitals/Institutions/PSU's/Other reputed Hospitals/Institutions in India in last Three Financial Years in Chronological Order from FY-2017-2018 to FY-2019-2020 for pre-qualification bid evaluation purpose.
3. Signed copy of duly filled-in PFMS Form of AIIA, DELHI in the format given at **Annexure-IX**
4. **A checklist of documents submitted must be attached as per Annexure-X. In absence of that, offer will be rejected outrightly.**

Chapter-VI

QUALIFYING REQUIREMENT

Method of selection of the Work Management vendor for Design & Implementation Submission of Bids

The bids are invited only from Central Government/State Government PSUs/ CMMI III or above level company in the field of Information Technology. The bids should be submitted in two separate sealed envelopes (one for technical bid and other for financial bid indicating on the top of the sealed cover of each whether it is a financial or technical bid) and these two envelopes shall be put in a bigger envelope duly sealed. In case, any bidder submits more than one bid or more than two envelopes in the bigger envelope, his bid will be summarily rejected without assigning any reason. Further, each page of the technical and financial bids should be numbered and signed by the authorized signatory.

The Technical Bid Shall Contain:

- a. Name & Short C.V. of Principal Officers for the work
- b. Organizational Structure
- c. Audited Financial Statement for the last three years with year-wise turnover and Net Profit/Loss (PAT)
- d. List of major completed assignments relating to Work in which Design and Built of IT services was undertaken in previous 5 years, along with documentary evidence of acceptance of the Reports
- e. C.V. of all the Bidders/Experts with the firm. Format at Form -'A-1'
- f. Any other information to highlight their strength and the claim to undertake the Design and Built of IT services for Universities.

Along with the above information, details regarding agency's credentials, team's composition, infrastructure and experience of the organization/institution in undertaking similar work, names and addresses of at least three clients from whom the experience/competency of the applicant can be ascertained, is also required to be provided. The organizations should also provide evidence in support of their experience in Design and Built of IT services Technical bid should be given separately at Form-'A' to D in addition to give the details in the work documents.

(A) The Financial Bid Shall Contain:

The financial Bid shall be in "Annexure-III" with details of cost break up for cost all related works for completion and commissioning and CAMC.

SELECTION PROCESS:

- a) Opening of big envelope in presence of bidders will be done immediately after closing of bid time in the Committee Room, AIIA Mathura Road Sarita Vihar, New Delhi 110076
- b) Immediately after opening of big envelopes, Technical bids for each scheme will be opened first in the presence of bidder and their documents will

be page numbered and signed by the Screening Committee Members.

c) Evaluation of technical bids will be done by the Screening Committee of the Director, AIIA subsequently.

d) Financial bids of only the technically qualified agencies/organization/institutions will be opened in their presence on the date and time to be intimated them through Website/E- mail/ Telephone (Details to be provided by bidders).

(e) The bids will be evaluated as per Combined Quality Cum Cost Based System (CQCCBS) method based on Manual of Policies and Procedure of Employment of Bidder, Ministry of Finance, Government of India. For details, please refer to website of Ministry of Finance, Government of India.

-For Technical Bids, 30% weightage shall be assigned and for Financial Bids 70% weightage will be assigned.

-The Proposal with the lowest cost will be given a financial score of 100 and other proposals given financial scores inversely proportional to their prices

-The total score of both the technical and the financial bid shall be obtained by weighing the quality and cost scores and adding them up.

- The minimum qualifying marks for technical qualifications is 75.

The highest point's basis shall be considered for award of the contract as illustrated below: Highest points basis: On the basis of the combined weighted score for quality and cost, the Bidder shall be ranked in terms of the total score obtained. The proposal obtaining the highest total combined score in evaluation of quality and cost will be ranked as H-1 followed by the proposals securing lesser marks as H-2, H-3 etc. the proposal securing the highest combined marks and ranked H-1 will be invited for negotiations, if required and shall be recommended for award of contract.

As an example, the following procedure can be followed. In a particular case of selection of Bidder, if the minimum qualifying marks for technical qualifications as 75 and the weightage of the technical bids and financial bids was kept as 30: 70. In response to the RFP, 3 proposals, A, B & C were received. The technical evaluation committee awarded those 75, 80 and 90 marks respectively. The minimum

qualifying marks were 75. All the 3 proposals were, therefore, found technically suitable and their financial proposals were opened after notifying the date and time of bid opening to the successful participants. The price evaluation committee examined the financial proposals and evaluated the quoted prices as under:

Proposal	Evaluated cost
A	Rs.120.
B	Rs.100.
C	Rs.110.

Using the formula LEC / EC , where LEC stands for lowest evaluated cost and EC stands for evaluated cost, the committee gave them the following points for financial proposals:

$$A: 100 / 120 = 83 \text{ points}$$

$$B: 100 / 100 = 100 \text{ points}$$

$$C: 100 / 110 = 91 \text{ points}$$

In the combined evaluation, thereafter, the evaluation committee calculated the combined technical and financial score as under: Proposal

$$A: 75 \times 0.30 + 83 \times 0.70 = 80.6 \text{ points.}$$

$$\text{Proposal B: } 80 \times 0.30 + 100 \times 0.70 = 94 \text{ points}$$

$$C: 90 \times 0.30 + 91 \times 0.70 = 90.7 \text{ points.}$$

The three proposals in the combined technical and financial evaluation were ranked as under:

Proposal A: 80.6 points : H3

Proposal B: 94 points : H1

Proposal C: 90.7 points : H2

Proposal C at the evaluated cost of Rs.100 was, therefore, declared Successful and recommended for approval, to the competent authority.

Financial bids having any negotiation clause or condition shall be summarily rejected

Technical bid Evaluation Criterion

S. No.	Criterion	Evaluation Criteria	Supporting Document required
A	FINANCIAL STRENGTH	40 marks	
(i)	Average Annual financial turn over during the last three consecutives from financial year 2019-20, 2020-21, 2021-22	<ul style="list-style-type: none"> • >200 cr. : 20marks • >150 <=200 : 15marks • >100<=150 : 10marks • >=50<=100 : 5marks • <50 : 0marks 	The agency must submit a duly signed certificate with membership number from Chartered Accountant (CA) clearly showing financial year-wise turnover. The agency should also attach a copy of profit loss statement/ balance sheet certified by a Chartered accountant
	Average Annual financial turn over on CAMC of IT Services similar to mentioned in this tender work scope during the last three consecutive from financial year 2019-20, 2020-21, 2021-22	<ul style="list-style-type: none"> • >20 cr. : 20marks • >15 <=20 : 15marks • >10<=15 : 10marks • >=5<=10 : 5marks • <5 : 0marks 	The agency must submit a duly signed certificate with membership number from Chartered Accountant (CA) clearly showing financial year-wise turnover break up from IT Services.
B	ORGANIZATIONAL STRENGTH	30 marks	

