



Request For Proposal (RFP)

for Selection of Agency/ies for Supply, Installation and Commissioning of various Hardware Items including All in One Computers/ Multifunctional Printers/ LED Screens/ UPS/ VC Set Up/ L2 and L3 Switches/ Desktop with webcams/ Desktop Computers

Tender Reference No: DGRPG/SplAsst/2023/01

Date of Publishing of RFP: 6th January 2023

**Department of Governance Reforms & Public Grievances,
Govt. Of Punjab**

**Plot No. D-241, Industrial Area,
Phase – 8B, Sector – 74, Mohali – 160071**

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Disclaimer

The information contained in this Request for Proposal Document (hereinafter known as "RFP Document") or subsequently provided to Bidders in documentary form by or on behalf of Department of Governance Reforms and Public Grievances, Government of Punjab or any of their representatives, employees or advisors (collectively referred to as "Purchaser/DGR & PG"), is provided to Bidder(s) on the terms and conditions set out in this RFP Document and any other terms and conditions subject to which such information is provided.

This RFP Document is not an agreement and is not an offer or invitation by the Representative(s) to any party other than the entities, who are qualified to submit their Proposal ("Bid"). The purpose of this RFP Document is to provide The Successful Bidder with information to assist the formulation of their Proposal. This RFP Document does not purport to contain all the information each Bidder may require. This RFP Document may not be appropriate for all persons, and it is not possible for Purchaser to consider the investment objectives, financial situation and needs of each bidder who reads or uses this RFP Document. Each Bidder should conduct their own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP Document and wherever necessary, obtain independent advice from appropriate sources.

The Purchaser make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the RFP Document.

The information provided in this RFP to The Successful Bidder(s) is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The Purchaser accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.

The Purchaser, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Bidder under any law, statute, rules or regulations or tort, principles of restitution

or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way in this Bid stage.

The Purchaser also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP.

The Purchaser may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFP.

The issue of this RFP does not imply that the Purchaser is bound to select a Bidder or to appoint the Successful Bidder, as the case may be, for supply, installation and commissioning of the hardware items as defined in this RFP. Purchaser reserves the right to reject all or any of The Successful Bidders or Bids without assigning any reason whatsoever.

The Successful Bidder shall bear all its costs associated with or relating to the preparation and submission of its e-Bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the Purchaser or any other costs incurred in connection with or relating to its e-Bid. All such costs and expenses will remain with The Successful Bidder and the Purchaser shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation or submission of the e-Bid, regardless of the conduct or outcome of the tendering process.

This RFP is being issued with no financial commitment and Purchaser reserves the right to withdraw the RFP and change or vary any part thereof or foreclose the same at any stage.

Notice Inviting e-Bids

Government of Punjab

Department of Governance Reforms and Public Grievances

RFP Reference Number: DGRPG/SplAsst/2023/01

Department of Governance Reforms and Public Grievances, Government of Punjab (Purchaser) invites bids for Supply, Installation & Commissioning of IT Hardware (All in One Computers, Printers, LED Screens, UPS, VC, Switches, Desktop Computers) in the State of Punjab.

Interested Bidders are requested to submit their proposals along with the necessary documents as indicated in this RFP document. This document can be downloaded from <https://dgrpg.punjab.gov.in> as well as the eProc portal <http://eproc.punjab.gov.in> from 6th January 2023, 11:00 AM onwards. .

Closing date and time to submit the bids on state e-procurement portal i.e. <https://eproc.punjab.gov.in/> is 30th January by 5:00 PM.

Director

Fact Sheet

The Bidders are requested to refer this **Fact Sheet** comprising of important factual data in the RFP.

S. No.	Particulars	Details
1.	Assignment Title	RFP for Selection of Agency/ies for Supply, Installation and Commissioning of various Hardware Items including All in One Computers/ Multifunctional Printers/ LED Screens/ UPS/ VC Set Up/ L2 and L3 Switches/ Desktop with webcams/ Desktop Computers
2.	Purchaser	Department of Governance Reforms & Public Grievances
3.	Issue of Bidding Document/ RFP	6 th January 2023, 11:00AM Onwards
4.	Last date of submission of queries via email	12 th January 2023 by 10:00AM
5.	Pre-Bid Meeting and Venue	12 th January 2023, 12:00PM Onwards Venue: Plot No. D-241, Industrial Area, Phase – 8B, Sector – 74, Mohali – 160071 Bidders may also join through VC: https://dgrpunjab.webex.com/dgrpunjab/j.php?MTID=m58c2f22967e6fde9e1384e410e575862
6.	Last date of submission of Bid	30 th January 2023, 5:00PM
7.	Date and time of opening of pre-qualification bids	31 st January 2023, 11:00AM
8.	Financial Bid evaluation	To be intimated later
9.	Reverse Auction	To be intimated later

S. No.	Particulars	Details																		
10.	Bid Submission	The Bidder should submit the Bid per line item, only on State e-Procurement portal, eproc.punjab.gov.in																		
11.	Cost of RFP document & mode of payment	Rs. 5,000/- (Rs. Five thousand only) + processing fee as mentioned on State e-Procurement portal https://eproc.punjab.gov.in through online mode.																		
12.	Earnest Money Deposit (EMD) through online mode	<p>Bidders shall submit, EMD as specified in table below through online mode on https://eproc.punjab.gov.in</p> <table border="1" data-bbox="773 856 1414 1896"> <thead> <tr> <th data-bbox="773 856 1094 915">Item Name</th> <th data-bbox="1094 856 1414 915">EMD Amount</th> </tr> </thead> <tbody> <tr> <td data-bbox="773 915 1094 1062">All in One Computers</td> <td data-bbox="1094 915 1414 1062">70,00,000 (Seventy Lakh Only)</td> </tr> <tr> <td data-bbox="773 1062 1094 1161">All in One Printer</td> <td data-bbox="1094 1062 1414 1161">10,00,000 (Ten Lakh Only)</td> </tr> <tr> <td data-bbox="773 1161 1094 1308">LED Screen</td> <td data-bbox="1094 1161 1414 1308">6,50,000 (Six Lakh Fifty Thousand Only)</td> </tr> <tr> <td data-bbox="773 1308 1094 1455">UPS</td> <td data-bbox="1094 1308 1414 1455">6,50,000 (Six Lakh Fifty Thousand Only)</td> </tr> <tr> <td data-bbox="773 1455 1094 1554">L2 Switch</td> <td data-bbox="1094 1455 1414 1554">2,00,000 (Two Lakh Only)</td> </tr> <tr> <td data-bbox="773 1554 1094 1652">L3 Switch</td> <td data-bbox="1094 1554 1414 1652">5,00,000 (Five Lakh Only)</td> </tr> <tr> <td data-bbox="773 1652 1094 1799">Video Conference Setup with LED</td> <td data-bbox="1094 1652 1414 1799">16,00,000 (Sixteen Lakh Only)</td> </tr> <tr> <td data-bbox="773 1799 1094 1896">Desktop with USB Web Camera</td> <td data-bbox="1094 1799 1414 1896">25,00,000 (Twenty Five Lakh)</td> </tr> </tbody> </table>	Item Name	EMD Amount	All in One Computers	70,00,000 (Seventy Lakh Only)	All in One Printer	10,00,000 (Ten Lakh Only)	LED Screen	6,50,000 (Six Lakh Fifty Thousand Only)	UPS	6,50,000 (Six Lakh Fifty Thousand Only)	L2 Switch	2,00,000 (Two Lakh Only)	L3 Switch	5,00,000 (Five Lakh Only)	Video Conference Setup with LED	16,00,000 (Sixteen Lakh Only)	Desktop with USB Web Camera	25,00,000 (Twenty Five Lakh)
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S. No.	Particulars	Details				
		<table border="1"> <tr> <td data-bbox="773 289 1094 342"></td> <td data-bbox="1094 289 1421 342">Only)</td> </tr> <tr> <td data-bbox="773 342 1094 485">Desktop</td> <td data-bbox="1094 342 1421 485">8,50,000 (Eight Lakh Fifty Thousand Only)</td> </tr> </table> <p><u>Bidder has to calculate the EMD amount based on the line items for which he is bidding and deposit the EMD accordingly. In case bidder is applying for multiple categories, he needs to select the exemption category while applying for the bid on the eProc portal and needs to enter the consolidated amount.</u></p>		Only)	Desktop	8,50,000 (Eight Lakh Fifty Thousand Only)
	Only)					
Desktop	8,50,000 (Eight Lakh Fifty Thousand Only)					
13.	Method of Selection	Cost Based Selection (CBS) / Lowest cost or L1				
14.	Performance Security	5% of the Contract Value/ Work order (item wise) discovered through E-tendering process				
15.	Tender Availability	eproc.punjab.gov.in and https://dgrpg.punjab.gov.in				
16.	Language of bid	English				
17.	Bid validity	180 days from the last date of submission of the bid.				
18.	Place of Execution	Throughout the State of Punjab				
19.	Address and Email for Communication	Plot No. D-241, Industrial Area, Phase – 8B, Sector – 74, Mohali – 160071 E-Mail Id: Gagan.goyal@punjab.gov.in sree.koganti@semt.gov.in				

1 Definitions

Unless the context otherwise requires, the following terms whenever used in this RFP document and contract have the following meanings:

1.1 Abbreviations

S. No	Abbreviations	Full Form
1.	ADF	Automatic Document Feeder
2.	AIO	All In One
3.	AMC	Annual Maintenance Contract
4.	BIS	Bureau of Indian Standards
5.	BOM	Bill of Material
6.	BOQ	Bill of Quantity
7.	CA	Chartered Accountant
8.	CE	Conformité Européenne
9.	DPI	Dots per inch
10.	EMD	Earnest Money Deposit
11.	FCC	Federal Communication Commission
12.	FY	Financial Year
13.	GoP	Government of Punjab
14.	GoI	Government of India
15.	GSTN	Goods and Service Tax Number
16.	HDD	Hard Disk Drive
17.	Hz	Hertz
18.	I/O	Input/output
19.	INR	Indian National Rupees
20.	IPR	Intellectual Property Right
21.	ISO	International Organization for Standardization
22.	LAN	Local Area Network
23.	LED	Light-emitting diode
24.	MAF	Manufacturer's Authorization Form

25.	MP	Mega Pixel
26.	NIT	Notice Inviting Tender
27.	O&M	Operation and Maintenance
28.	OEM	Original Equipment Manufacturer
29.	PAN	Permanent Account Number
30.	PBG	Performance Bank Guarantee
31.	PO	Purchase Order
32.	PoA	Power of Attorney
33.	PQ	Pre-Qualification
34.	PSU	Public Sector Undertaking
35.	RoHS	Restriction of Hazardous Substances
36.	RFP	Request for Proposal
37.	SLA	Service Level Agreement
38.	SoW	Scope of Work
39.	UAT	User Acceptance Testing

1.2 Definitions

S.No	Acronym	Definitions
1.	Authority	Administrative Secretary, Department of Governance Reforms and Public Grievances, Government of Punjab
2.	Authorized Representative	This means any person authorized by either of the Parties i.e. Bidder and Purchaser.
3.	Bid	Bid means proposal submitted by bidders in response to this RFP document issued by Purchaser.
4.	Bidder/ Applicant	Any company/firm/organization that submits a bid while competing with others, for providing services with respect to specific requirements as defined in this RFP Document.

5.	Central/ State Government Organization	Centre or State Government, Centre/State run PSUs, Statutory bodies or co-operative societies.
6.	Committee	This means the committee constituted by Department of Governance Reforms and Public Grievances, Government of Punjab for bid management process for selection of the Successful Bidder(s).
7.	Contract	Contract refers to contract entered between Department of Governance Reforms and Public Grievances, Government of Punjab and the Successful Bidder(s), together with all the documents mentioned therein including all attachments, annexures etc.
8.	Day	Any day including Saturday or Sunday or a public holiday (As declared by Govt. of Punjab).
9.	Request for Proposal (RFP)	This means this complete document and its annexures and any other documents provided for Selection of Agency/ies for Supply, Installation and Commissioning of various Hardware Items including All in One Computers/ Multifunctional Printers/ LED Screens/ UPS/ VC Set Up/ L2 and L3 Switches/ Desktop with webcams/ Desktop Computers in the State of Punjab.
10.	Parties	This means Purchaser and Bidder, collectively
11.	Party	This means Purchaser or Bidder individually
12.	Purchaser / Department	Department of Governance Reforms and Public Grievances, Government of Punjab
13.	Similar Work	Similar Work here means "Supply / Installation / Commissioning of various Hardware Items including All in One Computers/ Multifunctional Printers/ LED Screens/ UPS/ VC Set Up/ L2 and L3 Switches/ Desktop with webcams/ Desktop Computers."

		Note: The Bidders should have the relevant experience w.r.t. the line item category for which he will be bidding.
14.	Specification	This means the document/standard that prescribes the requirement with which service has to conform.
15.	Successful Project	Project for which work order and completion certificate or any other relevant documentary proof of the work is available with the bidder
16.	Total Contract Value	This means maximum value payable to the Successful Bidder which is agreed between the Purchaser and the Successful Bidder for the project.
17.	Week	Designated time frame consisting of all seven days including any Public Holiday (as declared by Government of Punjab), Saturday and Sunday.

2 Introduction

The Department of Governance Reforms and Public Grievances has been created to improve the internal governance by bringing/introducing reforms in the present system of governance and to achieve good governance through the use of Information Technology (IT) tools.

