



Tender for Rate contract for supply of IT Hardware

Reference number: DGRPG/IT_Hardware/2024/1

Department of Governance Reforms and Public Grievances,
Government of Punjab
2nd Floor, Academic Block, MGSIPA Complex
Sector - 26, Chandigarh. 160019

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1. Notice inviting tender

Government of Punjab

RFP Reference Number: DGRPG/IT_Hardware/2023/1

DGRPG (Department of Governance Reforms and Public Grievances) invites online bids for Rate Contract of commonly used IT hardware like laptops, all in one computers, printers and UPS.

Closing date and time is 20/02/2024 up to 01:00 PM. For details log on to <https://dgrpg.punjab.gov.in/> and <https://eproc.punjab.gov.in/>.

2. Document control sheet

SN	Particulars	Details
1.	Document reference number	DGRPG/IT_Hardware/2024/1
2.	Date & time for the start of sale of e-tender	30-01-2024 13:00 Hrs
3.	Date and time for submission of queries	04-02-2024 upto 18:00 Hrs
4.	Date and time for pre-bid meeting	05-02-2024 13:00 Hrs (Details will be updated on website and https://dgrpg.punjab.gov.in/ and https://eproc.punjab.gov.in/)
5.	Date and time for submission of bids	20-02-2024 upto 13:00 Hrs
6.	Date and time of opening of pre-qualification bids	20-02-2024 15:00 Hrs
7.	Date and time of opening of technical and financial bids	To be intimated later
8.	Address for communication venue for pre-bid meeting	Department of Governance Reforms and Public Grievances, 2nd Floor, Academic Block, MGSIPA Complex, Sector - 26, Chandigarh. 160019
9.	Cost of tender document & mode of payment	Rs. 2,000/- (Rs. Two Thousand Only) through online mode.
10.	Earnest Money Deposit through online mode	As per clause 5.4
11.	Contact details	Abhilash Sharma, Business Analyst Mobile : 9780192257 Email: abhilash.sharma043@punjab.gov.in
12.	Website for tender reference	https://dgrpg.punjab.gov.in/ and https://eproc.punjab.gov.in/
13.	Selection Method	Quality cum Cost Based Selection (QCBS)

Note: All corrigendum / addendums / clarifications regarding this tender shall be posted on the above mentioned websites only. No other communication or advertisement will be given.

3. Definitions

- 3.1. Unless the context otherwise requires, the following terms whenever used in this tender and contract have the following meanings:
- 3.1.1. “DGRPG” means Department of Governance Reforms and Public Grievances, Punjab.
 - 3.1.2. “Client” refers to any organization of Govt. of Punjab that issues a work order.
 - 3.1.3. “Bidder” means a business entity which submits a bid in response to this tender.
 - 3.1.4. “Bid” means a proposal submitted by bidders in response to this tender.
 - 3.1.5. “Committee” means the committee constituted by DGRPG for evaluation of bids.
 - 3.1.6. “Similar work” means supply of IT hardware like computers, laptops, printers, UPS, etc.
 - 3.1.7. “Supplier” means the bidder selected through the competitive tendering process in pursuance of this tender.
 - 3.1.8. “EMD” means “Earnest Money Deposit”.
 - 3.1.9. “PBG” means “Performance Bank Guarantee”.
 - 3.1.10. “Contract” refers to the contract entered between DGRPG and the Supplier.
 - 3.1.11. “SLA” refers to “Service Level Agreement”
 - 3.1.12. “Day” refers to a calendar day of 24 hours except mentioned otherwise.

4. Introduction

- 4.1. Department of Governance Reforms and Public Grievances, Punjab administers the implementation of e-Governance projects for the overall benefits of the citizens and public by setting up the necessary administrative, financial, legal & technical framework, implementation mechanism and resources in the State of Punjab.
- 4.2. DGRPG is mandated to establish rate contracts for purchase of IT Hardware items by the Government of Punjab.
- 4.3. Through this tender, DGRPG invites proposals from interested bidders for establishing a rate contract for supply and installation of IT Hardware items namely laptops, All in One computers, printers and UPS in various Departments / Offices of Govt. of Punjab.
- 4.4. Any organization of Government of Punjab can use the rate contract for placing work orders of IT hardware.