(i)	Employee with Diploma /Graduation qualification and with ITIL V3/V4 (Foundation level or higher MCSE/CEH/ CCNA/ MCSA /CCNP/ or any equivalent IT Services Management certificate with minimum two year IT Services work experience e.g network management, system administration, Data Center Management etc.	<ul style="list-style-type: none"> • >20 employee : 10 marks • >15<= 20 : 8marks • >10 <=15 : 6marks • >=5<=10 : 4marks • <5 : 2 marks 	An undertaking in the bidder's on signed Company letter head along with employee name, Qualification, experience and certification details and a copy of the certificate be submitted
	Engineer with qualification Graduate in relevant stream with minimum two year relevant work experience e.g network management, system administration etc.	<ul style="list-style-type: none"> • >200employee :10 marks • >150<= 200 :8marks • >100 <=150 : 6marks • >=50<=100 : 4marks • <50 : 2 marks 	An undertaking in the bidder's on signed Company letter head along with employee name, Qualification, year of experience details and a copy of the certificate be submitted
	Engineer with qualification three year diploma in relevant stream with minimum three year relevant work experience e.g network management, system administration etc.	<ul style="list-style-type: none"> • >200employee :10 marks • >150<= 200 :8 marks • >100 <=150 :6 marks • >=50<=100 :4 marks • <50 : 2 marks 	An undertaking in the bidder's on signed Company letter head along with employee name, Qualification, year of

			experience details and a copy of the certificate be submitted
C	RELEVANT EXPERIENCE	30 marks	
(i)	Value of works completed (each exceeding Rs. 30 lac) in last five years inline with work scope mentioned in this tender.	i. >Rs.20 Cr : 10Marks ii. > Rs. 15<= 20 : 8Marks iii. > Rs. 10<= 15 : 6Marks iv. > Rs. 5<=10 : 4 Marks v. Rs. 5< : 2Mark Details of works to be furnished by the bidder in a separate Annexure to be enclosed with this.	Work order and completion extension/certificate from the respective organization
(ii)	Bidder should have successfully implemented at least two(2) similar work* in last 5 years ending with 31/3/2023 work for Government department/ University/ Large scale reputed Private organization in India. * similar work A work would be treated as a similar work which has evidence from the work order or related document cover the requirement mentioned under the scope of work in this TENDER . Similar work means	No of Works (10 marks) i. >=10 : 10Marks ii. = 8 : 8Marks iii. =6 :6 Marks iv. =4 : 4Marks v. =2 : 2 Marks vi. <2 :0 Marks Details of works to be furnished by the bidder in a separate Annexure to be enclosed separately with this.	Work order and completion extension/certificate from the respective organization.
(iii)	Year of Experience of the Bidder in CAMC of IT Services similar to work scope mentioned in this tender ending with 31/3/2023.	No of Years (10 marks) vii. >=10 : 10Marks viii. = 8 : 8Marks ix. =6 :6 Marks x. =4 : 4Marks xi. =2 : 2 Marks xii. <2 :0 Marks Details of works to be furnished by the bidder in a separate Annexure to be enclosed separately with this.	Work order and completion extension/certificate from the respective organization

Annexure-I

Declaration for non-association with other bidders

I, We, M/S.....hereby undertake
and accept that if I/We are Not **Associated with other bidders.**

I/We.....shall have no objections if
I/We am/are suspended for the two years from being eligible to submit bids for contracts with
ALL India Institute of Ayurveda New Delhi if any association is found with other bidders.

Seal,

Name :

Address of the bidder/Authorized person

Email Id:

Telephone No:

Date:

Bid Security Declaration by the Bidder

I/we, M/s _____ hereby undertake and accept that if I/We withdraw or modify my/our Bids during the period of validity, or if I/We am/are awarded the contract and I/We failed to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, I/We _____ shall have no objection if I/We am/are suspended for the two years from being eligible to submit Bids for contracts with All India Institute of Ayurveda, New Delhi.

Seal, Name & Address of the Bidder/Authorized person

Telephone No. & Email ID

Annexure-III

FINANCIAL BID

1- For Comprehensive Annual Maintenance Contract (CAMC) of various IT infrastructure equipment and Services

S. N.	Name of equipment/Service \$ (As per Annexure -A)	Per unit Cost (in Rupees) excluding Applicable taxes.	Number of Equipment/Services	Total Cost (in Rupees) excluding Applicable taxes.	GST rate	GST in Rs	Total Cost (in Rupees) including Applicable taxes.
						Grand Total	

\$\$- All items and services as mentioned Annexure -A must be included along with the other details as required in Financial Bid format.

2- Total Cost in = Rs

Name(s) & Signature of Authorized person with seal of the Bidder

Date.....

Place.....

Note:

1. The Rates should be quoted inclusive of all taxes; viz. Freight, Packing, Forwarding, Insurance, Transportation, Octroi, 12 months Onsite CAMC inclusive of spares & Labour, applicable GST upto the F.O.R. AIIA, Delhi basis. The accessories required for Equipment operational at the AIIA DELHI site needs to be supplied on free of cost by the Bidder Agency
2. The Tenderer will be fully responsible for the safe arrival of the Equipment/Goods at the named port of entry to consignee site in good condition as per terms of CIP as per INCOTERMS, if applicable
3. The Bidder will quote firm rates inclusive of all Taxes & expenditure upto F.O.R. to AIIA DELHI basis. The AIIA DELHI will release payment claim against accepted services after deductions of TDS as per prevailing Tax Rules and LD (If any) as per the Terms & Condition mentioned in the Tender.

Annexure-IV
PERFORMANCE/CMC SECURITY BANK GUARANTEEFORMAT
(on the letterhead of the Manufacturer)

To,

The Director
All India Institute of Ayurveda,
Gautampuri, Sarita Vihar,
New Delhi - 110076

WHEREAS _____ (Name and address of the bidder) (Hereinafter called "the bidder") has undertaken, in pursuance of contract no. _____ dated _____ to provide services (Equipment/Stores and services) (hereinafter called "the contract").

AND WHEREAS it has been stipulated by you in the said contract that the bidder shall furnish you with a bank guarantee from nationalized bank for the sum specified therein as security for compliance with its obligations in accordance with the contract;

NOW THEREFORE we hereby affirm that we are guarantors and responsible to you, on behalf of the bidder, up to a total of. (Amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the bidder to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the bidder before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the bidder shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification. This guarantee shall be valid up to **15() months** from the date of start of CAMC of the Equipment/Stores in the User Department at AIIA, DELHI i.e. upto

.....(indicate date).

(Signature with date of the authorized officer of the Bank) Name and designation of the officer

Seal, name & address of the Bank and address of the issuing Branch, including Telephone No. & Email ID

Annexure-V
UNDERTAKING

(To be executed on Rs.100/-Non-judicial Stamp Paper duly attested by Public Notary)
For Compliance of all Terms & Conditions mentioned in this Tender Document

1. The undersigned certify that I/we have gone through the terms and conditions mentioned in the tender document and undertake to comply with them. I have no objection for any of the content of the tender document and I undertake not to submit any complaint/ representation against the tender document after submission date and time of the tender. The rates quoted by me/user valid and binding on me/us for acceptance till the validity of tender.
2. **I/We undersigned hereby bind myself/ ourselves to ALL INDIA INSTITUTE OF AYURVEDA DELHI, GAUTAMPURI SARITA VIHAR, DELHI-110076 to services under this contract.**
3. The articles shall be of the best quality and of the kind as per the requirement of the institution. The decision of the Director, AIIA DELHI, India (hereinafter called the said officer) as regard to the quality and kind of article shall be final and binding on me.
4. **Performance security 10%** of the cost of the tender value shall be deposited by me in the form of FDR/ Bank Guarantee in the name of The Director, All India Institute of Ayurveda, DELHI in the format at **Annexure-VI** attached herewith on award of the contract and shall remain in the custody of the Director till the validity of the Tender Contract plus three months **(i.e. for 15 months)**.
5. Should the said officer deem it necessary to change any article on being found of inferior quality, it shall be replaced by me/us free of cost in time to prevent in convenience.
6. I/We hereby undertake to service the items during the validity of tender as per directions given in work order within stipulated period positively.
7. If I/We fail to provide service the stores in stipulated period the AIIA DELHI has full power to compound or forfeit the Bid Security/security deposit.
8. I/We declare that no legal/ financial irregularities are pending against the proprietor/ partner of the tendering firm or manufacturer.
9. I/We undertake that the rates quoted by me when approved and selected by the Director, AIIA DELHI will be valid for one year from the date of approval of the rate contract in the format given in **Annexure-V** or till extended as mutually agreed upon. I/we undertake to service the equipment/stores will be **as per the Terms & Conditions** in tender document. I/we undertake to service the order within stipulated period and if fail to service during the stipulated period then necessary action can be taken by the Director, AIIA, DELHI.
10. I/We undertake that if the rates of any items are lowered due to any reason, I will charge the lower rates.
11. I/We undertake that the items supplied are as per Demonstration/ Catalogue/ technical literature description.
12. I/We undertake that the quoted rates are not higher than that approved in any other Govt. institutions in India for the same items during the current Financial Year.
13. **Affidavit regarding No CBI Inquiry/ FEMA/ Criminal proceeding/ Black listing is pending or going on against the manufacturer/ bidder firm is also enclosed. I undertake that I will not submit any irrelevant documents with the tender and in doing so I will not have any objection if my tender is rejected on that ground.**
14. I/We undertake to service the all Literature (Log Book/Maintenance Record/ Troubleshooting/ Operation Manuals etc.) supplied with each of equipment by Principal Manufacturer in Original to AIIA, DELHI.