To assist the department in the process of governance reforms, three key commissions namely Punjab Governance Reforms and Ethics Commission (PGREC), Punjab Transparency & Accountability in delivery of Public Service Commission and Punjab Right to Information Commission (PRTIC) have been brought under one umbrella, aiming towards inclusive growth and development in the State.

The Department of Governance Reforms is the nodal department of the State Government for e-Governance initiatives. The Department of Governance Reforms is executing various e-Governance projects under National e-Governance Programme (NeGP) and State e-Governance programme to improve service delivery to the general public.

Functions of DGR & PG are as below:

- a. All matters related to:
 - i. Administrative re-organization and streamlining of administration
 - ii. Reports of Administrative Reforms Commission
 - iii. Improvement in office procedure and systems
 - iv. Indian Institute of Public Administration, and
 - v. Formulation of policies regarding maintenance and retention of records
- b. Administrative Reforms and e-Governance in all departments of the Government, reports of the Administrative Reforms Commission and Punjab Governance Reforms Commission, National e-Governance Programme.
- c. Administration of the Right to Information Act.
- d. Management of State Data Centre, State Wide Area Network, State

Service Delivery Gateway and related matters.

- e. Administration and all the matters of the Punjab Right to Service Act, 2011 and the Punjab Right to Service Commission.
- f. To formulate policy on the use of Information Technology in the State of Punjab.
- g. To formulate and implement a plan for induction of Information Technology at all levels, in coordination with the Government Departments concerned.
- h. To give Technical advice to all departments regarding adoption of suitable Information Technology systems for making appropriate arrangements to maintain the service.

3 Project Background

Government of India vide its File No. 44(1)/PF-S/2022-23(CAPEX) Dated 06th April, 2022 has issued a guidelines on the scheme for special assistance to States for Capital Investment for 2022-23. The scope under this RFP has been covered under Part IV (Incentives for Digitization) of the Special Assistance Scheme for which the funding has been year marked for this part of the scheme.

Under this scheme DGR & PG is in the process of strengthening the IT infrastructure for the State and also going an extra mile for improving the citizen outreach. Objective is to bring in IT reforms in the State by providing proper IT infrastructure up till Tehsil level so that end to end digitization can be completed at the District and Tehsil level. This shall help in bringing more transparency and citizens shall be able to get better services in a time bound manner.

DGR & PG intends to procure various IT equipments for various offices like DC offices, SDM offices, Tehsil Offices, Secretariat, Sewa Kendras etc to achieve the various objectives as envisaged in the special Assistance scheme. Proposals are hereby invited from eligible and reputed Successful

Bidder(s)/ies for Supply, Installation and Commissioning of various Hardware Items including All in One Computers/ Multifunctional Printers/ LED Screens/ UPS/ VC Set Up/ L2 and L3 Switches/ Desktop with webcams/ Desktop Computers as per technical specifications mentioned in this RFP (please refer Section 4). The selected Successful Bidder(s)/ies shall be required to supply, install and commission various hardware items across the State of Punjab within the stipulated time period. The detailed scope of work is given below.

4 Scope of Work

DGR & PG will award the contract to the Successful Bidder(s) and the Successful Bidder(s) should deliver the hardware items as per the BOQ and specifications defined in Appendix II (12.1) throughout the State of Punjab for which the district-wise bifurcation is attached at Appendix II (12.2).

The Successful Bidder(s) shall ensure to cater the below mentioned process flow along with the instructions and the timelines:

- a. The work commences from the issue of Purchase Order from the Purchaser for Supply, Installation and Commissioning of various Hardware Items including All in One Computers/ Multifunctional Printers/ LED Screens/ UPS/ VC Set Up/ L2 and L3 Switches/ Desktop with webcams/ Desktop Computers. The Successful Bidder(s) shall be required to provide acceptance of the Purchase Order within 24-48 hours of issuance of the same.
- b. The Successful Bidder(s) needs to provide with the Performance Bank Guarantee (PBG) within 7 days of issuance of Purchase Order.
- c. The Successful Bidder(s) shall ensure to deliver the hardware items throughout the State of Punjab within 4 weeks from the date of acceptance of the Purchase Order. Distribution plan to be shared by the Successful Bidder(s) with the Purchaser within 2 weeks of issuance of PO.
- d. The Successful Bidder(s) shall take the signoff from the authorized district official/ District Nodal Officer on the quantity of the Hardware items delivered as per Appendix I (Form 10) and submit these signoff forms along with the copy of the invoice.
- e. The Successful Bidder(s) shall submit a Distribution plan for installation and commissioning of Hardware items within 3 days from the delivery

of the hardware items.

- f. The Successful Bidder(s) shall ensure the installation, testing and commissioning of the ordered item at respective locations (please refer Appendix II (12.2)) and shall submit the proof of installation, User Acceptance Report signed by an authorized district official/ District Nodal Officer as per Appendix I (Form 11).
- g. In case of any reported damages during delivery/installation/commissioning, it shall be the sole responsibility of the Successful Bidder(s) to replace that particular hardware item as per the specified model and make in compliance with the specifications of the Hardware.
- h. The Successful Bidder(s) shall be responsible for the onsite warranty during the currency of the contract and shall ensure to replace/repair the faulty product within the specified timelines, failure to which shall lead to penalty as per the SLA or forfeiture of the PBG.
- i. The Successful Bidder(s) shall be responsible for overall co-ordination with their OEM (if any) for ensuring delivery of the hardware items throughout the State of Punjab within the stipulated timelines.
- j. The Purchaser reserves the right to ask for any additional locations within the State at which the hardware items shall be required to be delivered. For now, the indicative delivery locations shall be DC offices in every district.
- k. The Successful Bidder(s) shall be required to provide the Desktop with Webcams, Desktops and the All in One computers with the factory loaded windows with atleast 2 different partitions of hard disk.
- l. Bidders shall not quote products, whose End of Sale/ End of Support/ End of Life has been declared by the OEM as on RFP submission date.
- m. The Successful Bidder(s) shall ensure that any hardware item supplied as part of this RFP would not reach End of Support during the warranty period of the hardware item. In the event if any hardware item supplied by Successful Bidder(s) reaches end of support as stipulated in this clause during the warranty tenure of the product, Successful Bidder(s) shall immediately replace/upgrade the hardware item with equal or higher specification at no additional cost. In case the quoted model is declared as end of life before the delivery, the Successful Bidder(s) shall provide with the upgraded model of equal or higher specifications within the defined timelines of 4 weeks, failure to which shall lead to penalty

as mentioned in this RFP.

5 Instructions to Bidders

5.1 General

- a. This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.
- b. While every effort has been made to provide comprehensive and accurate background information, requirements, and specifications, Bidders must form their own conclusions about the support required. Bidders and recipients of this RFP may wish to consult their own legal advisers in relation to this RFP.
- c. All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the DGR & PG based on this RFP.
- d. No commitment of any kind, contractual or otherwise shall exist unless and until a formal written PO has been given by or on behalf of the DGR & PG. The DGR & PG may cancel this RFP at any time prior to a formal PO. However, once a Bidder has been selected through this e-tendering process and awarded a formal PO for execution of work as defined in this RFP and its corrigendum, the respective Bidder shall be bound to carry out all activities defined under this RFP for supply, installation and commissioning of hardware item as defined in this RFP. Post award, if the Selected Bidder retracts from carrying out such work, the EMD and/or Performance Security (if submitted) shall be forfeited, and Purchaser shall award the work to L2 bidder for that respective line item at the L1 rates and in case L2 denies to accept the Purchase Order, L3 shall be asked and so on.
- e. Bidder can submit Bid for multiple items as required through this RFP, subject to the fulfillment of eligibility criteria.
- f. The Bidder shall be deemed to have satisfied itself fully before bidding as to the correctness and sufficiency of its Bid for the contract and price quoted in the Bid to cover all obligations under this RFP.
- g. The Bidder shall make all arrangements as part of the contract to supply as per scope of work at their own cost and transport. The entire cost for transportation to be borne by the Successful Bidder for supply, installation and commissioning of the hardware items throughout the State.

- h. Bids shall be submitted by the interested Bidders on the e-Procurement portal of Punjab <https://eproc.punjab.gov.in> before the time and date as defined in the Fact Sheet of this RFP.
- i. All RFP and corrigendum documents shall be available on DGR & PG website <https://dgrpg.punjab.gov.in/> and <https://eproc.punjab.gov.in> portal. Bidders are advised to check the e-Procurement portal of Punjab and DGR & PG website regularly for all updates regarding this RFP.
- j. Only online Bids shall be accepted. No other mode of Bid submission shall be accepted. If any of the attached documents are found to be forged/ fabricated/ false at any stage, the EMD/ Performance Bank Guarantee of the Bidder shall be liable to be forfeited/ encashed without prejudice to the right of the DGR & PG to proceed against the bidder legally.

5.2 Compliant Bids/Completeness of Response

- a. Bidders are advised to study all instructions, forms, requirements and other information in the RFP documents carefully. Submission of the Bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- b. Failure to comply with the requirements of the RFP may render the Bid non-compliant and the Bid may be rejected. Bidders must:
 - i. Comply with all the requirements as set out within this RFP.
 - ii. Submit the forms as specified in this RFP and respond to each element in the order as set out in this RFP.
 - iii. Include all supporting documentations specified in this RFP.

5.3 Bidder to Inform

The Bidder shall be deemed to have carefully examined and understood the complete RFP prior to submission of their Bid. If the Bidder has any doubts/ clarifications as to the meaning of any portion of the conditions or the specifications of the RFP or its subsequent corrigendum they shall, before the last date for submission of Pre-Bid Queries, set forth thereof and submit them to DGR & PG in writing in order that such doubts are clarified.

In all matters regarding queries raised by Bidders on the clauses of the RFP, interpretation of clauses, scope, terms and conditions, instructions etc. as stated in this RFP and/or its subsequent corrigenda/addenda, if any, the decision of Authority shall be final and binding on all Bidders.

5.4 Pre-Bid Meeting & Clarifications

5.4.1 Bidders Queries

- a. DGR & PG shall hold a pre-bid meeting with the prospective Bidders as per the date and time defined in the Fact Sheet of this RFP.

The Bidders shall have to ensure that their queries for Pre-Bid meeting are submitted by email on or before the date and time as defined in the Fact Sheet of this RFP. The queries needs to be sent on the email id defined in the email for communication section in the Fact Sheet of this RFP.

- b. The queries should necessarily be submitted in the following format:

S. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring clarification (s)	Proposed Change	Points of Clarification

- c. The Pre-Bid meeting shall be conducted to address any relevant queries or clarifications required to the prospective Bidders.
- d. Bidders are advised to attend the Pre-bid meeting in person so that all the discrepancies are resolved in a proper manner.

5.4.2 Responses to Pre-Bid Queries and Issue of Corrigendum

- a. The Corrigendum (if any) & clarifications to the relevant queries from Bidders shall be posted on the <https://eproc.punjab.gov.in> portal and <https://dgrpg.punjab.gov.in/>. Bidders are advised to check the portal and DGR & PG website frequently for all updates regarding this RFP.
- b. Any such corrigendum shall be deemed to be incorporated into this RFP and shall be considered as its part.
- c. In order to provide prospective Bidders reasonable time considering the corrigendum, DGR & PG may, at its discretion, extend the last date for the receipt of Bids.

5.5 Language of Bid

The bid prepared by the Bidder, as well as all correspondence and documents

relating to the bid exchanged by the Bidder and DGR & PG shall be written in English only.

5.6 Termination:

5.6.1 Termination for default

The Purchaser, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the Successful Bidder, may terminate the contract in whole or in part:

- a) If the Successful Bidder fails to deliver any or all of the Goods/Services/Works within the period specified in the Contract, or within any extension thereof granted by the Purchaser.
- b) If the Successful Bidder fails to perform any other obligation under the Contract; or
- c) If the Successful Bidder, in the judgement of the Purchaser has violated Code of Integrity and/or engaged in fraud and corruption, in competing for or in executing the Contract.

5.6.2 Termination for Insolvency

The Purchaser may at any time terminate the Contract by giving notice to the Selected Bidder if the Selected Bidder becomes bankrupt or otherwise insolvent. In such event, termination will be without compensation to the Selected Bidder, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to the Purchaser.

5.6.3 Termination for Convenience

The Purchaser, by the notice sent to Selected Bidder, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of the supplier under Contract is terminated, and the date upon which termination becomes effective.

5.7 Force Majeure

a) The Successful Bidder shall not be liable for forfeiture of its Performance Security, Liquidated damages, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

b) For purposes of this Clause, "Force Majeure" means an exceptional event or circumstance:

- i) which is beyond a Party's control,
- ii) which such party could not reasonably have provided against before entering into the Contract (in this case acceptance of the PO).
- iii) which, having arisen, such party could not reasonable have avoided or overcome, and
- iv) which is not substantially attributable to the other Party.

c) Force Majeure may include, but is not limited to, exceptional events or circumstances of the kind listed below, so long as conditions (i) to (iv) above are satisfied:

- i) war, hostilities (whether war be declared or not), invasion, act of foreign enemies,
- ii) rebellion, terrorism, sabotage by persons other than the Contractor's Personnel, revolution, insurrection, military or usurped power, or civil war,
- iii) riot, commotion, disorder, strike or lockout by persons other than the Contractor's Personnel,
- iv) munitions of war, explosive materials, ionizing radiation or contamination by radio-activity, except as may be attributable to the Successful bidders use of such munitions, explosives, radiation or radio-activity, critical health or environmental emergencies such as a pandemic and
- v) natural catastrophes such as earthquake, hurricane, typhoon or volcanic activity.

d) If a Force Majeure situation arises, the Selected Bidder shall promptly notify the Purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the Purchaser in writing, the Selected Bidder shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

5.8 Key Requirements of the Bid

5.8.1 Tender Fees

- a. Bidders shall submit non-refundable Tender Fees of INR 5000/- (Rupees Five Thousand Only) on <https://eproc.punjab.gov.in>. The tender fees shall not be entertained in any other form and shall be denominated in Indian Rupees only. Proof of payment/ UTR shall be submitted as part of Bid.
- b. The Bidder can download the RFP documents from the <https://eproc.punjab.gov.in> portal and <https://dgrpg.punjab.gov.in>.
- c. Any additional processing fees to be borne by the Bidder only.