5. Instructions to bidders

5.1. Bid evaluation process

- 5.1.1. The bid evaluation will be carried out in a two stage process as under:
 - a. Pre-qualification / eligibility evaluation
 - b. Technical bids evaluation
 - c. Financial bids evaluation
- 5.1.2. In the first stage of evaluation, the pre-qualification proposal of all bidders shall be evaluated to determine whether the bidder satisfies the pre-qualification criteria. At the end of this stage, the DGRPG shall publish online on the e-procurement portal, the list of bidders that satisfy pre-qualification criteria (the "Qualified Bidders") for the next stage i.e. technical evaluation.
- 5.1.3. In the second stage of evaluation, the technical proposal of only qualified bidders from the first stage will be opened and evaluated for the purpose of identifying the bidders meeting the technical criteria ("Technically Qualified Bidders").
- 5.1.4. In the third stage of evaluation, the financial proposal of only technically qualified bidders from the second stage will be opened and evaluated for the purpose of identifying the successful bidder(s).
- 5.1.5. During the process of evaluation of bids, the Client may, at its discretion, ask bidders for clarifications on their bids. Bidders are required to respond within the prescribed time frame given for submission of such clarification otherwise the Committee shall make its own reasonable assumptions at the total risk and cost of the bidder and the bid may lead to rejection.

5.2. Eligibility / pre-qualification criteria

- 5.2.1. The evaluation of the bidders will be carried out by the Committee as per the pre-qualification / eligibility criteria defined in the tender document. Only the bidders who fulfill the given pre-qualification eligibility criteria shall be eligible for next round of evaluation i.e. Technical evaluation. Non-conforming bids will be rejected and will not be eligible for any further processing.
- 5.2.2. The eligibility criteria are given as below:-

SN	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 • A partnership firm registered under the Limited Liability Partnerships (LLP) Act, 2008 OR • A partnership firm registered under the Indian Partnership Act, 1932 	Certificate of Incorporation, or Certificate of Registration, or Partnership deed, or constitution documents as per applicable laws etc.
2.	The Bidder should be the Original Equipment Manufacturer (OEM) of the respective equipment or authorized by the OEM of the respective equipment.	Authorization letter from OEM in case OEMs do not bid directly. (MAF)
3.	The bidder should be in operation for at least three years as on 31.12.2023.	Certification from statutory auditor/ practicing Chartered Accountant/work order to establish the compliance of criteria.
4.	The bidder should have successfully completed "Similar Works" worth 50 crores (in aggregate) in Central government / State government / Large private organizations during the last three years ending 31.12.2023.	Project citation supported with Work order / Client Certificate / Work order along with certificate from CA / Statutory Auditor certifying value of project.
5.	The bidder should have a minimum annual average turnover of Rs. 100 crores, in any three of the last five financial years for which the bidder's accounts have been audited.	Certificate from the Statutory Auditor/ Practicing Chartered Accountant, having UDIN, depicting the Net worth/Cash flow for each year.

SN	Eligibility Criteria	Supporting documents
6.	<p>The OEM of the proposed product(s) should have a minimum annual average turnover of Rs. 1,000 crores, in the last five financial years in India for which the OEM's accounts have been audited.</p> <p>Clarification: Bidders can participate for multiple categories (Laptop, All in One Computer, Printer, UPS) and can propose products of above categories with the same OEM or different OEMs . The OEM of the proposed product(s) should have a minimum annual average turnover of Rs. 1,000 crores.</p> <p>Eg: Bidder proposed to supply i5 Laptop of X OEM, Ryzen 5 laptop of Y OEM, i5 All in One of X OEM, Ryzen 5 All in One of Y OEM, MFP of X OEM, UPS of Z OEM.</p> <p>Then bidder need to provide proofs of minimum annual average turnover of Rs. 1,000 crores for each of the OEMs proposed product(s) i.e. - X, Y and Z.</p>	<p>Audited Financial Statements with Certificate from statutory auditors having UDIN clearly certifying the turnover</p> <p style="text-align: center;">OR</p> <p>CA certificate having UDIN clearly certifying the turnover</p> <p style="text-align: center;">OR</p> <p>Any relevant proof</p>
7.	<p>The Bidder should have positive net worth in at least 3 out of the last 5 financial years (i.e. 2018-19, 2019-20, 2020-21, 2021-22, 2022-23).</p>	<p>Certificate from the Statutory Auditor/ Practicing Chartered Accountant, having UDIN, depicting the Net worth/Cash flow for each year.</p>
8.	<p>The bidder shall submit an undertaking of not being blacklisted, insolvent and convicted of any criminal offense as on last date bid submission.</p>	<p>Self-certified letter by the authorized signatory as per the format given in Clause 10.3</p>
9.	<p>The bidder should have a valid GST registration certificate and PAN in the name of the bidder.</p>	<p>Self-certified copy of relevant valid certificates</p>
10.	<p>The bidder needs to provide compliance documents as per OM No. 6/18/2019-PPD dated 23.07.2020</p>	<p>Compliance letter/documents to be submitted by the bidder</p>

SN	Eligibility Criteria	Supporting documents
	issued by Govt. of India	and/or OEM

Note: All the above mentioned documents have to be scanned and uploaded.