15. I/We undertake to calibrate Equipment as per requirement and frequency as indicated in the **Annexure-I, Technical Specification of Equipment** for ensuring optimum operation of equipment at the AIIA, DELHI site.
16. I/we do hereby confirm that the prices/ rates quoted are fixed and are at par with the prices quoted by me/us to any other Govt. of India/ Govt. Hospitals/ Medical Institutions/ PSUs. I/we also offer to provide service the Equipment/ stores at the prices and rates not exceeding those mentioned in the Financial Bid.
17. I/we do accept/ agree for the all clauses including the 1 years onsite Warranty inclusive of all spares and labour etc.
18. I/we have necessary infrastructure for the maintenance of the equipment and will provide all accessories/spares as and when required.
19. I/we undertake to get the equipment repaired within 24 hours of the receiving of the complaint from the Hospital failing which penalty may be recovered from pending bill/Bank Guarantee before releasing the same to us after 14 months as per penalty clause of EOI Document..
20. I/we undertake, If as a result of post payment audit any over payment is deducted in respect of any services /work done by our Agency or alleged to have been done by our Agency under this tender, it shall be recovered by the AIIA DELHI from our Agency.
21. I/We do hereby confirm that I/we aware about the provisions of "Make in India" initiatives and directives regarding Price Preference Policy to Make in India Registered Bidders and I/We undertake for following the same as per directions of AIIA DELHI in respect of this Tender Enquiry.
22. I/We undertake to respect Anti-Profiteering Rule under GST Act 2017 of Govt. of India and will have mandatory to pass on the benefit due to reduction in rate of tax to the AIIA, DELHI by way of commensurate reduction in our prices. And if I/we will be found defaulter for following of above said rule (i.e. passing all the benefits of GST Tax Regime price reductions to AIIA, DELHI), the AIIA, DELHI have the right to initiate necessary action deemed fit as per GST Act, 2017 against our firm.
23. I/we undertake, If as a result of post payment audit any over payment is deducted in respect of any services/work done by our Agency or alleged to have been done by our Agency under this tender, it shall be recovered by the AIIA DELHI from our Agency.
24. I/we undertake, If any under payment is discovered, the amount shall be duly paid to our Agency by the AIIA, DELHI.
25. I/we undertake that we shall be liable to provide all the relevant records copies during the concurrency period of Contract or otherwise even after the Contract is over, whenever required by AIIA, DELHI.
26. I/We do solemnly pledge and affirm that I/We am/are the proprietor/partner/authorized signatory of M/s..... and my/our firm has not been declared defaulter by any Govt. Agency and that no case of any nature i.e. CBI/FEMA/Criminal/Income Tax/GST/ Blacklisting is pending against my/our firm.
27. I pledge and solemnly affirm that the information submitted in tender documents is true to the best of my knowledge and belief. I/We further pledge and solemnly affirm that nothing has been concealed by me and if anything adverse comes to the notice of purchaser during the validity of tender period, the Director, All India Institute of Ayurveda, DELHI (India) will have full authority to take appropriate action as he/she may deem fit.
28. I/We hereby declare that, our quoted prices against this Tender Enquiry are not higher than prices offered by us to any others Govt. Institutions/Other Institutions as per prevailing market prices and I/we are liable for passing of all the benefits of GST in terms of cost reduction on account of various tax factors to AIIA, DELHI as per the provisions

of GST Act, 2017. I/We will also liable for passing of all the cost reduction benefits (if any) on account of CDEC provided by AIIA DELHI on Custom Duty part. If any time AIIA DELHI will get the information that we have supplied items on higher prices in comparison to other institutes based on prevailing applicable prices, we are undertaking that, we are liable for refunding and depositing back such difference amount to AIIA DELHI from our side without any question.

29. We are also undertaking that the Department of Commerce or Ministry/any other Department has been not debarred/blacklisted our firm as per best of our knowledge, if any such debarment/blacklisting come to the notice of AIIA DELHI Authorities during execution of Supplies against this Tender Enquiry, AIIA DELHI have right to reject our proposal and take appropriate action deemed fit against our firm as per prevailing applicable Rules & Regulations.

Signature, Name of Authorized Person of the Bidder
with seal.

Date:.....

Place:.....

Affirmation/Verification

Annexure-VI

ALL INDIA INSTITUTE OF AYURVEDA DELHI PUBLIC FINANCIAL MANAGEMENT SYSTEM (PFMS)		
PFMS UNIQUE CODE:		
VENDOR REGISTRATION FORM		
Sl. No.	Head Name	Details
1.	Vendor Name	
2.	Father/Husband/Owner Name	
3.	Date of Birth	
4.	PAN Number	
5.	GSTIN	
6.	Aadhar Number	
7.	TAN Number	
8.	TIN Number	
9.	Service Tax No	
10.	Address1	
11.	Address2	
12.	Address3	
13.	City	
14.	Country	
15.	State	
16.	District	
17.	Pin Code	
18.	Mobile No.	
19.	Phone No.	
20.	Email ID	
21.	Bank Name	
22.	IFSC Code	
23.	Account Number	
DATE:		
PLACE:		VENDOR SIGNATURE WITH SEAL
Department Name:		Forwarded by HOD/In-charge
Note: All related self-attested documents also enclosed with this form		

Annexure-VII

CHECKLIST FOR TENDER

Index page

For technical bid evolution (Page number Must be filed properly and to be first page of Technical bid) Failing which bid will not be evaluated

S.N o	Name of documents	Page Number in submitted bid
01	The Bidder should be a Central Government/State Government PSU (Public Sector Unit)/ CMMI III or above level company/organization having demonstrable track of IT CAMC services and shall minimum continuous five years experience in providing Comprehensive Annual Maintenance Contract (CAMC) services including IT solution architects and ICT system administrator to the Government organization/ Government Hospital/ Educational Institutes/ Universities, Autonomous Bodies, Large/Reputed Private Sector institute, Top 50 University/ Business School as per current NIRF Ranking and Educational Institutes/ CFTIs like IIMs, IITs etc. The right to accept similar works of the vendor will rest with AIIA	
01(a)	The Agency should have satisfactorily completed contract/assignments at least 02 (two) work with contract value of not less than Rs. 30 lac per annum, in providing Comprehensive Annual Maintenance Contract (CAMC) services including IT solution architects and ICT system administrator to the Government organization/ Government Hospital/ Educational Institutes/ Universities, Autonomous Bodies, Large/Reputed Private Sector institute, Top 50 University/ Business School as per current NIRF Ranking and Educational Institutes/ CFTIs like IIMs, IITs etc. during last 5 years. Self-attested copies of work Orders and Client's Satisfactory Certificates.	