5.8.2 Earnest Money Deposit (EMD)

Bidders shall submit, along with their Proposals, an EMD as specified in table below on <https://eproc.punjab.gov.in>.

Item Category	Item Name	EMD (INR in figures)	EMD (INR in words)
A	All in One Computers	70,00,000	Seventy Lakh Only
B	All in One Printer	10,00,000	Ten Lakh Only
C	LED Screen	6,50,000	Six Lakh Fifty Thousand Only
D	UPS	6,50,000	Six Lakh Fifty Thousand Only
E	L2 Switch	2,00,000	Two Lakh Only
F	L3 Switch	5,00,000	Five Lakh Only
F	Video Conference Setup with LED	16,00,000	Sixteen Lakh Only

G	Desktop with USB Web Camera	25,00,000	Twenty Five Lakh Only
H	Desktop	8,50,000	Eight Lakh Fifty Thousand Only

- a. **Bidder needs to deposit the EMD online on the State e-Procurement portal only before the last date of submission of bid; failure to which shall lead to non-compliance of the bid and bid shall be considered as Non-Responsive.**
- b. No interest shall be payable on Earnest Money, in any case.
- c. The EMD shall be forfeited on account of one or more of the following reasons:-
1. Bidder withdraws its bid during the validity period as specified in this RFP document.
 2. Bidder fails to provide required information during the evaluation process.
 3. In case of a successful selection, the said Bidder fails to accept the PO due to any reasons.
 4. If a Bidder makes misleading or false representations in the forms, statements and attachments submitted in the bid documents.
- d. **In case bidder is applying for multiple categories, he needs to select the exemption category while applying for the bid on the eProc portal and needs to enter the consolidated amount.**

5.8.3 Submission of Responses

- a. The Bidders shall submit their responses in two parts namely "Eligibility" and "Financial Bid". The online packets/ Folders containing the Bid shall include Scanned copies of all relevant documents as mentioned below, serial numbered, and duly signed and stamped on each page by the Bidder. All documents as required to be submitted need to be digitally signed or self-attested by the Authorized Signatory.
- b. All the pages of the Bid must be sequentially numbered and must contain the list of contents with page numbers.
- c. The bid submitted shall contain no interlineations or overwriting,

except as necessary to correct errors made by the Bidder itself. Any such corrections must be signed by the person (or persons) who sign(s) the Bids.

- d. Any default by the Bidder in respect of tender terms and conditions shall lead to rejection of the Bid.
- e. The Purchaser reserves the right to reject any or all Bids without assigning any reasons thereof.

f. Documents required as part of Eligibility Criteria

- i. Scanned copy of Acknowledgement Receipt generated towards non-refundable Tender Fees.
- ii. Scanned copy of Acknowledgement Receipt generated towards Earnest Money Deposit.
- iii. Cover Letter as per format given in Form 1 of Appendix-I.
- iv. Particulars of the Bidder as per format given in Form 2 of Appendix-I.
- v. Compliance sheet for eligibility criteria as per format given in Form 3 of Appendix-I and all supporting documents.

g. Financial Bid

- i. The Financial Bid should be submitted/ uploaded on eproc.punjab.gov.in portal only in the specified format defined by the Purchaser.
- ii. No scanned copy etc. of the financial bid/ proposal is to be submitted/ uploaded anywhere else during submission of the proposal. Non-adherence shall lead to rejection of the proposal submitted by the Bidder.
- iii. The Financial Bid should include all applicable taxes and duties, overhead & operational cost and GST shall be quoted extra in the price bid cell as defined in the Financial bid format.
- iv. **For Item Category A, D, H and I i.e AIO Computer, UPS, Desktop with USB Web Camera and Desktops respectively, a Bidder can submit Bid for maximum of 03 (three) different OEM's. However, the specifications of the product should be as strictly as mentioned in this RFP (please refer Appendix II, Section 12.1) and the price per unit of the item for all 03 (three) OEM's should be same.**
- v. **For Item Category A, D, H and I i.e AIO Computer, UPS, Desktop with USB Web Camera and Desktops respectively,**

a Bidder must submit Bid and should be able to deliver (district wise) atleast 50% of the total quantity required for the respective product within the specific timelines. For total quantity required please refer Appendix II (12.1).

Example:

Item Category	Item Description	Required Quantity (Numbers)	Make	Model	Tech. Specs.	Quantity per make & model	Price Per Unit inclusive of tax except GST (INR)	Total Price (INR) (Inclusive Tax except GST)
A	All In One Computer	3474	MA1	MOA1	Strictly as mentioned in this RFP Document	Q1	"P"	= Required Quantity multiplied by Price/ Unit i.e = 3474 X P
			MA2	MOA2		Q2		
			MA3	MOA3		Q3		
			P.S Sum of Q1+Q2+Q3 should NOT be less than 50% of the Required Quantity					
G	Desktop with USB Web Camera	2276	MD1	MOD1	Strictly as mentioned in this RFP Document	X1	"L"	= Required Quantity multiplied by Price/ Unit i.e = 2276 X L
			MD2	MOD2		X2		
			MD3	MOD3		X3		
			P.S Sum of X1+X2+X3 should NOT be less than 50% of the					

						Required Quantity		
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- vi. In case L1 Bidder for Item Category **A, D, H and I i.e AIO Computer, UPS, Desktop with USB Web Camera and Desktops respectively**, has not Bid for 100% required quantity and only the bare minimum quantity i.e. 50% or higher, L2 Bidder will be offered opportunity to provide the rest of the quantity of Item Category A, D, G and H at the same price as offered by L1 Bidder. If L2 Bidder doesn't avail the opportunity, the same shall be offered to subsequent Bidders i.e. L3, L4 and so on for that specific line item. This means that for Line item/ categories A,D,H and I, all the bidders has to quote a minimum of 50% quantity and for rest of the Line Items, it is 100% quantity.

5.8.4 Consortium

No Consortium and Joint Venture is allowed for this engagement.

5.9 Bid Evaluation Process

- a. The Committee constituted by the Purchaser shall be evaluating the responses of the Bidders.
- b. Inability to submit requisite supporting documents/ documentary evidence as defined in this RFP, may lead to rejection.
- c. During evaluation, Committee constituted by the Purchaser reserves the right to seek clarifications from the Bidders in relation to their submitted Bids for supporting eligibility criteria or any other requirements of the RFP or its corrigenda or if the submitted Bids are illegible in part or full. Bidders shall submit all such clarifications timely to avoid rejection of their Bids.
- d. The decision of the Committee in the evaluation of responses to the RFP shall be final. No correspondence in this regard shall be entertained. Bidder is most welcome to place his submission in front of the Director, Governance Reforms in case he is not satisfied with the evaluation done by the committee.
- e. The Committee may ask for meetings with the Bidders to seek

clarifications on their Bids.

- f. The Purchaser reserves the right to reject any or all Bids based on any deviations.

There would be two (2) stages for evaluation process. The Stages are:

- I. Eligibility Criteria Evaluation
- II. Financial Bid Evaluation

5.9.1 Eligibility Criteria Evaluation:

1. Purchaser shall constitute a Committee to evaluate the bids as per the eligibility criteria and requirements specified in this RFP submitted by Bidders. No correspondence will be entertained outside the process of evaluation with the Committee.
2. The bids submitted will be opened at time & date as specified in the Fact sheet of this RFP by the Committee or any other officer authorized by Committee, in the presence of Bidders or their representatives who may wish to be present at the time of bid opening.
3. Those Bidders whose bids are found to be responsive as per the Pre-qualification/Eligibility Criteria, shall further be eligible for Financial Bid evaluation.

5.9.2 Financial Bid Evaluation:

1. The next stage will be the Financial Bid wherein evaluation will be done for bidders whose bid have been found responsive as per the Pre-Qualification/Eligibility Criteria as defined in section 5.11 of this document.
2. The Bidder as part of its Financial Bid shall account for all out of pocket and other expenses including all permits, approvals, travel cost, repairs etc. to be done during the warranty of the hardware item.
3. All the eligible Bidders shall be notified to participate in Financial Bid opening process.
4. After opening of financial Bids of the short-listed Bidders, if any discrepancy is noticed between words and figures, the amount indicated in words shall prevail.
5. The Bidder, who has submitted the lowest quoted bid for the proposed item category inclusive of the taxes, shall be selected as

the L1 and shall be called for further process leading to Purchase Order for that Line item.

6. On receiving the financial bids, Reverse Auction (RA) shall be practiced for one time and after that the item wise L1 shall be declared.
7. The Financial Bid should include all applicable taxes and duties, overhead & operational cost etc. and GST should be included separately in the Financial bid as per the defined format on the eProcurement portal.
8. Once the financial bid is opened and rates of the defined hardware item is discovered, purchaser reserves the right to increase or decrease the quantity of the hardware items.

5.9.3 Reverse Auction (RA)

- a. The Reverse Auction shall be allowed only once. The reverse auction will be conducted on scheduled date and time, which will be communicated to Bidders eligible to participate in Reverse Auction.
- b. Reverse Auction shall be conducted if two or more Bidders are commercially qualified i.e in case of two or more L1 Bidders for the same item category.
- c. In case of two or three qualified Bidders, there shall be no elimination of H1 Bidder (who has quoted highest price Bid).
- d. In case of four or higher qualified Bidders, the H1 Bidder shall be eliminated.
- e. RA timeline extension shall be allowed for a maximum of 6 attempts for the responsive bidders for each line item.
- f. For any queries related to RA, bidders shall take help from the help desk support at the following numbers:
0172-2970263, 2970284 and mobile number - 6284884511 (Punjab Government working days from 9am to 5pm) and email id: eproc@punjab.gov.in

5.10 Resolution of Disputes

If any dispute arises between parties, then these would be resolved in following ways:

- a. Amicable Settlement: Either party of the contract may send a written notice of dispute to the other party. The party receiving

the notice of dispute will consider the Notice and respond to it in writing within 30 days after receipt. If that party fails to respond within 30 days, or the dispute cannot be amicably settled within 60 days following the response of that party, then the second Sub- clause of resolution of disputes shall become applicable.

- b. Arbitration: In case dispute arising between the Purchaser and the Successful Bidder, which has not been settled amicably, the Successful Bidder can request the Purchaser to refer the dispute for Arbitration under Arbitration and Conciliation Act, 1996 and amendments thereof. Such disputes shall be referred to the Arbitrator which shall be "Authority". The Indian Arbitration and Conciliation Act, 1996 and any statutory modification or re-enactment thereof, shall apply to these arbitration proceedings. The decision of the arbitrator shall be final and binding upon both the parties. All arbitration awards shall be in writing and shall state the reasons for the award. The expenses of the arbitration as determined by the arbitrator shall be borne equally by the Purchaser and the Successful Bidder. However, the expenses incurred by each party in connection with the preparation, presentation and litigation shall be borne by the party itself.
- c. All legal disputes between the parties shall be subject to the jurisdiction of the Courts situated in Mohali, Punjab only.

5.11 Eligibility Criteria

Purchaser shall evaluate the Bids with respect to the minimum eligibility criteria as tabulated below. Bids not conforming to any of the minimum eligibility criteria shall be out rightly rejected. Purchaser may ask Bidder(s) for additional information to verify claims made in their eligibility document, at any point of time before opening of the financial bid.

S. No.	Eligibility Criteria	Supporting documents
1.	Bidder should be either: <ul style="list-style-type: none"> • A company registered under the Indian Companies Act, 2013 / 1956 OR 	Any relevant document to prove that the Bidder is a legal entity like Certificate of Incorporation, Certificate of Registration, Partnership deed, etc.