5.2.3. Bidders registered as a startup with Department of Industries & Commerce, Government of Punjab as per chapter 16.1 of Detailed Scheme & Operational Guidelines, 2018 of Industrial and Business Development Policy 2017, issued by Department of Industries & Commerce, Government of Punjab, shall be exempted from eligibility criteria mentioned at Sr. No. 3 - 5 in the table mentioned above. Registered startups are required to submit the self attested copy of the registration in order to avail the relaxations.

5.2.4. The Bid Covering Letter as per format 10.1 and compliance against the above criteria in the same format & same sequence of PQ section of the tender with attached submitted documents and its page number reference for validation is to be submitted as per below format:-

SN	Particulars	Eligibility Criteria	Supporting Documents	Pg. No.	Compliance (Yes / No)
...

5.3. Technical Evaluation Criteria

5.3.1. The technical specifications of the items required under the categories of All in One Computer(s), Laptop(s), Printer(s) and UPS(s) are mentioned at Clause 11.1 to 11.14

5.3.2. The bidders would be required to submit a compliance sheet of the technical specifications for the items quoted by them.

5.3.3. The evaluation of the bidders will be carried out by the committee by checking that the technical specifications of the line items which the bidder has quoted are in compliance with the minimum technical specifications of those items as mentioned in this tender.

5.3.4. **Single Make and Model:** The Bidder has to compulsorily quote only a single make & model no. along with respective datasheets against each line item. Bids with multiple make and model for a single line item are liable to be rejected.

5.3.5. The bidder is required to upload, along with the bid, all relevant certificates as prescribed in the Product Specification given in the bid document.

5.4. Earnest Money Deposit (EMD)

5.4.1. The bidder shall furnish EMD through online mode, as part of the Eligibility Criteria. The item wise EMD amount is as under:

SN	Item	Specifications	EMD Amount (Rs.)
1.	All in One computer	Intel i5 - 16GB Details as per 11.1	5 lakhs
2.	All in One Computer	Intel i7 - 16GB Details as per 11.2	3 lakhs
3.	All in One computer	Ryzen 5 - 16GB Details as per 11.3	5 lakhs
4.	All in One Computer	Ryzen 7 - 16GB Details as per 11.4	3 lakhs
5.	Laptop	Intel i5 - 16GB Details as per 11.5	2 lakhs
6.	Laptop	Intel i7 - 16GB Details as per 11.6	2 lakhs
7.	Laptop	Ryzen 5 - 16GB Details as per 11.7	2 lakhs
8.	Laptop	Ryzen 7 - 16GB Details as per 11.8	2 lakhs
9.	Printer	MFP - Mono - 20 ipm Details as per 11.9	1 lakh
10.	Printer	SFP - Mono - 20 ipm Details as per 11.10	2 lakhs
11.	Printer	SFP- Colour- 7 ipm Details as per 11.11	1 lakh
12.	UPS	650 VA - 30 Mins backup Details as per 11.12	2 lakhs

SN	Item	Specifications	EMD Amount (Rs.)
13.	UPS	1 KVA - 30 Mins backup Details as per 11.13	1 lakh
14.	UPS	2 KVA - 30 Mins backup Details as per 11.14	1 lakh

- 5.4.2. The bidders are required to furnish EMD of each line item for which they want to participate. In case the bidder wants to participate in the bid for supply of items of all 14 line items, then a consolidated EMD of Rs. 32 lakhs is required to be furnished.
- 5.4.3. EMD of the successful bidder will be released after the successful bidder signs the final agreement and furnishes the performance security.
- 5.4.4. EMD of all unsuccessful bidders would be refunded by DGRPG as promptly after each stage.
- 5.4.5. The EMD submitted shall be interest free and will be refundable to the bidders without any accrued interest on it.
- 5.4.6. The EMD will be forfeited on account of one or more of the following reasons:-
- Bidder withdraws its bid during the validity period specified in the tender.
 - If a bidder makes misleading or false representations in the forms, statements and attachments submitted in the bid documents.
 - If the bidder breaches any provision of code of conduct and integrity as prescribed for bidder in this document.
 - In case of a successful bidder, the said bidder fails to sign the Agreement in time; or furnish Performance Security in time.