02	The average annual financial turnover of 'The bidder' during the last three years, ending on 31st March of the previous financial year 2021-22, should be Rs 50.00 crore(Rupees one crore) as per the annual report (audited balance sheet and profit & loss account) of the relevant period, duly authenticated by a Chartered Accountant/Cost Accountant in India or equivalent in relevant countries.	
03	Bidder Firm should not have suffered any financial loss for more than one year during the last three years, ending on 31st March of the previous financial year 2021-22. A certificate from the CA must be attached.	
04	The Bidder should not be blacklisted in any of the Indian Government Department.	
05	The bidders should have ISO 9001-2000 / ISO:27000 and other related equivalent certificate.	
06	The Bidder should have minimum number of 100 employee with relevant qualification and experience strength on their payroll.	
07	Exemptions to MSMEs and Startups (in Annual average turnover and Experience) in will allowed as per Govt Policy. The bidders registered under MSME will be exempted from the submission of 'Turnover' and previous experience document, as per Government's guidelines. Bidders claiming the exemption should have submit relevant documents along with their offer. Any claim at later stage will not be entertained.	
08	Signed and scanned valid copy of Firm/Company Registration/Incorporation Certificate.	
09	Signed and scanned copy of GST Registration and proof of latest quarter GST returns filed copies by the participating Bidder Company.	
10	Signed and scanned copy of PAN Card in the name of firm/company.	
11	The bidders should not be bankrupt/under liquidation or blacklisted by any Government(Central or State)/PSU/Autonomous Bodies/or any other organization. A declaration to this effect must be submitted.	
12(a)	Experience and Past Performance: The bidder should have manufactured and/or supplied/completed "Comprehensive Annual Maintenance	

	<p>Contract (CAMC) of various IT infrastructure equipment and Services” with the same or higher specifications as mentioned at Annexure-I during last three years, ending 31st March of the previous financial year 2021-21 as under</p> <p>(i) One similar works of the value equal to 80% of bid value or</p> <p>(ii) Two similar works of the value equal to 50% of bid value or</p> <p>(iii) Three similar works of the value equal to 40% of bid value</p>	
12(b)	The bidder must have completed at least two works of above mentioned value within the one year from the closing date of the tender. Completion certificate from the other origination must be attached in support of claim.	
12(c)	‘The bidder’ must have a team of Engineers, Technicians and experts having sufficient expertise, experience and knowledge of the works under question and details of such team must be attached along with bid document in support of claim.	
13	Average Annual financial turn over during the last three consecutives from financial year 2019-20, 2020-21, 2021-22	
14	Average Annual financial turn over on CAMC of IT Services similar to mentioned in this tender work scope during the last three consecutive from financial year 2019-20, 2020-21, 2021-22	
15	ORGANIZATIONAL STRENGTH	
16	Employee with Diploma /Graduation qualification and with ITIL V3/V4 (Foundation level or higher MCSE/CEH/ CCNA/ MCSA /CCNP/ or any equivalent IT Services Management certificate with minimum two year IT Services work experience e.g network management, system administration, Data Center Management etc.	
17	Engineer with qualification Graduate in relevant stream with minimum two year relevant work experience e.g network management, system administration etc.	
18	Engineer with qualification three year diploma in relevant stream with minimum three year relevant work experience e.g network management, system administration etc.	
19	Value of works completed (each exceeding Rs. 50 lac) in last five years	
20	Bidder should have successfully implemented at least two(2) similar work* in last 5 years	

	<p>ending with 31/3/2022 work for Government department/ University/ Large scale reputed Private organization in India.</p> <p>* similar work A work would be treated as a similar work which has evidence from the work order or related document cover the requirement mentioned under the scope of work in this TENDER . Similar work means</p>	
1.	Firms Registration	
2.	GSTN	
3.	PAN	
4.	Dedicated/Toll free No.	
5.	Escalation Matrix	
6.	Non-blacklisting/financialstanding declaration	
7.	Bid Signatory authorization	
8.	Signed EOI document Sign must be on each page	
9.	Turnover details with document(form D)	2019-20
10.		2020-21
11.		2021-22
12.	Experience with documents(Works detail and year in which completed and Value in INR)	
13.	Capability	Number of employees on pay roll and their position in the firm and experience details
14.	Annexure-I	
15.	Annexure-II (Bid SecurityDeclaration)	
16.	Annexure-III	
17.	Annexure-IV	
18.	Annexure-V	
19.	Annexure-VI	
20.	Annexure-VII	
21.	Annexure-VIII	
22.	Annexure-IX	
23.	Annexure-X	
24.	Form A	
25.	Form B	
26.	Form C	
27.	Form D	

28.	Power of attorney	
29.	Tender Fee Rs 1000	
30.	EMD fee of 5% Bid value	

Date

Signature of the Authorized person

Seal

ORGANISATIONAL STRUCTURE

FORM – 'A'

Name of the Firm/Company		
Full Address of the Company		
Year of Establishment		
Telephone Number		
Fax Number		
E-Mail Address		
Website		
Sector's in which the company/firm has provided services to Government Department in India		
No of full time personnel currently under employment	Technical	
	Non- technical	
No of Years of presence in India		
Annual Turnover		
	FY	Turnover(Rs.)
	2018-19	
	2019-20	
	2020-21	
Details of Authorized Representative	Name	
	Designation	
	Mobile	
	Office	
	Email	

Signature

FORM – B

Format of C.V for Team leader/ Experts/Bidders

1. Name	
2. Designation	
3. Area of Expertise	
4. Total work experience	
5. Experience in relevant field	Name of the work/dwelling units/date of award

Date

Place

Signature of the Authorized person

Seal

FORM – C

Details of IT Services Works completed in the Last five Years

(More similar pages may be added in case qualifying works are more than one)

Name of assignment & location			Page No. of EOI for cross referencing and verification of information
Work Cost & Fee (Rs. In Crores)	Work Cost	Fee	
Commencement date	Scheduled	Actual	
Completion Date	Scheduled	Actual	
Reasons for delay, if any			
No. & Staff involved and functions performed	Staff involved (Discipline-wise)	Staff-Months	
Name of Associated firm(s), if any			

	Any other		
No. & Staff of associated firms involved and functions performed	Staff involved (Discipline-wise)	Staff-Months	

Name of Senior Staff (Work Director, team leader) involved & functions performed		
Narrative description of work including size, features etc.	Use up to a quarter page	
Description of actual services provided	Use up to a quarter page	
Proof of having completed the work to the satisfaction of Client		
Name & address of Clients Officer to whom reference may be made		

- CV of Team leader and Team members with photo, educational qualification and experience should be attached.

Form -D

FINANCIAL CAPABILITIES

(Rs. In Cr)

Financial Year	Financial turnover	Net Profit
2019-20		
2020-21		
2021-22		
Average Annual Turnover over the past three years		

Audited balance sheet/ IT return to be submitted in support of above turnover.

Signature

Note:

1. Applicants are required to page no. their EOI submission document and for cross referencing and verification of information mentioned in the above matrix, the page no. at which the details are enclosed in their EOI
2. Use Separate sheet for each work
3. Only those works shall be considered for evaluation for which the letter of award and successful completion/occupancy certificate are enclosed.
4. The evaluation shall be based on the qualitative aspects of the applicants work, therefore, please indicate the salient features of the work undertaken including all such factors like time / Cost / quality aspects. You may also enclose photographs etc. to substantiate on the same.