S. No.	Eligibility Criteria	Supporting documents																
	<ul style="list-style-type: none"> A partnership firm registered under the Limited Liability Partnerships (LLP) Act, 2008 OR A partnership firm registered under the Indian Partnership Act, 1932 																	
2.	The Bidder must have valid PAN and valid GST number.	<ul style="list-style-type: none"> Copy of PAN and GST 																
3.	<p>Minimum Average Annual Turnover in any three consecutive years during the last 4 Financial Years i.e. 2018-19, 2019-20, 2020-21 and 2021-22 of the Bidder should not be less than as mentioned in item category wise table below:</p> <table border="1" data-bbox="324 1003 948 1885"> <thead> <tr> <th data-bbox="324 1003 638 1199">Item Category</th> <th data-bbox="638 1003 948 1199">Minimum Average Annual Turnover in last three FY's</th> </tr> </thead> <tbody> <tr> <td data-bbox="324 1199 638 1297">A. All in One Computers</td> <td data-bbox="638 1199 948 1297">150 Crores</td> </tr> <tr> <td data-bbox="324 1297 638 1396">B. All in One Printer</td> <td data-bbox="638 1297 948 1396">15 Crore</td> </tr> <tr> <td data-bbox="324 1396 638 1455">C. LED Screen</td> <td data-bbox="638 1396 948 1455">15 Crore</td> </tr> <tr> <td data-bbox="324 1455 638 1514">D. UPS</td> <td data-bbox="638 1455 948 1514">15 Crore</td> </tr> <tr> <td data-bbox="324 1514 638 1633">E. Switch L2</td> <td data-bbox="638 1514 948 1633">5 Crore</td> </tr> <tr> <td data-bbox="324 1633 638 1753">F. Switch L3</td> <td data-bbox="638 1633 948 1753">5 Crore</td> </tr> <tr> <td data-bbox="324 1753 638 1885">G. Video Conference Setup with LED</td> <td data-bbox="638 1753 948 1885">35 Crore</td> </tr> </tbody> </table>	Item Category	Minimum Average Annual Turnover in last three FY's	A. All in One Computers	150 Crores	B. All in One Printer	15 Crore	C. LED Screen	15 Crore	D. UPS	15 Crore	E. Switch L2	5 Crore	F. Switch L3	5 Crore	G. Video Conference Setup with LED	35 Crore	<p>Audited Financial Statements with</p> <ul style="list-style-type: none"> Certificate from statutory auditors/CA clearly certifying the turnover requirements <p>AND</p> <p>UDIN as per format given in Form 4 of Appendix-I.</p>
Item Category	Minimum Average Annual Turnover in last three FY's																	
A. All in One Computers	150 Crores																	
B. All in One Printer	15 Crore																	
C. LED Screen	15 Crore																	
D. UPS	15 Crore																	
E. Switch L2	5 Crore																	
F. Switch L3	5 Crore																	
G. Video Conference Setup with LED	35 Crore																	

S. No.	Eligibility Criteria	Supporting documents				
	<table border="1"> <tr> <td data-bbox="326 300 634 436">H. Desktop with USB Web Camera</td> <td data-bbox="634 300 943 436">65 Crore</td> </tr> <tr> <td data-bbox="326 436 634 489">I. Desktop</td> <td data-bbox="634 436 943 489">20 Crore</td> </tr> </table> <p data-bbox="326 548 943 762">Note: Turnover of only the bidding entity shall be considered. Turnover of any parent, subsidiary, associated or other related entity shall not be considered.</p>	H. Desktop with USB Web Camera	65 Crore	I. Desktop	20 Crore	
H. Desktop with USB Web Camera	65 Crore					
I. Desktop	20 Crore					
4.	The Bidder should have positive net worth and should be a profit making company for each of the last three audited financial years for which average annual turnover shall be evaluated.	Certificate duly signed by statutory auditor/ CA of the Bidder confirming the net-worth				
5.	<p data-bbox="326 1056 943 1136">Bidder must have successfully executed / completed at least:</p> <p data-bbox="326 1146 943 1310">One single order of 80% of the Item Category Quantity defined in the RFP respective to item for which Bid has been submitted</p> <p data-bbox="326 1320 378 1352">OR</p> <p data-bbox="326 1362 943 1526">2 orders each of 60% of the Item Category Quantity defined in the RFP respective to item for which Bid has been submitted</p> <p data-bbox="326 1537 378 1568">OR</p> <p data-bbox="326 1579 943 1743">3 orders each of 40 % of the Item Category Quantity defined in the RFP respective to item for which Bid has been submitted</p> <p data-bbox="326 1753 943 1898">(in last seven Financial Years i.e. FY 2015-16, 2016-17, 2017-18, 18-19, 19-20, 20-21, 21-22 for any Central /</p>	<ul data-bbox="976 1220 1406 1625" style="list-style-type: none"> • Filled in Form 5 of Appendix-I WITH • Work orders/ Agreement along with the completion certificate confirming year, cost and area of activity. • Any documentary proof 				

S. No.	Eligibility Criteria	Supporting documents
	State Govt. Organization/ PSU/ Boards/ Corporations/ Societies/ Statutory Bodies/ Public Listed Company)	
6.	The Bidder should have either their own office in Punjab/Chandigarh or through having Channel partners/ Franchises/ Support centre etc. to provide after sales support services in the district of Punjab. Bidder should provide details of offices on company letterhead.	Details of Offices/ Channel Partners/ Franchisees as per format given in Form 6 of Appendix-I.
7.	Bidder should provide a mechanism to log the complaints like Phone Number OR Portal OR Whatsaap Chatbot OR any other for after sales support services.	Documentary proof
8.	The Bidder shall submit the self-certificate that the Bidder: - a. Has not been ever under a declaration of ineligibility for corrupt or fraudulent practices and should not be blacklisted/debarred by any State Govt./Central Govt./Board, Corporations and Government Societies / PSU for any reason. b. Has not been ever insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by court or judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons. c. And their directors, partners and officers have not been convicted of any	Self-Certified letter as per format given in Form 7 of Appendix-I.

S. No.	Eligibility Criteria	Supporting documents
	<p>criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications within a period of three years as on date of submission of bid or not have been otherwise disqualified pursuant to debarment proceedings.</p>	
9.	<p>Bidder should provide Escalation Matrix.</p>	<p>As per format given in Form 8 of Appendix-I.</p>
10.	<p>Bidder should provide Undertaking that the product quoted will not reach End of Support (In next 5 years).</p>	<p>As per format given in Form 9 of Appendix-I.</p>
11.	<p>The Bidder should be an Original Equipment Manufacturer (OEM) or their authorized wholesale dealer/ re-seller/ distributor.</p>	<p>In case of OEM, self-declaration on company letter head and duly signed by authorized signatory to be submitted.</p> <p>In case of an authorized wholesale dealer/ re-seller/ distributor, a letter of authorization (MAF) from Original Manufacturer must be furnished in original duly signed & stamped.</p> <p>MAF should include a clause that OEM will provide support services during warranty period if the Bidder authorized by them fails to perform or deliver the hardware items within the stipulated time period as defined in this RFP.</p>

S. No.	Eligibility Criteria	Supporting documents
		Note: MAF should be specific to this bid only.
12.	The Bidder must ensure to deposit the Tender Fees and EMD (No Exemption for any category)	Copy of Acknowledgement Receipt generated towards Tender Fees and EMD deposited.
13.	Scanned copy of this RFP document, corrigendum (if any), clarification issued by DGR & PG, duly signed and stamp on each page by the authorized signatory of the Bidder as a mark of acceptance of all conditions of this RFP.	Signed and stamped copy of the RFP by the authorized signatory.
14.	Any other document(s) mentioned in section 5.8.3 (f)	Any other document(s) mentioned in section 5.8.3 (f)
15.	The signatory signing the bid on behalf of the Bidder should be duly authorized by the Board of Directors / Partners of the Bidder to sign the bid on their behalf.	Authorization letter Format attached at Form 12 of Appendix I
16.	<p>The bidder needs to submit the make and model of the product he is quoting in the bid along with the quantity he shall be able to provide with respect to the make and model he quotes.</p> <p>Note: In case of category A,D,H and I as specified in this RFP document, bidder can submit make and model for maximum 3 products from same or different OEM's.</p>	Website URL along with the copy of the data sheet wherein Specifications of the hardware item to be shown. In addition, bidder has to give a self-declaration stating the make and model of the product along with the quantity on its letter head for which financial shall be the same.

6 Award of Contract

- a. The selection of the Successful Bidder(s) for this project shall be done on lowest quoted value or L1 basis per line item/ Hardware item wise. The bidder, who has submitted the lowest financial bid per line item, shall be selected as the L1 for that particular line item and shall be given the Purchase Order.
- b. If only a single Bid for any item category is received, the entire process will not be cancelled but retendering process will be initiated for that specific item category only.
- c. Purchaser reserves the right to accept or reject any or all the Bids without assigning any reason/notice whatsoever and does not bind itself to accept the Lowest Bid or any Bid and reserves the right to scrap the Bid enquiry at any stage without assigning any reasons and Purchaser shall not be liable for any costs and consequences thereof.
- d. Issue of Work order: Before expiry of the period of Bid validity, DGR & PG will notify the Successful Bidder with a request to accept the PO and furnish Performance Bank Guarantee. The work order (item wise) should be signed as per specified timeline on all the pages by the person(s) duly authorized to bind the Successful Bidder to the work order. DGR & PG may discuss certain terms with the Successful Bidder before issuing the work order.
- e. Expenses for Work order: The incidental expenses of execution of work order shall be borne by the selected bidder.
- f. Failure to Abide by the Work order: The conditions stipulated in the contract/ work order shall be strictly adhered to and violation of any of these conditions will entail termination of the work order without prejudice to the rights of Purchaser to impose penalties as specified in this RFP and the work order.

7 Contract period

This selection of Successful Bidder shall be valid for a period of 3 years initially from the date of delivery of the hardware items i.e. all the hardware items shall carry a 3 years onsite warranty irrespective of the default warranty of the Line item.

8 Performance Security

- a. The Successful Bidder shall deposit the Performance Security with DGR & PG within seven (7) working days from the date of issuance of PO. The Performance Security should be from a scheduled commercial bank, in the form of Fixed Deposit drawn in favor of Director, Governance Reforms and Public Grievances, Government of Punjab payable at Mohali for the due performance and fulfillment of the contract/ work order by the Successful Bidder(s).
- b. The Performance Security shall be denominated in Indian Rupees only.
- c. This Performance Security will be for an amount equivalent to 5% of the Contract Value/ Work order (item wise). All charges whatsoever such as commission etc. with respect to the Performance Security shall be borne by the Successful Bidder(s).
- d. The Performance Security shall be valid for a period of 60 days beyond the date of completion of all contract.
- e. The Performance Security may be discharged/ returned by DGR & PG upon being satisfied that there has been due performance of the obligations of the Selected Bidder under the contract/ work order.
- f. No interest shall be payable by DGR & PG on the Performance Security.
- g. In the event of the Selected Bidder being unable to service the contract/ work order for whatever reason, the DGR & PG would revoke the Performance Security.

9 Payment Terms

- a. 90% of the delivered hardware order value along with GST and other applicable duties on actual basis will be paid on delivery and acceptance of ordered items at respective location, after realizing penalty charges for late delivery and / or late installation, if any. The claim for payment should contain proof of delivery & User Acceptance Report signed by an authorized district official/ District Nodal Officer.
- b. 10% of the order value (i.e. the residual amount) will be paid after completion of installation of the ordered item at respective location and submission of proof of installation note & User Acceptance Report signed by an authorized district official/ District Nodal Officer.

10 SLA and Penalties

S.N.	Activity	Target / Service Level	Penalty for delays beyond target level
1.	Acceptance of the PO	Within 2 days from the issuance of the PO	Rs. 2,000/- per day with a maximum capping of Rs. 30,000/-
2.	Submission of PBG	Within 7 days of the issuance of PO	Rs. 1,000/- per day with a maximum capping of Rs. 20,000/- In case Penalty reaches the maximum capping, EMD amount shall be forfeited.
3.	Delay in delivery of the hardware items	Within 4 weeks from the date of acceptance of the Purchase Order	1% (One per cent) of the undelivered quantity (excluding taxes and duties) per day.
4.	Onsite support	The Successful Bidder shall provide onsite support at any location in Punjab as and when required within maximum next 2 working days from the date of complaint lodged by the user.	0.5% of affected hardware item cost on per day basis.

Note: The maximum penalty applicable on the Successful Bidder(s) shall not exceed 10% of the total contract value per line item. In case if the total penalty applicable on the Successful Bidder exceeds

10% of the Total Contract Value per line item, the Purchaser reserves the right to terminate the Contract with Successful Bidder or encash the Bank Guarantee or take any Legal action against the Successful Bidder.

Note: Only and only Administrative Secretary of the Department reserves the right to relax any of the condition(s) mentioned in the RFP document or waive of any penalty, if applicable for the Bidders/ Successful Bidder.

11 Appendix-I

11.1 Form 1: Cover Letter

[On the letterhead of the organization]

No.

Date:

To,

The Director,

Department of Governance Reforms & Public Grievances

Plot No. D, 241, Industrial Area, Sector 74,

Sahibzada Ajit Singh Nagar,

Punjab-160071

Sub: Supply and Installation of various Hardware Items including All in One Computers/ Multifunctional Printers/ LED Screens/ UPS/ VC Set Up/ L2 and L3 Switches/ Desktop with webcams/ Desktop Computers

Dear Sir,

Having examined the RFP, Annexures, addenda, and pre-bid clarifications, thereto, we, the undersigned, in conformity with the said RFP, offer to provide the said services defined in the RFP upon the award of contract/ work order for the sum indicated as per our financial bid.

We acknowledge having received all the addenda / pre-bid clarifications to the RFP:

We undertake to provide the services included in the RFP within the time frame specified, starting from the date of receipt of notification of award of PO.

We agree to abide by this Bid for a period of 180 days from the date of Bid submission and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

We agree to accept the Purchase Order in the form to be communicated by DGR & PG, incorporating all terms and conditions with such alterations or additions thereto as may be necessary to adapt such work/Purchase order to the circumstances of the standard and notice of the award within time

prescribed after notification of the acceptance of this Bid.

We agree that if any day during the entire project duration, our act breaches the RFP terms and conditions or we express our inability to execute the project, DGR & PG reserves all the rights to terminate the work/purchase order and appropriate penalty shall be applicable on us.