5.5. Clarification on tender document

- 5.5.1. The bidders requiring any clarification on the bid document may submit his queries by the due date and time as mentioned in the Document Control Sheet in the following format in a MS Excel file:

SN	Tender Clause No.	Pg. No.	Tender Clause detail	Amendment Sought / Suggestion	Justification
...

5.6. Preparation of bid

- 5.6.1. The bidder is expected & deemed to have carefully examined all the instructions, guidelines, forms, requirements, appendices and other information along with all terms and conditions and other formats of the bid. Failure to furnish all the necessary information as required by the bid or submission of a proposal not substantially responsive to all the requirements of the bid shall be at bidder's own risk and may be liable for rejection.
- 5.6.2. Once the bid is submitted, it will be presumed that the bidder has seen and understood the complete Scope of Work.
- 5.6.3. The bid shall be uploaded on the www.eproc.punjab.gov.in website by the bidder or duly authorized person(s) to bind the bidder to the contract.
- 5.6.4. The bidder shall be responsible for all costs incurred in connection with participation in the bid process.
- 5.6.5. The bids submitted by fax / e-mail / envelope etc. shall not be accepted. No correspondence will be entertained on this matter.
- 5.6.6. The bids submitted by a consortium of companies / firms or any subcontractors will be rejected.
- 5.6.7. All correspondences between the bidders and DGRPG shall be written in the English language.
- 5.6.8. All information supplied by bidders shall be treated as contractually binding on the bidders on successful award of the assignment by DGRPG on the basis of this tender.
- 5.6.9. Failure to comply with the below requirements shall lead to the bid rejection
 - a. Comply with all requirements as set out within this tender.
 - b. Submission of the forms and other particulars as specified in this tender and respond to each element in the order as set out in this tender.
 - c. Submission of all supporting documentations specified in this tender, corrigendum or any addendum issued.

5.7. Deviations

- 5.7.1. No deviations/assumptions/recommendations shall be allowed in the bid. Bidders must ensure that the pre-bid meeting is attended by their concerned senior and authorized people so that all the doubts, clarification(s) & ambiguities regarding the bid document & project are resolved well before submission of bid.
- 5.7.2. Any conditional bid shall be rejected.

5.8. Validity of bids

- 5.8.1. Bids shall remain valid till 180 (one hundred and eighty) days from the date of submission of bids. A bid, valid for a shorter than the bid validity period, shall be rejected as non-responsive bid.
- 5.8.2. In exceptional circumstances, at the sole discretion of the DGRPG, the DGRPG may solicit the bidder's consent for an extension of the validity period of bid as well as EMD. Such requests and responses shall be made in writing. A bidder granting the request will not be permitted to modify its bid.

5.9. Termination of Tender/bidding process

- 5.9.1. DGRPG reserves the right to annul the tender process, or to accept or reject any or all the bids in whole or part at any time without assigning any reasons and without incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision.
- 5.9.2. If the bidder whose bid has been accepted as successful fails to sign any written contract as required, or fails to provide any required security for the performance of the contract, DGRPG may cancel the tender process.
- 5.9.3. DGRPG may, at its own discretion, extend the date for submission of proposals.

5.10. Amendment to the tender document

- 5.10.1. Amendments / corrigenda / addendums / clarifications necessitated due to any reasons, shall be made available on the website only as provided in the document control sheet. No separate communication either in writing or through email will be made to any interested/ participating bidders. It shall be the responsibility of the bidders to keep on visiting the website for any change..

- 5.10.2. In order to provide prospective bidders reasonable time for taking the corrigendum(s) or addendum(s) into account, DGRPG, at its discretion, may extend the last date for the receipt of bids.

5.11. Submission of Bid

- 5.11.1. The bid submitted by the bidder shall comprise of:
- a. Pre-Qualification Bid
 - b. Technical Bid
 - c. Financial Bid
- 5.11.2. Bidders are required to upload bid documents as per terms & conditions of this tender
- 5.11.3. Bidders shall submit their bid through e-procurement portal on or before the last date and time for submission of bids as per bid data sheet. It is advised that bidders may submit their bids well in advance of the stipulated time so as to avoid last minute hiccups.
- 5.11.4. The bids that are uploaded online on e-procurement portal will only be considered for bid evaluation unless the bid evaluation committee has asked for revised documents in case of any clarification/additional information pertaining to submitted documents sought during bid evaluation.