Annexure-A

S. No	Item Description	Make	Model	Year of purchase	OEM Warranty Status	Quantity
Work						
1	Data Center Cum Server Room Work(Maintenance ,monitoring etc as per requirement)	ITI		2018	Completed	1
2	LAN					
2.1	LAN Point (Cat 6)Maintenance ,monitoring etc as per requirment	D Link	CAT6	2018	Completed	685.
2.2	LAN Fiber cable Maintenace ,monitoring etc as per requirement		Multi Mode(6 core)	2018	Completed	6
2.3	LIU for Fiber interconnecting , cross-connecting, or splicing applications in LANs	D Link	Multi Mode	2018	Completed	4
Hardware						
3	Aadhaar Based Attendance Machine					
3.1	Aadhaar Based Attendance Machine	Matrix vega door (BAS)		2022	Completed	10
4	Board Room Equipment					

4.1	Amplifier	Bosch	PLE-1ME-120	2018	Completed	1
4.2	Chairman Unit	Bosch	CSECML	2018	Completed	1
4.3	Control Unit	Bosch	CSECU	2018	Completed	1
4.4	Delegate Unit	Bosch	CCSEDL	2018	Completed	14
4.5	Speakers	Bosch	LBD 0606	2018	Completed	8
5	DESTOP PC'S					
5.1	PC	Acer	154460	2018	Completed	21
5.2	PC	Acer	Acer Verito M-200	2016	Completed	30
5.3	PC	Lenovo	Ideacentre 90K8	2020	Completed	8
6	MINI PCs					
6.1	Mini PC	RDP	XL-200C	2018	Completed	192
7	INTERACTIVE KIOSK TOUCH					
7.1	Interactive Kiosk with Touch Screen	ITI	CUSTOMIZED	2018	Completed	5
8	TELEVISION DETAILS					
8.1	LED TV of assorted sizes 65"	Intex	6500	2018	Completed	1
8.2	LED TV of assorted sizes 50"	Intex	5010FHD	2018	Completed	5
8.3	LED TV of assorted sizes 40"	Intex	4018FHD	2018	Completed	21
9	Library Management System (Based on RFTD Tags)					
9.1	In/out Reader with	Wavelinx	Wavelinx	2018	Completed	1

	Antenna/Exit Point of library				Completed	
9.2	Reader for issue and return	Wavelinx	Wavelinx	2018	Completed	1
9.3	RFID hand held reader	Wavelinx	C3000-HDL	2018	Completed	1
10	NETWORK SWITCHES					
10.1		Cisco	SF300-24M	2018	Completed	11
10.2			SF300-24	2018	Completed	20
10.3			SG300-28	2018	Completed	3
10.4			SG 350	2018	Completed	1
10.5			SF302-08PP	2018	Completed	13
10.6			WS-C36050-24TS	2018	Completed	2
10.7			SG500X-24MPP	2018	Completed	4
10.8			SG300-10PP	2018	Completed	6
10.9			D Link	DGS-3120-24SC	2018	Completed
11	NVR AND SURVEILLANCE CAMERAS					
11.1	Network Video Recorder with Storage	Hikvision	DS-7632NI-E2	2018	Completed	4
11.2	Surveillance Camera (Dome/Bullet)		DS-2CD201F	2018	Completed	90
11.3	Surveillance Camera (Dome/Bullet)		DS-7632NI-E2	2020	Completed	22
12	PODIUMS					
12.1	Podium with android and	ITI	CUSTOMIZED	2018	Completed	2

	touch screen with speakers and MIC along with control unit				eted	
12.2	E-Podium	Agmatel	EX-Dt21	2016	Completed	1
13	PROJECTORS					
13.1	Projectors with Projection Screens	Benq	MS527	2018	Completed	14
13.2	Sony Multimedia Projector	Sony	VPL-CH350	2016	Completed	1
13.3	Sony Multimedia Projector	Sony	VPL-CH375	2016	Completed	1
14	Q MANAGEMENT SYSTEMS					
14.1	Q Display LED	Databyte		2018	Completed	51
14.2	Q Management Control Unit with Token Dispenser	Databyte	AQMS-32	2018	Completed	2
14.3	Q Management Control Unit	Databyte	AQMS	2018	Completed	3
15	NETWORK RACKS					
15.1	Network Racks of assorted sizes (42U,	Rackom	Rackom	2018	Completed	2
15.2	Network Racks of assorted sizes (42U	Com	Com	2021	Completed	1
15.3	Network Racks of assorted sizes (6U, 4U)	D-link, Rackom	D-link, Rackom	2018	Completed	40
15.4	Network Racks	D link	D link	2020	Completed	1
16	SERVERS					
16.1	Server Including Operating Systems	Dell	R530	2018	Completed	4
16.2	Server HP	HP	360	2020	Completed	1

17	STORAGE AREA NETWORK DRIVE					
17.1	Unified Storage System Q SAN (with 40 Tb Usable Capacity)	Q-SAN	P600Q-D212	2018	Completed	1
18	WIRELESS DEVICES					
18.1	Wireless Equipment	D-link	2230	2018	Completed	70
19	KVM SWITCH					
19.1	KVM Switch	Digisol	DG-KV4208D	2018	Completed	1
20	PRINTERS					
20.1	Printers - Small	RICHO	SP-111	2018	Completed	39
20.2	Printers Medium	RICHO	SP-212SNW	2018	Completed	18
20.3	Printers -Heavy Duty	RICHO	SP-310 SFN	2018	Completed	8
20.4	DTC printer	HID	DTC1250e	2017	Completed	1
20.5	Printer LaserJet ProMFP	HP	M1213nf MFP	2018	Completed	1
20.6	Printer LaserJet	HP	M202DW	2018	Completed	
21	APPLE DEVICES					1
21.1	Display Thunderbolt 27"	Apple	Mac	2016	Completed	1
21.2	Mac Mini Desktop computer	Apple	Apple	2016	Completed	1
21.3	Mac Book Air 13"	Apple	Apple	2016	Completed	1
22	KONIA MINOLTA PHOTOCOPIER					
22.1	Konica Minolta Printer	Konica Minolta	BH227	2018	Completed	1
22.2	Konica Minolta Printer	Konica Minolta	BHc224e	2016	Completed	1

					eted	
22.3	Konica Minolta Printer	Konica Minolta	BH554e	2016	Completed	1
22.4	Konica Minolta	Konica Minolta	BH215	2016	Completed	1
22.5	Konica Minolta	Konica Minolta	Bh454e	2016	Completed	1
23	UPS System					
23.1	80 KVA line interactive UPS with Battery Sets	Uniline	SOKVA3P	2018	Completed	1
24 PRINTERS						
24.1	Printer	HP	HP 136W	2022	Complete	1
24.2	Printer	HP	M12a	N/A	Complete	2
24.3	Printer	RICOH	IM 5000	N/A	Complete	1
24.4	Printer	SHARP	BP-20C20Z	N/A	Complete	1
24.5	Printer	HP	M-226 DW	2020	Completed	1
24.6	Printer	HP	M134fn	2021	Completed	25
24.7	Printer	HP	M 255DW	2021	1	7
24.8	Printer	HP	Color Laser Jet Pro MFP m479fdw	2021	1	6
24.9	Printer	Kyocera	TASKalfa 6003i	2022	1	1
24.10	Printer	Kyocera	TASKalfa 3253ci	2022	Complete	1
24.11	Printer ^{\$}	Kyocera	Ecosys M260idw	2023	5	1
24.1	Printer	CANON	Mf244dw	2020	Co	1