We hereby confirm that we do not have any conflict of interest in accordance with the RFP.

It is certified that the information furnished herein and as per the Bid / documents / clarifications submitted is true and correct and nothing has been concealed or tampered with. We have gone through all the conditions of RFP and are liable to any punitive action for furnishing false information / documents.

We have read the provisions of the RFP, Annexure thereto and addenda. We understand that any additional conditions, deviations, suggestions, assumptions, if any, found in our Bid shall not be given effect to and shall not be binding on DGR & PG in case our Bid is accepted.

We understand that if the details given in support of claims made above are found to be untenable or unverifiable, or both, our Bid may be rejected without any reference to us. We also understand that if there is any change in our eligibility criteria status till the date of award of contract, it is our responsibility to inform DGR & PG of the changed status at the earliest.

We further clearly understand that DGR & PG is not obliged to inform us of the reasons for rejection of our Bid.

Authorized Signature [In full and initials] with seal:

Name and Title of Signatory:

Name of Firm:

Address:

Location:

Date:

11.2 Form 2: Particulars of the Bidder

[On the letterhead of the organization]

S. No.	Particulars	Details		
1.	Name of the Bidder			
2.	Office Address			
	Telephone Number			
	Fax No.			
	Mobile Number			
	Email Id			
3.	Nature of the Firm i.e., whether Registered Partnership Firm/ LLP, or a Private Limited Company, or a Public Limited Company incorporated in India.			
4.	a) Name of the Contact Person authorized to sign tender documents			
	b) Telephone No.			
	c) Mobile No.			
	d) Email ID			
	e) Photo ID Card No.			
5.	PAN No. of Bidder (<i>enclose a scanned copy of PAN Card of the firm</i>)			
6.	GST Registration No. (<i>enclose a scanned copy of GST registration number of the firm</i>)			
7.	Turnover and profit during the any 3 consecutive years during the last 4	Year	Turn-over (Rs. Crores)	Net Worth (Rs. Crores)
		FY 2021-2022		
		FY 2020-2021		

S. No.	Particulars		Details	
	Financial Years i.e. 2018-19, 2019-20, 2020-21 and 2021-22	FY 2019-2020		
		FY 2018-2019		

Authorized Signature [In full and initials] with seal:

Name and Title of Signatory:

Name of Firm:

Address:

Location:

Date:

11.3 Form 3: Compliance Sheet for Eligibility Criteria

S. No	Eligibility Criteria	Supporting documents	Compliance (Yes/No)	Reference & Page Number
1.	<p>Bidder should be either:</p> <ul style="list-style-type: none"> A company registered under the Indian Companies Act, 2013 / 1956 OR A partnership firm registered under the Limited Liability Partnerships (LLP) Act, 2008 OR A partnership firm registered under the Indian Partnership Act, 1932 	<p>Any relevant document to prove that the Bidder is a legal entity like Certificate of Incorporation, Certificate of Registration, Partnership deed, etc.</p>		
2.	<p>The Bidder must have valid PAN and valid GST number.</p>	<ul style="list-style-type: none"> Copy of PAN and GST 		
3.	<p>Minimum Average Annual Turnover in any three consecutive years during the last 4 Financial Years i.e. 2018-19, 2019-20, 2020-21 and 2021-22 of the Bidder should not be less than as mentioned in item category wise table below:</p>	<ul style="list-style-type: none"> Audited Financial Statements WITH Certificate from statutory auditors/CA clearly certifying the turnover requirements AND 		

S. No	Eligibility Criteria	Supporting documents	Compliance (Yes/No)	Reference & Page Number																				
	<table border="1"> <thead> <tr> <th data-bbox="285 331 496 705">Item Category</th> <th data-bbox="496 331 672 705">Minimum Average Annual Turnover in last three FY's</th> </tr> </thead> <tbody> <tr> <td data-bbox="285 705 496 848">A. All in One Computers</td> <td data-bbox="496 705 672 848">150 Crores</td> </tr> <tr> <td data-bbox="285 848 496 991">B. All in One Printer</td> <td data-bbox="496 848 672 991">15 Crore</td> </tr> <tr> <td data-bbox="285 991 496 1094">C. LED Screen</td> <td data-bbox="496 991 672 1094">15 Crore</td> </tr> <tr> <td data-bbox="285 1094 496 1155">D. UPS</td> <td data-bbox="496 1094 672 1155">15 Crore</td> </tr> <tr> <td data-bbox="285 1155 496 1268">E. Switch L2</td> <td data-bbox="496 1155 672 1268">5 Crore</td> </tr> <tr> <td data-bbox="285 1268 496 1381">F. Switch L3</td> <td data-bbox="496 1268 672 1381">5 Crore</td> </tr> <tr> <td data-bbox="285 1381 496 1575">G. Video Conference Setup with LED</td> <td data-bbox="496 1381 672 1575">35 Crore</td> </tr> <tr> <td data-bbox="285 1575 496 1768">H. Desktop with USB Web Camera</td> <td data-bbox="496 1575 672 1768">65 Crore</td> </tr> <tr> <td data-bbox="285 1768 496 1858">Desktop</td> <td data-bbox="496 1768 672 1858">20 Crore</td> </tr> </tbody> </table>	Item Category	Minimum Average Annual Turnover in last three FY's	A. All in One Computers	150 Crores	B. All in One Printer	15 Crore	C. LED Screen	15 Crore	D. UPS	15 Crore	E. Switch L2	5 Crore	F. Switch L3	5 Crore	G. Video Conference Setup with LED	35 Crore	H. Desktop with USB Web Camera	65 Crore	Desktop	20 Crore	UDIN as per format given in Form 4 of Appendix-I.		
Item Category	Minimum Average Annual Turnover in last three FY's																							
A. All in One Computers	150 Crores																							
B. All in One Printer	15 Crore																							
C. LED Screen	15 Crore																							
D. UPS	15 Crore																							
E. Switch L2	5 Crore																							
F. Switch L3	5 Crore																							
G. Video Conference Setup with LED	35 Crore																							
H. Desktop with USB Web Camera	65 Crore																							
Desktop	20 Crore																							

S. No	Eligibility Criteria	Supporting documents	Compliance (Yes/No)	Reference & Page Number
	<p>Note: Turnover of only the bidding entity shall be considered. Turnover of any parent, subsidiary, associated or other related entity shall not be considered.</p>			
4.	<p>The Bidder should have positive net worth and should be a profit making company for each of the last three audited financial years for which average annual turnover shall be evaluated.</p>	<p>The Bidder should have positive net worth and should be a profit making company for each of the last three audited financial years for which average annual turnover shall be evaluated.</p>		
5.	<p>Bidder must have successfully executed / completed at least: One single order of 80% of the Item Category Quantity defined in the RFP respective to item for which Bid has been submitted OR 2 orders each of 60% of the Item Category Quantity defined in the</p>	<ul style="list-style-type: none"> • Filled in Form 5 of Appendix-I WITH • Work orders/ Agreement along with the completion certificate confirming year, cost and area of activity. 		

S. No	Eligibility Criteria	Supporting documents	Compliance (Yes/No)	Reference & Page Number
	<p>RFP respective to item for which Bid has been submitted</p> <p>OR</p> <p>3 orders each of 40 % of the Item Category Quantity defined in the RFP respective to item for which Bid has been submitted</p> <p>(in last Seven Financial Years i.e. FY 2015-16, 2016-17, 2017-18, 18-19, 19-20, 20-21, 21-22 for any Central / State Govt. Organization/ PSU/ Boards/ Corporations/ Societies/ Statutory Bodies/ Public Listed Company)</p>	<p>Note: Completion here means completed/ ongoing works for which the payment equivalent or more than 80 % of the project cost has been released to the Bidder between 1st April 2017 till 31st March 2022.</p>		
6.	<p>The Bidder should have either their own office in Punjab/Chandigarh or through having Channel partners/ Franchises/ Support centre etc. to provide after sales support services in the district of Punjab. Bidder should provide details of offices on company letterhead.</p>	<p>Details of Offices/ Channel Partners/ Franchisees as per format given in Form 6 of Appendix-I.</p>		

S. No	Eligibility Criteria	Supporting documents	Compliance (Yes/No)	Reference & Page Number
7.	Bidder should provide a mechanism to log the complaints like Phone Number OR Portal OR Whatsaap Chatbot OR any other for after sales support services.	Documentary proof		
8.	The Bidder shall submit the self-certificate that the Bidder: - d. Has not been ever under a declaration of ineligibility for corrupt or fraudulent practices and should not be blacklisted/debarred by any State Govt./Central Govt./Board, Corporations and Government Societies / PSU for any reason. e. Has not been ever insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by court or judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons.	Self-Certified letter as per format given in Form 7 of Appendix-I.		

S. No	Eligibility Criteria	Supporting documents	Compliance (Yes/No)	Reference & Page Number
	f. And their directors, partners and officers have not been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications within a period of three years as on date of submission of bid or not have been otherwise disqualified pursuant to debarment proceedings.			
9.	Bidder should provide Escalation Matrix.	As per format given in Form 8 of Appendix-I.		
10.	Bidder should provide Undertaking that the product quoted will not reach End of Support (In next 5 years).	As per format given in Form 9 of Appendix-I.		
11.	The Bidder should be an Original Equipment Manufacturer (OEM) or their authorized wholesale dealer/ reseller/ distributor.	In case of OEM, self-declaration on company letter head and duly signed by authorized signatory to be submitted.		

S. No	Eligibility Criteria	Supporting documents	Compliance (Yes/No)	Reference & Page Number
		<p>In case of an authorized wholesale dealer/ re-seller/ distributor, a letter of authorization (MAF) from Original Manufacturer must be furnished in original duly signed & stamped.</p> <p>MAF should include a clause that OEM will provide support services during warranty period if the Bidder authorized by them fails to perform.</p>		
12.	The Bidder must ensure to deposit the Tender Fees and EMD	Copy of Acknowledgement Receipt generated towards Tender Fees and EMD deposited.		
13.	Scanned copy of this RFP document,	Signed and stamped copy of		

S. No	Eligibility Criteria	Supporting documents	Compliance (Yes/No)	Reference & Page Number
	<p>corrigendum (if any), clarification issued by DGR & PG, duly signed and stamp on each page by the authorized signatory of the Bidder as a mark of acceptance of all conditions of this RFP.</p>	<p>the RFP by the authorized signatory.</p>		
14.	<p>Any other document(s) mentioned in section 5.8.3 (f)</p>	<p>Any other document(s) mentioned in section 5.8.3 (f)</p>		
15.	<p>The signatory signing the bid on behalf of the Bidder should be duly authorized by the Board of Directors / Partners of the Bidder to sign the bid on their behalf.</p>	<p>Authorization letter Format attached at Form 12 of Appendix I</p>		
16.	<p>The bidder needs to submit the make and model of the product he is quoting in the bid along with the quantity he shall be able to provide with respect to the make and model he quotes.</p> <p>Note: In case of category A,D,H and I as specified in this RFP</p>	<p>Website URL along with the copy of the data sheet wherein Specifications of the hardware item to be shown. In addition, bidder has to give a self-declaration stating the make and model of the product along</p>		

S. No	Eligibility Criteria	Supporting documents	Compliance (Yes/No)	Reference & Page Number
	document, bidder can submit make and model for maximum 3 products from same or different OEM's.	with the quantity on its letter head for which financial shall be the same.		

11.4 Form 4: Certificate of Turnover and Net Worth

On the basis of audited financial statements, I/ We hereby certify that:

- i. M/s..... (Name of Bidder), having registered office at..... (Complete Address of Bidder), is in the business of..... .
- ii. The Bidder has a positive net worth in past Four FY's (2018-19, 2019-20, 2020-21,2021-22) and their average turnover in past Four FY's (2018-19, 2019-20, 2020-21,2021-22) is given below:

Financial Year	Turnover (INR Crore)	Average Turnover (INR Crore)
FY 2021-22		
FY 2020-21		
FY 2019-20		
FY 2018-19		

This certificate is issued based on documentary evidences and Audited Accounts produced to me and copies of which are available with me that I shall be able to produce if required by the DGR & PG. The certificate is true and correct to the best of my knowledge and belief.

Signature with Seal	
Name of the Statutory Auditor/ CA	
Name of the Audit Firm	
Address	
Email address	
Contact No.	
UDIN	

Date:

Place:

11.5 Form 5: Certificate of Experience

[On the letterhead of the organization]

Bidder needs to furnish supporting documents regarding experience of executing/ completing orders in last Seven FY's i.e. FY 2015-16, 2016-17, 2017-2018, 2018-2019, 2019-2020, 2020-2021, 2021-2022 for any Central / State Govt. Organization / PSU / Boards/ Corporations/ Societies/ Statutory Bodies/ Public Listed Company.

S. No.	Name & Location	Client Details (Name, Address & Contact no.)	Work Order Ref. No. & Date	Work Order Amount	Amount Released	Work Status (completed, in-progress, unfinished)	Date of Completion	Any Other Information

Authorized Signature [In full and initials] with seal:

Name and Title of Signatory:

Name of Firm:

Address:

Location:

Date:

11.6 Form 6: Details of Offices/ Channel Partners/ Franchisees
[On the letterhead of the organization]

For Maintenance & Service Support and Customer Services								
S. No.	State/ U.T.	District	Self-Owned/ Channel Partner/ Franchisee	Address	Contact Number	E-Mail Id	Number of Technical Staff with Name(s)	Toll Free Number

Authorized Signature [In full and initials] with seal:
 Name and Title of Signatory:
 Name of Firm:
 Address:
 Location:
 Date:

11.7 Form 7: Self-Certificate for Non-Blacklisting

[On the letterhead of the organization]

No.