5.12. Bid opening

- 5.12.1. DGRPG will constitute a committee to evaluate the bids submitted by bidders. No correspondence will be entertained outside the process of evaluation with the Committee.
- 5.12.2. The bids submitted will be opened at time & date as specified in the document control sheet by 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.

5.13. Financial bids format and evaluation

SN	Items	Specifications	Unit Price including GST (Rs)
1.	All in One computer	Intel i5 - 16GB Details as per 11.1	
2.	All in One Computer	Intel i7 - 16GB Details as per 11.2	
3.	All in One computer	Ryzen 5 - 16GB Details as per 11.3	
4.	All in One Computer	Ryzen 7 - 16GB Details as per 11.4	
5.	Laptop	Intel i5 - 16GB Details as per 11.5	
6.	Laptop	Intel i7 - 16GB Details as per 11.6	
7.	Laptop	Ryzen 5 - 16GB Details as per 11.7	
8.	Laptop	Ryzen 7 - 16GB Details as per 11.8	
9.	Printer	MFP - Mono - 20 ipm Details as per 11.9	
10.	Printer	SFP - Mono - 20 ipm Details as per 11.10	
11.	Printer	SFP- Colour- 7 ipm Details as per 11.11	
12.	UPS	650 VA - 30 Mins backup Details as per 11.12	
13.	UPS	1 KVA - 30 Mins backup Details as per 11.13	
14.	UPS	2 KVA - 30 Mins backup Details as per 11.14	

5.13.1. Financial bids would be opened for only those bidders, who qualify all the Technical Qualification Evaluation Criteria as mentioned in this document on the prescribed date in the presence of bidder's representatives, who may wish to be present.

- 5.13.2. All the prices quoted shall be inclusive of taxes.
- 5.13.3. The bidder must submit a single bid for one or more line items. Bidders may quote for any number of line items.
- 5.13.4. The bids will be evaluated for each line item. The Technical Qualified bidder with lowest bid for each line item shall be declared as most responsive bidder (L1) for the respective line item.
- 5.13.5. In case of a tie the bidder having the highest annual turnover in the last financial year FY 2022-23 shall be declared as the L1 or the successful bidder for that particular line item.
- 5.13.6. If the L1 bidder is unable to provide the services in full or in part, the work order with the L1 bidder shall be canceled, the EMD and / or Performance Security of the L1 bidder shall be forfeited and the DGRPG reserves the right to take appropriate action against the Supplier.
- 5.13.7. DGRPG may issue Lol and sign contracts for individual line items also, for which L1 bidders / successful bidders are declared.
- 5.13.8. Failure to abide by the tender conditions may result in forfeiture of EMD & Performance security.
- 5.13.9. Any conditional financial bid will lead to disqualification of the entire bid and forfeiture of the EMD.
- 5.13.10. The bidders quoting negative charges in the financial bid will be treated as non-responsive and their EMD shall be forfeited.

5.14. Disqualifications

DGRPG may at its sole discretion and at any time during the evaluation of bids, disqualify any bidder, if the bidder has:

- 5.14.1. Made misleading or false representations in the forms, statements and attachments submitted in bid documents. The EMD of the bidder will be forfeited in such cases.
- 5.14.2. Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three years.
- 5.14.3. Failed to provide clarifications related thereto, when sought;
- 5.14.4. Submitted more than one bid (directly / indirectly);

- 5.14.5. Declared ineligible by the Government of India / State / UT Government for corrupt and fraudulent practices or blacklisted.
- 5.14.6. Submitted a bid with price adjustment/variation provision.
- 5.14.7. Documents are not submitted as specified in the tender document.
- 5.14.8. Suppressed any details related to bid.
- 5.14.9. Submitted incomplete information, subjective, conditional offers and partial offers submitted.
- 5.14.10. Not submitted documents as mentioned in this tender.
- 5.14.11. Submitted bid with lesser validity period.
- 5.14.12. Any non-adherence/non-compliance to applicable tender content.

5.15. Issue of Letter of Intent (LoI)

DGRPG will issue Letter of Intent(s) (LoI) for each line item to notify the successful bidder(s) in writing about acceptance of their bid. The LoI(s) will constitute the formation of the contract after submission of performance security to DGRPG by the successful bidder(s). In case any line item does not receive any bid or receives insufficient responsive bids, the LoI will not be issued for that particular line item. However, DGRPG may issue LoI and sign contracts for individual line items also, for which L1 bidders / successful bidders are declared.