2					mpl ete	
24.1 3	Printer	CANON	LBP162dw	2021	Co mpl ete	4
24.1 4	Printer	SAMSUNG	Samsung ProXpress SL- M4030ND Lase	2021	Co mpl ete	15
24.1 5	Printer	SAMSUNG	M2021	2018	Co mpl eted	1
24.1 6	Printer	BROTHER	DCP-B7500D	2022	Co mpl ete	1
24.1 7	Printer	Konica Minolt	c227	2021	Co mpl ete	4
24.1 8	Printer	HP	M 405D	2021	Co mpl ete	2
24.1 9	Printer	HP	Laserjet Pro MFP M128fw	2019	Co mpl ete	1
24.2 0	Printer	HP	CP1025 Colour	2016	Co mpl eted	1
24.2 1	Printer	HP	Laserjet M233sdw	2023	Co mpl eted	36
24.2 2	Printer	Xerox	Phaser 6510	2022	Co mpl ete	6
24.2 3	Printer	SAMSUNG	Xpress M2880FW	2020	Co mpl eted	3
24.2 4	Printer	HP	COLOR LASERJET 150NW	2023	Co mpl eted	3
24.2 5	Printer	RICOH	SP 111	N/A	Co mpl eted	1
24.2 6	Printer ^{\$}	Kyocera	M2640idw	2023	5	16
24.2 7	Printer	CANON	G2010	N/A	Co mpl eted	1
24.2 8	Printer	EPSON	L805 B412C1	N/A	Co mpl eted	2

24.29	Printer	EPSON	L130	N/A	Completed	1
24.30	Printer	EPSON	12000XL	N/A	Completed	1
24.31	Printer	Kyocera	5521	N/A	Completed	1
24.32	Printer	TOSHIBA Multifunction Machines Mfm	e-Studio 5528A	2023	Completed	1
25	UPS					
25.1	UPS	ELNOVA	ES1004B3	N/A	Completed	8
25.2	UPS	APC	BR1000G	2022	2020	1
25.3	Online UPS ^{\$}	BPE	EP+3340L32	2023	2	3
26	Scanner					
26.1	Scanner	HP	SCANJET PRO 4500 FN1	2020	Completed	2
26.2	Scanner	HP	Scanjet Pro 2000 s2	2023	Completed	1
26.3	Scanner	AVISIONPD	DL1707B	2022	Completed	1
27	LED TELEVESION					
27.1	Smart TV	Voltrig	VI5550	2021	5	19
27.2	Smart TV	Voltrig	VI4350	2021	5	75
27.23	LED TV'S	Hypher	55HH312X	N/A	Completed	1
27.4	LED TV'S	SAMSUNG	40M5100	N/A	Completed	1
27.5	LED TV'S	Ewit	N/A	2021	Completed	1
27.6	LED TV'S	INTEX	5FF4310	2023	Completed	8
27.7	LED TV'S with Portable Stand	Pentouch	PTW75	N/A	Completed A	1
27.8	LCD DIGITAL VISUAL	ICHART	SMART HD 24"	N/A	Co	1

	ACUITY CHART				Completed	
27.9	LCD DIGITAL VISUAL DISPLAY	LG	19M38HB 19"	N/A	Completed	2
28	VIDEO CONFRENCING DEVICES DETAILS					
28.1	IP Based VC SETUP	LIFESIZE	LFZ-023, Icon600	2021	Completed	1
28.2	CAMERA for web VC	Konftel	ABBox 208	2021	Completed	1
28.3	PC	Lenovo	Ideacentre 90NB	2021	Completed	1
28.4	TV with Portable Stand	Samsung	LH65QBREDG CXXL	2021	Completed	1
28.5	CAMERA for IP Based VC	LIFESIZE	10x	2021	Completed	1
28.6	MIC for Web VC	Konftel	Konftel 300	2021	Completed	1
28.7	Sub Mic for Web VC	Konftel	Expansion	2021	Completed	2
28.7	MIC for IP Based VC	LIFESIZE	Digital Pod LFZ-020	2021	Completed	2
29	CASH COUNTING MACHINE					
29.1	Cash Counting Machine	Kores	442	N/A	Completed	2
30	INTERACTIVE BOARD					
30.1	Interactive Board	Brio Touch	Brio Touch	2021	Completed	13
30.2	Interactive Board with Portable Stand	Brio Touch	Ultra Supreme BR86	N/A	Completed	1
30.3	Interactive Board	Brio Touch	BT 98"	N/A	Completed	1
30.4	Interactive Board with Portable Stand	Promark	PRO 86P	N/A	Completed	2
30.5	Interactive Board with Portable Stand	Evota	Evota EP86B-AD	2022	Completed	1

30.6	Interactive Board	Evota	Evota EP86B-AD	2020	Completed	1
30.7	Interactive Board	Panasonic	Panasonic	2022	Completed	1
30.8	Interactive Board	TEMFLO	I7520	2023	Completed	2
30.9	Interactive Board	LG	86TR3DJ	2023	Completed	1
30.10	Interactive Board ^{\$} with Portable Stand	Evota	EP86B_4K Resolution	2023	3	1
31	DIGITAL STANDEE					
31.1	Standee	Vectra	L55H9	2021	Completed	3
32	SWITCH					
32.1	L3 SWITCH ^{\$}	HP	Aruba 3810M-48G	2021	5	5
32.2	L3 SWITCH ^{\$}	CISCO	9300	2021	5	2
32.3	POE SWITCH	suneye	8 PORT	2022	Completed	3
32.4	POE SWITCH	TP LINK	16 PORT	2020	Completed	2
33	NVR					
33.1	NVR CHANNEL 32	CP PLUS	CP-UNR-4K4322-V2	2022	Completed	1
33.2	NVR CHANNEL 32	CP PLUS	CP-UNR-4K4322-V2	2020	Completed	1
34	CCTV					
34.1	CCTV	suneye	SE-5.0 IP Bullet Normal	2022	Completed	20
34.2	CCTV	suneye	SE-3.0 IP Bullet Normal	2020	Completed	32
35	TABLET					
35.1	Tab ^{\$}	P 11 Touch	Lenovo TB-J706L	2021	5	50
36	Desktops PC Equipment					

36.1	PC	HP	280 G2	N/A	Completed	1
36.2	PC	HP	400 G4	2023	Completed	1
36.3	PC	HP	600 G3	2017	Completed	1
36.4	PC	HP	280 G6 MT	2022	Completed	5
36.5	PC	HP	280 G9	2023	Completed	1
36.6	PC	Tyrone	SS4COTR-54L3	2022	3	3
36.7	PC	DELL	Optiplex XE3	2020	Completed	1
36.8	PC	DELL	Optilex 5090	2018	5	3
36.9	PC	DELL	6TPDMF3	2022	Completed	1
36.10	PC	DELL	Vosto 3681	2021	3	6
36.11	PC	DELL	GJRPX H2	2016	Completed	1
36.12	PC	DELL	800 G6	N/A	Completed	5
36.13	PC	DELL	800 G5	N/A	Completed	5
36.14	PC	ACER	Veriton S2670G	2021	5	2
36.15	PC	HP	280 G4	2019	Completed	2
36.16	PC\$	HP	280 G5	2022	3	2
36.17	PC\$	HP	280 G3	2020	5	2
36.18	PC	iBALL	ELEGANCE	N/A	Completed	1
36.19	PC	DELL	VOSTRO 3471	N/A	Completed	2
36.2	PC	FINGERS	POWER	N/A	Co	1