Date:

To,

The Director,

Department of Governance Reforms & Public Grievances

Plot No. D, 241, Industrial Area, Sector 74,

Sahibzada Ajit Singh Nagar,

Punjab-160071

Subject: Self Declaration of not been blacklisted.

Ref: Your Bid Ref. No.: <xxx> dated <xxx>

Dear Sir/ Madam,

We confirm that our company or firm, _____, is as on the date of submission of this Bid: -

- A. Has not been ever under a declaration of ineligibility for corrupt or fraudulent practices and should not be blacklisted/debarred by any State Govt./Central Govt./Board, Corporations and Government Societies / PSU for any reason.
- B. Has not been ever insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by court or judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons.
- C. And their directors, partners and officers have not been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications within a period of three years as on date of submission of Bid or not have been otherwise disqualified pursuant to debarment proceedings.

Yours Sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Location:

Date:

11.8 Form 8: Escalation Matrix

Name of Person	Designation	E-Mail Id	Contact Number	Triggers When

Authorized Signature [In full and initials] with seal:
Name and Title of Signatory:
Name of Firm:
Address:
Location:
Date:

11.9 Form 9: Undertaking for Life of Equipment Supplied

[On the letterhead of the organization]

No.

Date:

To,

The Director,

Department of Governance Reforms & Public Grievances

Plot No. D, 241, Industrial Area, Sector 74,

Sahibzada Ajit Singh Nagar,

Punjab-160071

Subject: Undertaking for Life of Equipment Supplied.

Ref: Your Bid Ref: <xxx> dated <xxx>

Dear Sir/Madam,

We undertake that we shall not quote products, whose End of sale/ End of Support has been declared by the OEM. In the event, if any equipment to be supplied by us, reaches either end of support or end of life as stipulated in this clause, before the delivery, we shall supply/ deliver product as per the delivery locations mentioned in the Bid document in the same series with a higher configuration. We also ensure that if any equipment supplied as part of this Bid reaches either end of support or end of life as stipulated in this clause, during the currency of the contract, we shall immediately replace/upgrade the equipment at no additional cost.

Yours Sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Location:

Date:

11.10 Form 10: Delivery Form

Delivery Date	Delivery Location	Representative Name

S. No.	Equipment Details	Manufacturer	Model	Serial Number	Breakage (If any)
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					

Please Note: The Successful Bidder has to submit an undertaking along with the delivered items, signed by the authorized representative of the system OEM (in case the Successful Bidder is himself an OEM, he will have to provide with the undertaking), certifying that all the components/ parts/ assembly/ software used in the proposed hardware are original/ new components/ parts/ assembly/ software and that no refurbished/ duplicate/ second-hand components have been used.

Receiver Name and Contact Number	Receiver Designation

I have received the above-mentioned items and the items have been checked and verified. The payment for the above items may be released after deducting the penalty/breakage (if any) as reported in the above mentioned table.

Date: _____

Receiver Signature & Stamp: _____

11.11 Form 11: User Acceptance Form (Installation and Commissioning)

Installation and commissioning Date	Location	Representative Name

S. No.	Equipment Details	Manufacturer	Model	Serial Number
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				

Receiver Name and Contact Number	Receiver Designation

The above-mentioned items have been successfully installed and commissioned. The payment for the same may be released after deducting the penalty (if any) as applicable.

Date: _____

Receiver Signature & Stamp: _____

11.12 Form 12: Authorization Letter

(On the letterhead of the entity)

To,

The Director,
Department of Governance Reforms & Public Grievances
Plot No. D, 241, Industrial Area, Sector 74,
Sahibzada Ajit Singh Nagar,
Punjab- 160071

Dear Ma'am/ Sir,

Sub: Letter of Authorization

<Name>_____ <Designation>
is hereby authorized to sign & stamped relevant documents on behalf of the
<Company> in dealing with this RFP Document published vide No. _____
dated _____. He is also authorized to attend meetings and
submit Technical and Commercial information as may be required by you in
the course of processing above said tender.

Thanking you,

Authorized Signatory (s) of the Company <Name> <Designation> <Seal>	Signature of the person authorized by The Successful Bidder <Name> <Designation> <Seal>
---	---

12 Appendix-II

12.1 Bill of Quantity and Specifications

The minimum list of Bill of Quantities (BOQ) along with specifications is tabulated below. The Bidders shall ensure and provide all necessary infrastructures (any additional equipment, features, quantities, etc.) required for successful installation of required hardware items by DGR & PG at the prescribed locations.

Item Category		Item Name	Quantity Required
A		All in One Computer	3474
S. No.	Feature	Minimum Specifications	
1.	Form factor	All in one	
2.	Processor	Intel® Core i7 12th Generation or AMD equivalent	
3.	Chipset	B series Intel or AMD equivalent	
4.	Motherboard	OEM certified OEM Motherboard with onboard/discrete Graphics sound card and Ethernet port or equivalent	
5.	Memory (RAM)	8 GB DDR4 3200 MHz or higher with at least two DIMM slots	
		Expandable up to 32 GB	
6.	Ports	Minimum 4 USB Ports with at least 2 USB 3.1 Gen 1 or higher; 2 USB 2.0	
		1x Type-C	
		1 Microphone/Headphone Combo Jack	
		1 x HDMI out	
		1 x RJ45	
7.	Storage Disk	256 GB SSD	
		1 TB 7200 RPM SATA HDD	
8.	Graphics	Integrated Graphics Card	

9.	Display	23 inch or higher anti-glare LED-backlit or higher
		Resolution - FHD (1920 x 1080p) widescreen
		Viewing angle - 170 deg(H) & 160 deg(V) or better
		Contrast Ratio - 1000:1 or higher
		220 nits typical brightness or higher
10.	Network Connectivity	10/100/1000 Gigabit Ethernet Port
		Integrated WiFi 802.11 b/g/n
		Bluetooth 4.0 or higher
11.	Power Supply	Compatible power supply with 85% efficiency or better
12.	Keyboard	OEM wireless/ wired USB 104 Keyboard
13.	Mouse	OEM wireless/USB Optical Mouse
14.	Operating System	Factory loaded Licensed Windows 11 Professional 64 bit with OEM Recovery DVD or option of Cloud Recovery along with certificate for Windows from OEM
15.	Software	OEM loaded MS Office 2021 Home and Business edition and other standard softwares
		All necessary OEM drivers
16.	Webcam	FHD Camera
17.	Mic	Inbuilt Mic
18.	Speakers	HD Audio, Inbuilt Stereo Speakers
19.	Stand	Standard
20.	Accessories	All necessary connectors, power/data cables and power adapters. All cables and connectors as per Indian Standards
21.	Information Accessibility	Brochure and specification sheets of the product to be available in public domain
22.	Warranty	3 Years Onsite comprehensive warranty including keyboard and mouse

23.	Certification	Energy Star compliant or EPEAT registered
		RoHS Compliance/Certification, BIS Certification, UL/MET Certification, FCC Certification, CE Certification, Windows Certification
		ISO 9001, ISO 14001, ISO 20001, ISO 27001

Item Category		Item Name	Quantity Required
B		All in One Printer	885
S. No.	Feature	Minimum Specifications	
1.	Resolution	600 x 600 dots per inch (dpi) or better	
2.	Printer type	Laser	
3.	Printing type	Monochrome	
4.	Speed	30 pages/copies per minute	
5.	Copier Zoom adjust	25% - 400%, Fit to page	
6.	Document Feeder Type	ADF with support for A4, letter and legal paper sizes	
7.	Duplex Printing	Automatic two-sided printing	
8.	Functions	Wi-Fi, Multifunction (Print, Copy, Scan with ADF)	
9.	Memory	128MB or higher	
10.	Connectivity	Hi Speed USB, Ethernet 10/100/1000 and WiFi 802.11 b/g/n, WiFi Direct	
11.	Media size supported	At least A4, Letter, Legal	
12.	Media Types	Paper (bond, brochure, color, glossy, letterhead, photo, plain, preprinted, rough), labels, envelopes	
13.	Duty Cycle	80000 pages per month or more	
14.	OS Compatibility	Microsoft Windows 8 and above (32/64 bit)	
		Mac OS 10.15 and above	

15.	Accessories	All required Cables as per Indian Standards (Power/USB/LAN)
		All required media Drivers on Optical Discs
16.	Warranty	3 Years Onsite comprehensive OEM warranty
17.	Certification	RoHS Compliance/Certification, BIS Certification, UL Certification, CE Certification

Item Category		Item Name	Quantity Required
C		LED Screen	535
S. No.	Feature	Minimum Specifications	
1.	Screen size	43 inch or higher	
2.	Resolution	3840 x 2160 (UHD) 4K	
3.	Type	Smart Display	
4.	Brightness	300 Nits or better	
5.	Operation Hours	16 x 7	
6.	Native contrast ratio	1300:1 or better	
7.	Speakers	In-built; 20W (2 x 10W) or higher	
8.	Power Supply	AC 100 - 240 V (+/- 10%), 50/60 Hz	
9.	Storage	Minimum 8 GB	
10.	Input Ports	2 x HDMI, 1 x USB, 1 x RS232C, 1 x RJ45/LAN	
11.	WiFi	Built in WiFi	
12.	External control	RS232C, RJ45, IR	
13.	Viewing angle	178:178	
14.	Mount Type	Wall Mount	
15.	Inbuilt Media Player	Should have capability to show Token numbers, Important Messages, Signage,	

		Videos, Images, Notice of Department through LAN network or WiFi
16.	Accessories	User Manual, Power Cord, IR Remote control (with battery), 5 mtr HDMI Cable for PC connectivity and Wall Mount Kit, table mount stand and all other necessary connectors and cables. All cables and connectors as per Indian Standards
17.	Certifications	BIS, UL/CB, FCC/EMC, CE
		ISO9001, ISO14001, ISO45001
18.	Warranty	3 years onsite comprehensive warranty from OEM

Digital Signage Solution Administration Software/CMS

S. No.	General Specifications
1.	Secure central web enabled console to push content to monitors. The user interface must be browser-based for both administrator and typical user access. This is to allow all users, regardless of role, to access the system from anywhere on the network without requiring installation of specialized client-side software.
2.	The system must have the ability to customize delivery of content and scheduling to displays based on specific parameters such as: Grouping of Displays, Individual Display, Day of week, Time of day
3.	Deployment of signage Screen at a particular location and provide it with Unique Identification Number (UIN) for future reference.
4.	Capability to identify UIN should be a logical combination for easy identification - (fields such as IP address, Centre code, Centre Name, Address, Contact Info, Type of screen etc. to be added)
5.	Transmitting/downloading/deploying content to a logically grouped centers/locations/Circles.
6.	Must be from same OEM as that of Smart Signage Displays being supplied under this tender. Must provide a perpetual license of the CMS

7.	Ability to power ON/OFF media player in a schedule and manual override required, mute/unmute from a centralized location.
Content Management	
8.	Should support Multi-lingual/ regional language content as per the location/region of the Digital Signage Screen - English, Punjabi and Hindi
9.	Ability to manage display layout/design on individual screen from a centralized location based on clustering. Single screen or split screen with independently controlled frames. Facility of Scrolling ticker to separate multiple display on separate regions on the screen.
10.	Must have multiple customizable templates available.
11.	Must have a programmable content that will continue to run, even if the connection to the server is lost.
12.	<p>Format Supported: Videos: WMV, MP4, MOV, AVI, MPEG, with all major codecs support Ticker: Live RSS & Static Text Ticker Images: JPEG, PNG, BMP, GIF Documents Files: PDF, PPT*, Doc* Audio: MP3 Web Pages: http, https Be capable of running live streaming content from HTTP Live Streaming (HLS), MPEG-DASH/MMS and RTP/RTSP</p>
13.	Ability to display Social Media and RSS Feeds
14.	Content Repository facility for reusing the content.
15.	Add/modify/delete/combine content in any of the file formats which results in audio, video, text format (this includes pdf, ppt, media files, etc.)
16.	Add textual content on image, video and scrolling messages.
17.	Support for displaying real time token number at the centre along with other media/text
18.	Ability to manage the Content deployment from a central location on a real time basis as well as on offline basis (scheduled date and time) for better bandwidth management i.e. Store and show technique.

19.	Ability to view the final content before the final upload. In-built preview of display allows checking before publishing.
20.	Facility to remotely view the current playback status of any screens by way of screen shots (thumbnail images), same display on screen, etc.
21.	Transmitting/downloading/deploying and scheduling content to a Logically grouped on signage screen/Media player by location/Region/Subsidiaries etc. without any limitations.
22.	System must offer support for the display of video streams. Authorized users will be able to schedule the display of streaming video, per player.
23.	Facility to approve content before publishing the media.
24.	Software support different aspect ratios of the screen. Like 16:9, 4:3 etc. Software should be flexible for selection of any standard resolution in pixels. Screen orientations supported, portrait or landscape. The software support FHD/UHD. The software supports all available resolutions compatible with the hardware and display combinations.
Administration /CMS	
25.	Users should be allowed to access the status of a Player, which playlist is currently being displayed, the username of the person that sent the last update, the state of the Player's content download progress and confirmation of its successful completion. All this information to be provided in real time.
26.	System must allow authorized users to override the display of normal content with alert content.
Connectivity	
27.	The Solution should be capable of connecting with the existing LAN network within centre network.
28.	If content deployment has failed to a particular location, then redeployment process should be initiated automatically at least for a prefixed number of times. Only failed media content needs to be retransmitted.