5.16. Performance security

- 5.16.1. The successful bidder would be required to submit performance security within 15 days of issuance of LoI, in the form of PBG / NEFT / DD with DGRPG for each item for which the LoI is issued, as per details below:

SN	Item	Specifications	PBG Amount (Rs.)
1.	All in One computer	Intel i5 - 16GB Details as per 11.1	20 lakhs
2.	All in One Computer	Intel i7 - 16GB Details as per 11.2	10 lakhs
3.	All in One computer	Ryzen 5 - 16GB Details as per 11.3	20 lakhs
4.	All in One Computer	Ryzen 7 - 16GB Details as per 11.4	10 lakhs

SN	Item	Specifications	PBG Amount (Rs.)
5.	Laptop	Intel i5 - 16GB Details as per 11.5	10 lakhs
6.	Laptop	Intel i7 - 16GB Details as per 11.6	5 lakhs
7.	Laptop	Ryzen 5 - 16GB Details as per 11.7	10 lakhs
8.	Laptop	Ryzen 7 - 16GB Details as per 11.8	5 lakhs
9.	Printer	MFP - Mono - 20 ipm Details as per 11.9	5 lakhs
10.	Printer	SFP - Mono - 20 ipm Details as per 11.10	10 lakhs
11.	Printer	SFP- Colour- 7 ipm Details as per 11.11	5 lakhs
12.	UPS	650 VA - 30 Mins backup Details as per 11.12	10 lakhs
13.	UPS	1 KVA - 30 Mins backup Details as per 11.13	5 lakhs
14.	UPS	2 KVA - 30 Mins backup Details as per 11.14	5 lakhs

- 5.16.2. The performance security, if submitted in the form of PBG, shall be valid for a period of 180 days beyond the contract expiry. Whenever the contract is extended, the Supplier will have to extend the validity of fixed performance security proportionately.
- 5.16.3. In case the successful bidder fails to submit performance security within the time stipulated, the Client at its discretion may cancel the award of contract / work order to the successful bidder without giving any notice and the EMD / Performance Security of the concerned bidder will be forfeited.
- 5.16.4. The Performance Security shall be returned after the Supplier provides NOC from all Clients who have issued work orders under this rate contract. The Supplier will not be entitled for any interest on the performance security submitted.

- 5.16.5. The Client shall forfeit the performance security in full or in part in the following cases:
- a. When the terms and conditions of contract are breached/ infringed.
 - b. When the contract is being terminated due to non-performance of the Supplier.
 - c. The Clients incur any loss due to Supplier's negligence in carrying out the work orders as per the agreed terms & conditions.

5.17. Signing of contract

- 5.17.1. The successful bidder for each line item in the Financial Bid will sign the contract with DGRPG within 15 days of the issue of Lol. After signing of the contract, no variation in or modification of the term of the contract shall be made except by mutual written amendment signed by both the parties.

5.18. Work Orders

- 5.18.1. Whenever the Client needs any of the listed items for which rate contract has been signed, they may place work order(s) directly to the Supplier(s).
- 5.18.2. All such work orders issued shall be governed by all the terms & conditions and prices as per rate contract signed between the Client and Supplier.
- 5.18.3. The Client(s) reserves the right to place a work order of any quantity of the line items within the contract validity.
- 5.18.4. The Supplier must not accept any work order based on this rate contract from the Client(s) after expiry / termination of the rate contract. However, the existing work orders received before expiry / termination of the contract are to be executed by the Supplier.
- 5.18.5. The Supplier shall not supply the line items at rates above those finalized in this contract to any organization of Government of Punjab during the validity of the contract.
- 5.18.6. Further, if the Supplier supplies the listed line items at lower rates than those finalized under this rate contract to any organization of Central / State government at any time during the currency of this contract, the price shall be automatically reduced in the contract with effect from the date of quoting lower price. DGRPG may at any time ask the supplier to provide a certificate that the

provisions of this clause have been complied with respect to supplies made or billed for up to the date of this certificate.