0			TOWER		mpl eted	
37	VOLTE DEVICE					
37.1	Volte Device	GSM	DB59-8300-9178-0165	N/A	Co mpl eted	1
38	SERVERS					
38.1	SERVER ^{\$}	DELL	R440	2020	5	2
38.2	SERVER ^{\$}	HP	HPE ProLiant DL380 Gen10	2021	5	2
38.3	SERVER	HP	24 G4	N/A	Co mpl eted	1
38.4	SERVER ^{\$}	Tyrone	DS400TG-48R	2022	3	1
38.5	SERVER ^{\$}	Dell	EMC PowerEdge R550	2023	3	1
39	TAPE LIBRARY					
39.1	TAPE \$LIBRARY	HP	HPE StoreEver MSL3040	2021	5	1
40	STORAGE AREA NETWORK					
40.1	SAN ^{\$}	HP	HP MSA 2050 SAN	2021	5	1
41	LINK LOAD BALANCER					
41.1	LLB ^{\$}	FORTINET	FortiADC	2021	5	1
42	SERVER LOAD BALANCER					
42.1	SLB ^{\$}	RADWARE	5208	2021	5	1
43	FIREWALL					
43.1	FIREWALL ^{\$}	FORTINET	FortiGate2201 E	2021	5	2
43.2	ANALAYZER ^{\$}	FORTINET	FortiAnalyzer-150G	2021	5	1
44	ALL IN ONE					
44.1	AIO PC	HP	400 G5	2020	Co mpl eted	2
44.2	AIO PC	HP	400 G6	2022	Co mpl eted	6
44.3	AIO PC	RDP	Desk PC AIO 107	2022	5	35
44.4	AIO PC ^{\$}	ACER	Veriton Z6870	2021	5	58

45	WEBCAM					
45.1	Webcam	Punta	WC-7.2	N/A	Completed	2
46	BIOMATRIX					
46.1	BIOMATRIX	MANTRA	BIOFACE-MSD1K	N/A	Completed	1
47	MINI AUDITORIUM					
47.1	AMPLIFIER	JBL	LIBRA 250	2022	Completed	1
47.2	UPS	APC	BR1000G	2022	Completed	1
47.3	CAMERA CONTROLLER (JOYSTICK)	LUMENS	VS-K20	2022	Completed	1
47.4	MIC CONTROLLER	SHURE		2022	Completed	2
47.5	AUDIO CONTROLLER	XILICA	QR1	2022	Completed	1
47.6	SWITCH 24 PORT	NETGEAR POE	GS724TP	2022	Completed	1
47.7	VIDEO CONTROLLER	LUMENS	CAPTURE VISION	2022	Completed	1
48.8	SWITCHER	STEEKER	4 X 1	2022	Completed	1
48.9	SPILTER	HDMI 8	8 X 1	2022	Completed	1
48.10	COLLER MIC	SHURE	MIC	2022	Completed	1
48.11	HAND MIC	SHURE	MIC	2022	Completed	1
48.12	RACK	AKG	AKG	2022	Completed	1
48.13	PODIUM MIC	SHURE	SHURE	2022	Completed	1
48.1	PODIUM	N/A	N/A	2022	Co	2

4					Completed	
48.1				2022	Completed	
5	SPEAKER	JBL	PROFESSION		Completed	10
48.1				2022	Completed	
6	PROJECTOR	SONY	VPL CX210		Completed	2
48.1				2022	Completed	
7	PROJECTOR SCREEN	PROJECTOR SCREEN	AUTOMATIC		Completed	2
48.1				2022	Completed	
8	HANGING CAMERA	CAMERA	LUMENS		Completed	2
48.1				2022	Completed	
9	TELEVISION	SAMSUNG	L55H9		Completed	2
49	MULTIPURPOSE ROOM					
				2022	Completed	
49.1	SPEAKER	JBL	PROFESSION		Completed	8
49.2	TELEVISION	SAMSUNG	L55H9	2022	Completed	2
49.3	PC	DELL VOSTRO	6TPDMF3	2022	Completed	1
49.4	SPILTER	EXTRON	2 X 1	2022	Completed	1
49.5	AUDIO CONTROLLER	SOUND WEB	BLU 50	2022	Completed	1
49.6	AUDIO CONTROLLER MIC	PERCEPTION	SR 45	2022	Completed	2
49.7	AMPLIFIER	JBL	LIBRA 250	2022	Completed	1
49.8	RACK	AKG	AKG	2022	Completed	1
49.9	COLLER MIC	SHURE	MIC	2022	Completed	1
49.1				2022	Completed	
0	HAND MIC	SHURE	MIC		Completed	1
50	LECTURE HALL ROOM NO 102					
50.1	CAMERA	LUMENS	VS-K20	2022	Co	1

	CONTROLLER (JOYSTICK)				Completed	
50.2	AMPLIFIER	JBL	LIBRA 250	2022	Completed	1
50.3	AUDIO CONTROLLER	XILICA	QR1	2022	Completed	1
50.4	MIC CONTROLLER	SHURE	SHURE	2022	Completed	2
50.5	SWITCH 24 PORT	NETGEAR POE	GS724TP	2022	Completed	1
50.6	TOUCHSCREEN	WACOM	CINTIQ	2022	Completed	1
50.7	COLLER MIC	SHURE	MIC	2022	Completed	1
50.8	HAND MIC	SHURE	MIC	2022	Completed	1
50.9	SWITCHER	STEEKER	4 X 1	2022	Completed	1
50.10	SPLITTER	HDMI 8	1 X 4	2022	Completed	1
50.11	PC	DELL VOSTRO	6TPDMF3	2022	Completed	1
50.12	HANGING CAMERA	CAMERA	LUMENS	2022	Completed	1
50.13	PROJECTOR	SONY	VPL CX210	2022	Completed	1
50.14	SPEAKER	JBL	PROFESSION	2022	Completed	4
50.15	INTERACTIVE BOARD	EVOTA	L75CB	2022	Completed	1
50.16	PROJECTOR SCREEN	PROJECTOR SCREEN	AUTOMATIC	2022	Completed	2
50.17	UPS	APC	BR1000G	2022	Completed	2

50.18	PODIUM	N/A	N/A	2022	Completed	1
50.19	PODIUM MIC	SHURE	SHURE	2022	Completed	1
51	LECTURE HALL ROOM NO 103					
51.1	INTERACTIVE BOARD	BRIO	BRIO	2021	N/A	1
51.2	PROJECTOR SCREEN	PROJECTOR SCREEN	AUTOMATIC	2022	Completed	1
51.3	PROJECTOR	SONY	VPL CX210	2022	Completed	1
51.4	HANGING CAMERA	CAMERA	LUMENS	2022	Completed	1
51.5	SPEAKER	JBL	PROFESSION	2022	Completed	4
51.6	PODIUM	N/A	N/A	2022	Completed	1
51.7	PODIUM MIC	SHURE	SHURE	2022	Completed	1
51.8	TOUCHSCREEN	WACOM	CINTIQ	2022	Completed	1
51.9	CAMERA CONTROLLER (JOYSTICK)	LUMENS	VS-K20	2022	Completed	1
51.10	AMPLIFIER	JBL	LIBRA 250	2022	Completed	1
51.11	SWITCH PORT 24	NETGEAR POE	GS724TP	2022	Completed	1
51.12	AUDIO CONTROLLER	XILICA	QR1	2022	Completed	1
51.13	AUDIO CONTROLLER	XILICA	QR1	2022	Completed	1
51.14	MIC CONTROLLER	SHURE	SHURE	2022	Completed	2
51.15	COLLER MIC	SHURE	MIC	2022	Completed	1