29.	Ability to delete content from Digital Media Player/screens (Copy must be retained at central server)
30.	Players must be network-based and capable of receiving content updates from content server via TCP/IP without user intervention.
Monitoring and Control Module	
31.	Provision to identify the Media Player not getting updates due to Media Player switched off, network failure etc.
32.	System must allow IT to check the status of the entire system, including the status of all players from the content server and generate report w.r.t the digital signage i.e. Downtime, uptime, content created, content deployed, Digital Media working status etc.
33.	Report on what content played where and at what time.
34.	Proof of play reports: Audit log report on content played for each player.
35.	Users should be allowed to review a list of previously recorded alerts and events relative to each Player under their control.
User Management and Security Module	
36.	The solution must be able to support single sign-on login authentication from the existing Active Directory environment. The user authentication integration must map users' credentials, such as group membership, from the AD.
37.	Accounts that must be synchronized so that disabling a user, adding a user, changing password or changing group membership in the Active Directory has the same affect in the system.
38.	User management - Create users and groups with different access levels.
39.	Password protected access and Forgot Password option. Super admin can login and regenerate password for any user.
40.	In addition, there must be the ability for administrators to assign the following rights to each user such as: <ul style="list-style-type: none"> · Which network (group/sub-group) of Players each user can see and access. · Which content library users can see and access.

	<ul style="list-style-type: none"> Which playlist users can see and access. Which tasks each user is authorized to perform.
41.	System must allow an unlimited number of user accounts and groups to be created at no additional cost.

Security requirements

42.	Compatibility with all current virtualization and cloud computing technologies.
43.	Compatibility with any internet proxy servers.
44.	Compatibility with http and https connections via IPv4 and IPv6.
45.	Ability to specify which communication ports the application will use.
46.	Security requirements do not require an open internet connection to download and activate the software.
47.	System must support strong passwords and will allow Customer to define a logout time for inactive web browser sessions.
48.	Facility to manage display remotely i.e disabling and enabling of USB, Wi-Fi, Bluetooth, Screen mirroring, updating of Signage IP address and updating of date and time from a centralized CMS.

CMS software installation and configuration

S. No.	General Specifications
1.	The successful bidder shall provide end to end solution and should be responsible for supply, install/commission, support and maintain the solution at central location of the Department for Digital Signage Systems.
2.	The successful bidder shall Install and configure the server at the central location to ensure successful working of the Digital Signage Systems.
3.	The successful bidder shall provide training to Department officials or vendor selected by the Department on using the CMS solution and uploading content to it.

Additional Requirement of the Digital Signage Solution

S. No.	General Specifications
1.	Necessary training shall be given to the Department nominated staff for operating and troubleshooting Digital Signages.
2.	Bidder must offer remote implementation support for network and system configuration.
3.	Must provide 3 years onsite support, comprehensive warranty and security updates/patches.

Item Category		Item Name	Quantity Required
D		UPS	6595
S. No.	Feature	Minimum Specifications	
1.	Capacity	600VA Line Interactive	
2.	Backup Time	10 mins or higher on 1 AIO/Desktop computer load	
3.	Input Voltage	230V AC (145-290V AC, input frequency 50Hz +/- 3Hz auto sensing) on full load	
4.	Output Voltage on Battery Mode	230V +/- 10% with AVR (Automatic Voltage Regulation) 50Hz/60Hz +/- 3Hz	
5.	Battery Type	Maintenance free sealed Lead- Acid battery with suspended electrolyte: leak proof	
		12V 7AH, 1 battery	
6.	Topology	Line interactive, Stepped approximation to a sine wave	
7.	Efficiency	>= 75% at full load on mains mode	
8.	Indicators	Main on, battery, Charging, Overload	
9.	Alarms	Low battery, mains off, tripping	
10.	Noise level	< 50Db	
11.	Operating environment	0°C - 40°C or better	
12.	Enclosure type	ABS	

13.	Output Socket	Three or more 3 pin sockets
14.	Transfer/ Switching over time (milli sec.)	Typical 4-8 milli seconds, Maximum 10 milli seconds
15.	Damage Protection	Protection against short circuit of UPS, spikes, over voltage and overload
16.	Other features	In built auto switch off in battery low, off mode charging
17.	Warranty for UPS & Battery	2 years or more onsite warranty on UPS system
		2 years or more onsite warranty on batteries
18.	Certification	RoHS Compliance/Certification, BIS Certification, CE Certification
		ISO 9001, ISO 45001, ISO 14001, ISO 27001

Item Category	Item Name	Quantity Required
E & F	Switch (Layer 2)	257
	Switch (Layer 3)	100
Switch (Layer 2)		
Minimum Specifications		
Switch Should Support 24 10/100/1000BASE-T Ports, 4x10G uplink SFP+ ports and RJ-45 console port, switch should have surge protection.		
Switch should support Operating Temperature from 0 to 50°, Operating Humidity 0% to 95% relative humidity, and 16K MAC Address Table Support.		
The Switch shall have the intelligence to detect the loop occurring from the unmanaged network segment.		
Switch Should Support IGMP Snooping v1, v2 / MLD snooping v1/v2, Support Auto Voice & Video VLAN.		

Switch Should Support IEEE 802.3az Energy Efficient Ethernet (EEE) Power saving Technology and Switch Should Support Port Mirroring One to one/Many to One.

Switch should support Quality of Service (QoS), 802.1p, Strict, Weighted Round Robin (WRR), Bandwidth Control.

Switch Should Support L3 Features for inter-VLAN Communication, Static Routing.

Switch should support Access Control List (ACL), Port Base rule can be associated, MAC Base, IP Based, L2 & L3 ACL (IPv4 and IPv6).

Switch Should Support Security Features like Broadcast/Multicast/Unicast, DoS attack prevention, Transport Layer Security (TLS), Secure Sockets Layer (SSL), for encryption Data and keep secure when being transferred over a network.

Storm Control, Traffic segmentation, 802.1X Port-based Access Control, Port Security, ARP Spoofing Prevention, DHCP Server Screening, IP-MAC Port Binding, ARP & IP Inspection, DHCP Snooping, Support Extensible Authentication Protocol (EAP).

Switch should have EMI CERTIFICATE - CE FCC, IC and SAFETY CERTIFICATE - CB/ UL.

To ensure only principal networking companies participate having strong Product, Support and Service.

OEM should have min own 5+ Service Centre in PAN India and OEM should have fully functional Call Centre / Help Desk/ TAC/ Support Center in India. The process of complaint booking/call logging/domain mail ID should be clearly explained.

Product training: 3 days

Switch (Layer 3)

Minimum Specifications

Switch Should Support Number of Ports: 20*10/100/1000Base-T PoE Ports, 4*Combo 10/100/1000BASE-T/SFP ports and 4*10G SFP+ port.

Switch Should Support 10/100/1000BASE-T RJ-45 Ethernet for out-of-band IP management Port, RJ45/RS-232 and Mini USB console ports for out-of-band CLI management.

One RJ-45 port in the Front or Rear panel and should provide alarm circuit for external alarm detection (2 input, 2 output), Switch should have facility for logs and traps configuration for external alarms.
Switch should have open slot for USB flash drive for portable firmware images and configuration files upload or download.
Switching Capacity should be 128 Gbps or more and 64-byte Packet Forwarding rate should be 95 Mpps or more.
IPv4 Routing table should support 16K entries or more, IPv6 Routing table should support 7K entries or more.
Should support Energy Efficiency Ethernet (EEE) IEEE802.3az for less power consumption during periods of low data activity.
Switch should support Physical Stacking up to 8 units per stack. Stacking bandwidth should be up to 80G full duplex.
Should support Head of Line blocking prevention for lower latency and better performance.
Support Jumbo Frame up to 12K Bytes or higher and MAC Address Table should be 50K or more.
Switch should support IEEE 802.1D STP, 802.1w RSTP and 802.1s MSTP, Root Guard and Loop Guard Protocol.
Support of 802.1AX Link Aggregation with Max. 32 groups per device, 8 ports per group
Should have ERPS as per standard ITU-T G.8032 to provide sub-50ms protection for Ethernet traffic in ring topology.
Should support VLAN Mirroring, RSPAN or equivalent.
Should support IGMPv1/v2/v3 Snooping, Able to create 8K IGMP groups and require support for Host-based IGMP Snooping Fast Leave.
Should support MLD V1/V2 Snooping, Able to create 4K or more MLD groups, Per VLAN MLD Snooping and require support for Host-based MLD Fast Leave.
Should have PIM Snooping restricts multicast packets.
Require IEEE 802.1Q Tagged VLAN protocol.
Should support 4K VLAN Groups and configurable VLAN ID: 0 to 4094

Should support 802.1v Protocol-based VLAN, Double VLAN (Q-in-Q), Port-based Q-in-Q, Selective Q-in-Q, Port-based VLAN, MAC-based VLAN, Subnet-based VLAN, Private VLAN, Multicast VLAN (ISM VLAN for IPv4/IPv6), Voice VLAN, Super VLAN, Auto Surveillance VLAN and VLAN Trunking.

Should support Supports 256 IP interfaces.

Should support Loopback Interface.

Switch should support IPv6 Tunneling for Static, ISATAP, GRE and 6to4 Tunnel.

Should support VRRPV2 and V3.

Should have 16K hardware routing entries for IPv4/IPv6.

Should support PBR (Policy-based Route), Route Preference, Route Redistribution, RIPv1/v2/ng, BGPv4/v4+ and OSPF v2/v3.

Should support VRF-Lite for IPv4 Static Route, RIPv1/v2, OSPFv2, and BGPv4.

Should support Route Preference and Route Redistribution.

Should support IP Helper and Graceful Restart (GR) Helper.

Should have BFD (Bidirectional Forwarding Detection) for IPv4/v6 Static Route, OSPF, RIP and VRRP.

Should support IGMPv1/v2/v3, MLDv1/v2, IGMP/MLD Proxy, DVMRPv3 and PIM-DM/SM/SSM/SDM L3 Multicast protocol.

Should support 802.1p Quality of Service with 8 queues per port.

Should support Queue Handling with Strict Priority Queue, Weighted Round Robin, Weighted Deficit Round Robin (WDRR) and Strict + WRR.

Should support Weighted Random Early Detection (WRED) Congestion Control.

Should support IEEE 802.1Qbb Priority-based Flow Control (PFC) for 10 GbE port

QoS Policy should support on Three Color Marker with trTCM and srTCM.

Switch should support at least 4K Ingress (hardware entries), 1K Egress (hardware entries) and 3K VLAN Access Map ACL.

Should support Time-based ACL, Switch should deliver 802.3at PoE+ and 802.3af PoE power to any of the RJ-45 ports and total power available for PoE switch should be 370W or higher.

Should have Port Security with 12K or higher MAC addresses per Port/System/VLAN.

Support per port Broadcast/Multicast/Unicast Storm Control.

Should support DHCP Server Screening, DHCP Snooping, DHCPv6 Guard.

Require Dynamic ARP Inspection and ARP Spoofing Prevention.

Should have IPv6 Snooping, IP Source Guard, IPv6 Route Advertisement (RA) Guard, IPv6 ND Inspection,

Should have Unicast Reverse Path Forwarding (URPF) and BPDU Attack Prevention.

Require prevention of DoS attacks, which include Land, Blat, TCP Null Scan, TCP Xmas Scan, TCP SYNFIN, SYN with source port under 1024, Ping of Death Attack and TCP Tiny Fragment attack.

Duplicate Address Detection (DAD)

Should have IP+MAC+Port Binding to restrict the access to a switch.

Should support 802.1X Authentication with Port/Host-based access control, Identity-driven Policy Assignment, Dynamic VLAN Assignment, Bandwidth Control Assignment and ACL Assignment.

Should support Web-based Access Control (WAC), Compound Authentication, MAC-based Access Control (MAC), Guest VLAN, Support 802.1X NAP and Support DHCP NAP.

Should support RADIUS and TACACS+ authentication and RADIUS/TACACS+ Accounting.

Support Authentication Database Failover.

Able to manage through IPv6 and IPv4 Web-GUI (HTTP and HTTPS), Fully functional CLI interface.

Should have Telnet Server for IPv4/IPv6 access and Telnet Client for IPv4/IPv6.

Should have SNTP/NTP and PTP Protocol for time synchronization.

Should support SNMP v1, v2c, v3 for IPv4/IPv6 and SNMP Traps and Remote Monitoring RMONv1 and RMONv2.