6. Scope of Work

6.1. Supply and Installation:

- 6.1.1. The Supplier shall be required to supply the IT hardware as per minimum technical specifications mentioned in this document to the Client.
- 6.1.2. Any organization of Government of Punjab can place work orders based on Rate Contract signed with the Supplier(s).
- 6.1.3. The Supplier(s) shall provide the monthly report to DGRPG for all Work Orders received on the basis of this rate contract.
- 6.1.4. **Change of Model:** In case a model is being discontinued by the OEM, the bidder/supplier shall be allowed to incorporate a new model with equivalent or higher specifications after approval of DGRPG at the same rates as quoted in the Financial Bid.
- 6.1.5. Support Services
 - a. The bidder shall make sure to supply items having at least 3 years after sales service support for all the work orders placed by the Client under the rate contract.
 - b. OEM must have dedicated telephone no. for Service Support.
 - c. The bidder must provide a single point of contact for any issues in delivery / installation / support services.
 - d. The bidder shall be responsible for arranging the required support from OEM in case escalation is made by the Client.
 - e. As per the Client's Security Policy, faulty hard disks of All in One Computer/ Laptops etc. will not be returned back to the OEM/Supplier against warranty replacement.
- 6.1.6. Minimum Specifications of required IT Hardware items under the categories of All in One Computer(s), Laptop(s), Printer(s) and UPS(s) are as per clause 11.1 to 11.14.

6.2. Outsourcing / subletting

- 6.2.1. No part of the contract shall be outsourced by the Supplier. Non-adherence to the same shall attract penal action against the Supplier

6.3. Contract period

6.3.1. This contract shall be valid for a period of 1 year initially from the date of signing of contract. The contract can be extended at the same rate, terms and conditions for a further period of up to 1 year at the sole discretion of DGRPG.

6.4. Delivery & Installation

6.4.1. Timelines

SN	Activity	Timelines (weeks)
1.	Delivery / Supply of Hardware (Laptop, All in One computer, Printer, UPS, as the case may be)	1. Orders with lower quantity: <ul style="list-style-type: none"> a. Up to 10 units of a particular item - Within 3 days of issue of work order. b. Up to 50 units of a particular item - Within 7 days of issue of work order. c. Up to 100 units of a particular item - Within 10 days of issue of work order. 2. Bulk Orders (>100 units of a particular item): <ul style="list-style-type: none"> a. Up to first 500 units within 15 days of issue of work order b. Additional 500 units (or part thereof) shall be supplied in additional 15 days. For example: For an order of 1100 units of UPS, first 500 units must be supplied within 15 days of issue of work order. Next 500 units must be supplied within 30 days of issue of work order and the remaining 100 units must be supplied within 45 days of issue of work order.
2.	Installation of Hardware (All in One computer, UPS, Printer, as the case may be)	1. Orders with upto 100 quantity: Within 1 week of supply 2. Orders more than 100 quantity: within 2 weeks of supply

- 6.4.2. Supplier will be responsible for ensuring proper packing, delivery anywhere in Punjab and Chandigarh and receipt of all the ordered hardware items at the place of supply conveyed in work order. No extra payment would be made for delivery and installation. The unit price quoted in the financial bid shall be inclusive of all such charges. All the liability related to damages, theft during transportation will be the responsibility of the supplier.

7. SLA and Penalties

7.1.1. The SLA and penalties are as under:

SN	Activity	Target / Service Level	Penalty for delays beyond target level
1.	Submission of PBG	15 days from the issue of Lol	Rs. 200 per day for a delay of the first 5 days. Rs. 500 per day for delay after first 5 days
2.	Signing of contract	15 days from the issue of Lol	Rs. 200 per day for a delay of the first 5 days. Rs. 500 per day for delay after first 5 days
3.	Supply of Hardware (All in One Computer, Laptop, Printer and UPS)	As per timelines at 6.4.1	0.2% per day of the cost of delayed quantities
4.	Installation of Hardware (All in One Computer, UPS and Printer)	As per timelines at 6.4.1	0.2% per day of the cost of delayed quantities

7.1.2. The maximum penalty shall be 10% of the work order value.

7.1.3. After this limit is reached, a letter of warning shall be issued and the Client reserves the right to terminate the contract for default. It may be noted that deductions shall be made for goods not supplied. These deductions shall be separate from the penalties and accordingly the penalty cap shall not apply to deductions.

7.1.4. The penalty / timelines may be relaxed by the Client for justified reasons submitted in writing by the Supplier.

8. Payment terms

8.1. General

- 8.1.1. Payment to the Supplier shall be made in Indian Rupees through account payee cheque / NEFT / RTGS as per actuals.
- 8.1.2. Delivery / Installation report of hardware items to be submitted along with Invoice.
- 8.1.3. **Payment Schedule:**
 - a. For orders up to 100 units: 100% payment on delivery of the complete order quantity as per the timelines mentioned in clause 6.4.1
 - b. For Bulk Orders (units more than 100): 90% payment against delivery of each lot of 500 units. Full and final payment shall be made after delivery of complete work order.
- 8.1.4. Payments shall be made for only delivered quantity and any item that is not operational, will be deemed/treated as non-delivery thereby excluding the Client from payment of the non-operational items.
- 8.1.5. Payment shall be subject to deductions of any penalties / deductions for which the Supplier is liable under the contract.
- 8.1.6. No separate delivery and installation charges shall be paid. The unit price quoted in the financial bid shall be inclusive of all such charges.
- 8.1.7. All payments shall be made subject to deduction of TDS (Tax Deduction at Source) at the rate applicable from time to time as per the Income-Tax Act, 1961 and any other applicable deductions/ taxes.
- 8.1.8. All taxes, duties and any statutory levies etc. payable by the Supplier during the contract tenure shall be the sole responsibility of the Supplier.