					eted	
51.1 6	HAND MIC	SHURE	MIC	2022	Co mpl eted	1
51.1 7	CONVERTER	VGA HDMI	TO VGA HDMI	2022	Co mpl eted	1
51.1 8	SWITCHER	STEEKER	4 X 1	2022	Co mpl eted	1
51.1 9	SPILTER	HDMI 8	1 X 4	2022	Co mpl eted	1
51.2 0	PC	DELL VOSTRO	6TPDMF3	2022	Co mpl eted	1
51.2 1	UPS	APC	BR1000G	2022	Co mpl eted	2
52	LAPTOP					
52.1	LAPTOP	ASUS	PRO P 1440	2022	Co mpl eted	1
52.2	LAPTOP	ACER	TRAVELMAT E P214	2022	Co mpl eted	2
52.3	LAPTOP ^{\$}	LENOVO	Thinkpad E14 Gen 2	2021	5	37
52.4	LAPTOP	LENOVO	Probook4430s	2016	Co mpl eted	1
52.5	LAPTOP	LENOVO	GDEPAD3 81 WE	2022	Co mpl eted	1
52.6	LAPTOP	ACER	EXTENSION 15 N19C1D	2022	Co mpl eted	1
52.7	LAPTOP	LENOVO	IDEAPAD 330	2022	Co mpl eted	1
52.8	LAPTOP	APPLE	A2442	2022	Co mpl eted	1
52.9	LAPTOP ^{\$}	Dell	Latitude 5430	2023	3	5
53	PODIUM					
53.1	Podium	Touchwood Studios	TWEL22	n/a	Co mpl eted	1

53.2	Podium	Vectra	VCI5TW10	2023	1	1
					Completed	
53.3	Podium	Laketch	LTADP123A	N/A		1
54	WEBSITE AUDIT					
54.1	Staging Server Audit	AIIA	(aiaa.gov.in)	2016	NA	1
SERVICES						
1	Network Video Recording management (maintains, service configuration, upgradations and installation if required)	Hikvision	SERVICES	2018		1
2	Network Management System (maintains, service configuration, upgradations and installation if required)	EVERSET	SERVICES	2021		1
3	Wi-fi Controller management (maintains, service configuration, upgradations and installation if required)	D-link	SERVICES	2018		1
4	Link Load Balancer Services (maintains, service configuration, upgradations and installation if required)	Fortinet	SERVICES	2021		1
5	Server Load Balancer Services (maintains, service	Radware	SERVICES	2021		1

	configuration, upgradations and installation if required)				
6	Q SAN System(maintains, service , configuration, upgradations and installation if required)	QSAN	SERVICES	2018	1
7	HP SAN System(maintains, service , configuration, upgradations and installation if required)	HP SAN	SERVICES	2021	1
8	Central file Server allotted through AD Login to users	Microsoft	SERVICES	2018	1
9	Active directory Active and passive mode management (maintains, service , configuration, upgradations and installation if required)	Microsoft	SERVICES	2018	1
10	DNS , DCHP active and Passive management (maintains, service , configuration, upgradations and installation if required)	Microsoft	SERVICES	2018	1
11	Antivirus server (maintains, service , configuration, upgradations and installation	Bitdefender	SERVICES	2020	1

	if required)				
12	Linux server (maintains, service configuration, upgradations and installation if required)	Ubutunt,Cent OS, Mysql etc as per requirement	SERVICES	2018	1
13	Linux server AIIADP (maintains, service configuration, upgradation and installation if required	UBUNTU	SERVICES	2021	1
14	Linux Web Server active active mode management (maintains, service configuration, upgradation and installation if required	UBUNTU	SERVICES	2021	2
15	Linux Database Server active active mode management (maintains, service configuration, upgradation and installation if required	UBUNTU	SERVICES	2021	2
16	Web Server active mode management (maintains, service configuration, upgradations and installation if required)	Microsoft	SERVICES	2018	1
17	SQL Server Active passive	Microsoft SQL	SERVICES	2018	1

	mode (maintains, service configuration, upgradations and installation if required)				
18	Firewall external (maintains, service configuration, upgradation and installation if required	Fortinet	SERVICES	2021	1
19	Firewall Internal (maintains, service configuration, upgradation and installation if required	Fortinet	SERVICES	2021	1
20	KIOSK Server(maintai ns, service , configuration, upgradations and installation if required)	Wordpress, Apache and Mysql hoasted aiia local server	SERVICES	2018	1
21	Website(aiia.go v.in)(maintains, service , configuration, upgradations and installation if required)	Wordpress, Apache and Mysql hoasted NIC cloud server	SERVICES	2018	1
22	Centralized software installation server(maintain s, service , configuration, upgradations and installation if required	Microsoft	SERVICES	2018	1
23	Windows update	Microsoft	SERVICES	2018	1

	server(maintain s, service , configuration, upgradations and installation if required				
24	VLAN Management (create, maintains, service configuration, upgradations and installation if required)	HP/CISCO Switches	SERVICES	2018	1
25	Hypervisor Virtual Machine Management (maintains, service configuration, upgradations and installation if required)	Microsoft/Ubu ntu and as per the requirement	SERVICES	2018	30
26	IHMS and IIMS Server Management, .net and SQL server environment with active web server and active passive SQL server and Load Balancing (maintains, service configuration, upgradations and installation if required)	Microsoft/Rad ware	SERVICES	2018	6
27	Installation and maintenance of Original/genui ne Software provided by AIIA	Various	SERVICES	2018	As per the requirement
28	Other essential required	Various	SERVICES	NA	As per the requirement

	applications Services for IT System at AIIA				
29	QMS Services (maintains, service configuration, upgradation and installation if required)	Databyte	SERVICES	2018	5
30	HP Tape Library Services (maintains, service configuration, upgradation and installation if required)	HP	SERVICES	2021	1
31	Tally ERP multiuser Services (maintains, service configuration, upgradation and installation if required)	TALLY MULTIUSER	SERVICES	2021	1
32	IHMS and IIMS Server Staging Service (maintains, service configuration, upgradation and installation if required)	Microsoft	SERVICES	2021	1
33	IHMS and IIMS Server Un- customized Service (maintains, service configuration, upgradation and installation	Microsoft	SERVICES	2021	1

	if required				
34	Backup Services (maintains, service configuration, upgradation and installation if required)	MICROFOCUS DATA PROTECTOR	SERVICES	2021	1
35	Microsoft SSRS service (maintains, service configuration, upgradation and installation if required)	Microsoft	SERVICES	2021	1

Mandatory Special Note:-

- 1- Items with \$ Superscript will be added after completion of the warranty as mentioned by OEM/Seller. However the CAMC provider has to provide basis diagnosis and support service for the same.
- 2- AIIA has reserve right to remove equipment/ modify the quantity of equipment's from the above list at any time . e.g. finalization of CAMC Agreement/During The CAMC.
- 3- The Quantity may vary at time of finalization of CAMC Agreement after the joint inspection of the items.

Annexure B - Critical Item list (List of item for penalty @₹15000 per 24 hrs per equipment/services)

Sl. No.	Name of the Equipment	Qty.
1.	Physical Server	9
2.	Virtual Server	40
3.	Firewall	02
4.	Server Load balancer	01
5.	All Application services and critical services required for patient services	Not available
6.	Switches and related equipment	70
7.	LAN Network of Data including copper and fiber	NA
8.	Q Management display	51
9.	Q Dispenser and controller	02+03
10	Storage SAN	2
11	Link Load balancer	1