Should support OpenFlow 1.3 and allowing the switches to be managed using an OpenFlow controller.
Should support LLDP and LLDP-MED.
Should support DHCP Relay option 60/61/62/18/37/125
Should support DHCP Server for IPv4/IPv6 address assignment.
Should have Multiple Images/ Multiple Configurations file.
Should have DNS Relay and Client for IPv4/IPv6
Should support Ping/ Traceroute for IPv6
Should support Flow (RFC3176) for monitoring traffic in data networks.
Should support Cable Diagnostics to test copper cables and determine the quality of the cables and the types of error.
Should support 802.3ah Ethernet Link OAM, Unidirectional Link Detection, Dying gasp, 802.1ag Connectivity Fault Management (CFM) and Y.1731 OAM.
AC Input: 100 to 240 VAC, 50/60 Hz internal universal power supply
Switch should support Redundant Power Supply (RPS). Two Power Supply should be supplied with switch and ready from day 1.
Operating Temperature: 0 to 50 °C.
Switch should have EMI CERTIFICATE - CE FCC, IC and SAFETY CERTIFICATE - CB/ UL and OEM Should have IEC 62443-4-1 Product Security Certification.
Switch should be supplied with the all-necessary hardware accessories like Power cord, Console Cable, Rack-mount bracket, Installation Guide, etc. and necessary software image file to fulfil all above mention feature set from day 1.
Product training 3 days

Item Category	Item Name	Quantity Required
G	Video Conference Setup with LED	100
S. No.	Feature	Minimum Specifications
1.	Type of End Point	Point to Point non upgradable

2.	Video Conferencing System Resolution	1080p, 30 fps or more
3.	Minimum Bandwidth Required for Specified video quality at End point/far-site end (Kbps)	2048
4.	Type of Camera	PTZ
5.	Camera Positioning System	Preset
6.	Type of sensor	CMOS
7.	Camera Control (focusing, brightness, and white balance)	Automatic
8.	Optical zoom	10x
9.	Field of View at zoom (Degree)	70
10.	Pan range Minimum to Maximum (+/- Degree)	+/- 100 degrees
11.	Tilt Range (Degree)	+/- 20 degrees
12.	Video coding support Protocol	H.264 AVC, H.265
13.	System supports sharing of video and graphics content during the video call	1080p, 30fps
14.	Number of microphones supported	3
15.	Number of microphones supplied	2
16.	Number of camera support from the same OEM	1 or more
17.	Number of Ethernet connection points for	1

	System supports for RJ-45, 10/100/1000 Mbps Base-T Ethernet connection	
18.	Wi Fi Connectivity	No
19.	If Yes, Type of Wi Fi Connectivity	NA
20.	System to be IPv6 ready from day one	Yes
21.	System uses standards based protocols & the offered system is inter operable with any existing H-323 AVC/SVC based VC equipment in a P to P call on VC end point; All H/W and S/W required to make it interoperable is included in the scope of supply	Yes
22.	Number of Input HDMI or equivalent Ports	3
23.	Number of Output HDMI or equivalent Port	2
24.	Recording @1080p on the end point	No
25.	Type of Microphone	Omni Directional
26.	Accessories	All required Cables as per Indian Standards (Power, HDMI, USB, LAN etc.).
27.	BIS Registration under CRS of Meity	NA
28.	UL/CE certification	Yes
29.	On Site OEM Warranty	3 years

Additional Technical Specifications Parameters for Video Conferencing Endpoint

The VC system should support Media Encryption (AES-128 & AES-256) for both H.323 & SIP calls.

The VC system should be supplied with 10x Optical Zoom 1080p30 camera (or higher).

Should have 1 x HDMI/HDCI/USB input to connect to 1080p30 camera and additional 1 x HDMI to support up to 1080p30, 4K5fps content sharing during Point-to-Point calls.

Should have Dual Video Output to connect to 2 nos 4K Displays.

Should have 3 Mic Inputs to connect to 3 Mics simultaneously.

VC system should have inbuilt/external USB Pass-through feature to use the VC system as an external camera and microphones when connected to a Laptop/PC to join any Cloud Based VC platform like Webex, MS Teams, Blue Jeans, Google Meet, NIC Bharat VC, NIC Vidyo etc. It should be possible to Mute/Unmute all the microphones and control camera functionality from the same remote control/touch control panel during USB pass-through mode. In case of external hardware quoted to comply above functionality, the external hardware OEM should certify the compatibility with the quoted VC Codec. It should be compatible to work with Windows and MacOS with no driver/software installation requirement. It should be a USB 3.0 output device. The external hardware should have the following certifications - FCC, CE, RoHS, SoV, RCM, VCCI, BSMI RoHS, BSMI, CB.

The VC system should support Enterprise CA-signed certificate support to manage the device securely from Web Browser using a secure Laptop/Desktop within the organization.

The VC system should have inbuilt feature to support wireless content sharing from Windows & MacOS, Android & iOS Smartphones and Android & iOS Tablets without downloading any additional application/software on the user device.

The Codec should be supplied with OEM 7" or above touch panel day one.

The VC system should be UL certified.

Video Conference LED

S. No.	Feature	Minimum Specifications
1.	Screen size	75 inch or higher
2.	Resolution	3840 x 2160 (4K UHD)
3.	Brightness	350 Nits or better
4.	Operation hours	16 x 7 hours support
5.	Native contrast ratio	1100:1 or better
6.	Response Time	8 ms or better
7.	Speakers	In-built; 2 x 10W or higher
8.	Power Supply	AC 100 - 240 V (+/- 10%), 50/60 Hz
9.	Power Consumption	Typical 100W or lower; maximum consumption(W/h) <= 240W
10.	Haze	28% or higher
11.	Storage	Minimum 8 GB
12.	File support	Direct viewing of PPT, Word, PDF, Images and video from pen drive
13.	Input ports	Video: 3 x HDMI 2.0 or more Audio: Sterio mini jack, DVI, HDMI USB: 2 x USB 2.0 or higher IR: 1 x Internal RGB: 1 x DVI-D, 1 x Display Port 1.2 for backwards compatibility (inbuilt or though connector)
14.	Output ports	RGB: HDMI 2.0 (loop-out) Audio: Sterio mini jack
15.	External control	RS232C, RJ45
16.	WiFi	Built in WiFi
17.	Viewing angle	178:178
18.	Mount Type	Wall mount
19.	Special Features	Inbuilt media player, wifi, Auto source switching & recovery, Screen mirroring
20.	Accessories	User Manual, Power Cord, IR Remote control (with battery), 2 mtr HDMI Cable and Wall

		Mount Kit, table mount stand and all other necessary connectors and cables. All cables and connectors as per Indian Standards
21.	Certifications	RoHS, BIS, UL/CB, FCC/EMC, CE
		ISO9001, ISO14001, ISO45001
22.	Warranty	3 years onsite warranty from OEM

Item Category		Item Name	Quantity Required
H		Desktop with USB Web Camera	2276
S. No.	Feature	Minimum Specifications	
1.	Form factor	Desktop PC with small form factor (SFF) casing	
2.	Processor	Intel® Core i7 12th Generation or AMD equivalent	
3.	Chipset	B series Intel or AMD equivalent	
4.	Motherboard	OEM certified OEM Motherboard with onboard/discrete Graphics sound card and Ethernet port or equivalent	
5.	Memory (RAM)	8 GB DDR4 3200 MHz or higher with at least two DIMM slots	
		Expandable up to 32 GB	
6.	Ports	Minimum 6 USB Ports with at least 2 USB 3.1 Gen 1 or higher; at least 2 ports on the front side	
		1 x RS-232 Serial port	
		2 x Display/VGA Port	
		2 x PS/2 ports	
		1 Microphone/Headphone Combo Jack	
		1 x HDMI out	
		1 x RJ45	

7.	Video Controller	To support HDMI
8.	Storage Disk	256 GB SSD
		1 TB 7200 RPM SATA HDD
11.	Display	19.5-inch anti-glare or higher
		Resolution -1600 x 900 High Definition Plus (HD+) or higher
12.	Network Connectivity	10/100/1000 Gigabit Ethernet Port
		Inbuilt WiFi 802.11 b/g/n
13.	Cabinet	Tower/Mini Tower, Tool less chassis
15.	Power Supply	Compatible power supply with 85% efficiency or better
16.	Keyboard	OEM wired USB/PS2 104 Keyboard
17.	Mouse	OEM wired USB/PS2 Optical/Laser Scroll Mouse
18.	Operating System	Factory loaded Licenced Windows 11 Professional 64 bit with OEM Recovery DVD or option of Cloud Recovery along with certificate for Windows from OEM
19.	Software	OEM loaded MS Office 2021 Home and Business edition and other standard softwares
		All necessary OEM drivers
20.	Accessories	All necessary connectors, power/data cables and power adapters. All cables and connectors as per Indian Standards
21.	Information Accessibility	Brochure and specification sheets of the product to be available in public domain
22.	Warranty	3 Years Onsite comprehensive warranty including keyboard and mouse
23.	Certification	Energy Star compliant or EPEAT registered in India

		RoHS Compliance/Certification, BIS Certification, UL/MET Certification, FCC Certification, CE Certification, Windows Certification
		ISO 9001, ISO 14001, ISO 20001, ISO 27001

Note: The above specifications are minimum requirements. However, higher technical specifications may be considered subject to competitive price offered.

USB Web Camera

S. No.	Feature	Minimum Specifications
1.	USB Type	High Speed USB 3.0, USB 2.0
2.	Video calling resolution	1280 x 720 pixels or above
3.	Video capture	Up to 1280 x 720 pixels
4.	Photos	Upto 3.0 megapixels
5.	Frame Rate	30fps @ 640x480
6.	Features	Digital Zoom
		Clip-On; Universal clip that fits laptops, LCD monitors
		Auto Exposure
		Autofocus
7.	Microphone	Integrated with noise reduction
8.	Installation	Plug and play
9.	Cable Length	1.5 Meters or more
10.	Compatibility	Windows 10, Windows 11 or higher
11.	Warranty	2 Years Onsite warranty

Item Category		Item Name	Quantity Required
I		Desktop	845
S. No.	Feature	Minimum Specifications	
1.	Form factor	Desktop PC with small form factor (SFF) casing	
2.	Processor	Intel® Core i7 12th Generation or AMD equivalent	
3.	Chipset	B series Intel or AMD equivalent	
4.	Motherboard	OEM certified OEM Motherboard with onboard/discrete Graphics sound card and Ethernet port or equivalent	
5.	Memory (RAM)	8 GB DDR4 3200 MHz or higher with at least two DIMM slots	
		Expandable up to 32 GB	
6.	Ports	Minimum 6 USB Ports with at least 2 USB 3.1 Gen 1 or higher; at least 2 ports on the front side	
		1 x RS-232 Serial port	
		2 x Display/VGA Port	
		2 x PS/2 ports	
		1 Microphone/Headphone Combo Jack	
		1 x HDMI out	
7.	Video Controller	To support HDMI	
		1 x RJ45	
8.	Storage Disk	256 GB SSD	
		1 TB 7200 RPM SATA HDD	
11.	Display	19.5-inch anti-glare or higher	
		Resolution -1600 x 900 High Definition Plus (HD+) or higher	
12.		10/100/1000 Gigabit Ethernet Port	

	Network Connectivity	Inbuilt WiFi 802.11 b/g/n
13.	Cabinet	Tower/Mini Tower, Tool less chassis
15.	Power Supply	Compatible power supply with 85% efficiency or better
16.	Keyboard	OEM wired USB/PS2 104 Keyboard
17.	Mouse	OEM wired USB/PS2 Optical/Laser Scroll Mouse
18.	Operating System	Factory loaded Licenced Windows 11 Professional 64 bit with OEM Recovery DVD or option of Cloud Recovery along with certificate for Windows from OEM
19.	Software	OEM loaded MS Office 2021 Home and Business edition and other standard softwares
		All necessary OEM drivers
20.	Accessories	All necessary connectors, power/data cables and power adapters. All cables and connectors as per Indian Standards
21.	Information Accessibility	Brochure and specification sheets of the product to be available in public domain
22.	Warranty	3 Years Onsite comprehensive warranty including keyboard and mouse
23.	Certification	Energy Star compliant or EPEAT registered in India
		RoHS Compliance/Certification, BIS Certification, UL/MET Certification, FCC Certification, CE Certification, Windows Certification
		ISO 9001, ISO 14001, ISO 20001, ISO 27001

Note: The above specifications are minimum requirements. However, higher technical specifications may be considered subject to competitive price offered.

12.2 Location Wise Item Quantities To Be Delivered

District	Item Category A	Item Category B	Item Category C	Item Category D	Item Category E	Item Category F	Item Category G	Item Category H	Item Category I
	AIO Computer	All In One Printer	LED Screen	UPS	L2 Switches	L3 Switches	VC Setup	Desktop with USB Web Camera	Desktop
Amritsar	206	42	41	368	13	5	7	162	
Barnala	107	22	13	172	5	1	3	65	
Bathinda	158	33	34	306	16	3	2	148	
Faridkot	57	12	12	105	2	1	2	48	
Fatehgarh Sahib	129	27	14	189	6	4	4	60	
Fazilka	178	37	21	263	33	3	4	85	
Ferozepur	92	19	26	195	6	2	2	103	
Gurdaspur	273	56	40	404	5	6	4	131	
Hoshiarpur	114	24	28	232	11	6	5	118	
Jalandhar	80	17	35	255	11	4	5	175	
Kapurthala	127	26	20	221	10	4	7	94	
Ludhiana	197	40	40	396	31	12	10	199	
Malerkotla	89	19	9	124	3	1	2	35	
Mansa	246	50	16	314	4	3	3	68	
Moga	147	30	13	209	4	3	3	62	
Pathankot	50	11	16	112	2	2	2	62	
Patiala	246	50	42	420	22	6	8	174	

Rupnagar	215	44	23	308	8	4	4	93	
Sangrur	119	25	24	224	24	10	7	105	
SAS Nagar	327	66	15	401	13	6	3	74	
SBS Nagar	62	13	17	129	20	5	4	67	
Sri Muktsar	166	34	15	235	3	2	6	69	
Tarn Taran	89	19	21	168	5	7	3	79	
GAD	0	169	0	845	0	0	0		845
Total	3474	885	535	6595	257	100	100	2276	845