8.2. Prices

- 8.2.1. The rates quoted in the financial bid shall be inclusive of all taxes. However, the taxes shall be paid as applicable from time to time.
- 8.2.2. The prices shall remain fixed for the complete contractual period. No price change request will be accepted after opening of the bids and during the validity of the contract.

9. General Contract Conditions

9.1. Corrupt / Fraudulent Practices

- 9.1.1. All the bidders must observe the highest standards of ethics during the process of selection of Supplier and during the performance and execution of contract.
- 9.1.2. For this purpose, definitions of the terms are set forth as follows:
- a. "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of the DGRPG or its personnel in contract executions.
 - b. "Fraudulent practice" means a misrepresentation of facts, in order to influence a selection process or the execution of a contract, and includes collusive practice among bidders (prior to or after Proposal submission) designed to establish Proposal prices at artificially high or non-competitive levels and to deprive the DGRPG of the benefits of free and open competition.
 - c. "Unfair trade practice" means supply of services different from what is ordered, or change in the Scope of Work.
 - d. "Coercive practice" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the selection process or execution of contract.
- 9.1.3. DGRPG will reject a proposal for award, if it determines that the bidder recommended for award, has been determined to have been engaged in corrupt, fraudulent or unfair trade practices.
- 9.1.4. DGRPG will declare a bidder ineligible, either indefinitely or for a stated period of time, for award of contract, if bidder is found to be engaged in corrupt, fraudulent and unfair trade practice in competing for, or in executing, the contract at any point of time.

9.2. Limitation of Liability

- 9.2.1. The liability of Supplier (whether in contract, negligence, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or Services covered by this Agreement, shall be the payment of direct damages only which shall in no event exceed the aggregate of revenue earned by the Supplier as on the date of the claim.

9.3. Confidentiality

- 9.3.1. Confidential information shall mean and include any and all confidential or proprietary information furnished, in whatever form or medium, or disclosed verbally or otherwise by the Supplier and/ or the Client to each other including, but not limited to, the services, plans, financial data and personnel statistics, whether or not marked as confidential or proprietary by the parties.
- 9.3.2. The Supplier shall ensure that while providing services, all the details and information is kept confidential.
- 9.3.3. During the execution of the project except with the prior written consent of the DGRPG/Client, the Supplier or its personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the contract.

9.4. Termination of contract for default

- 9.4.1. The DGRPG, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Supplier, may terminate the contract in whole or in part, if Supplier:
 - a. Fails to deliver any or all of the services/works/orders within the specified period in the contract, or within any extension thereof granted by the client.
 - b. Fails to perform any other obligation under the contract.
 - c. Violates Code of integrity and/or engaged in fraud and corruption, in competing for or in execution of the contract.

9.5. Termination of contract for insolvency, dissolution etc.

- 9.5.1. The Client may at any time terminate the Contract by giving written notice to the Supplier, if the Supplier becomes bankrupt or otherwise insolvent or in case of dissolution of firm/company or winding up of firm/company. In this event termination will be without compensation to the Supplier, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to Client.

9.6. Termination for convenience

- 9.6.1. The DGRPG reserves the right to terminate the contract, by prior written 1 month notice, the whole or part of the contract, at any time for its convenience. The notice of termination shall specify that termination is for DGRPG's convenience, the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective.

9.7. Force Majeure

- 9.7.1. The PBG of the Supplier shall not be forfeited or the contract shall not be terminated for default if and to the extent that delays in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- 9.7.2. For purposes of this clause, "Force Majeure" means an event beyond the control of the Supplier and not involving the Supplier's fault or negligence, and not foreseeable. Such events may include, but are not restricted to, wars or revolutions, riot or commotion, earthquake, fires, floods, epidemics, and quarantine restrictions.
- 9.7.3. If a Force Majeure situation arises, the Supplier shall promptly notify the Client in writing of such condition and the cause thereof. Unless otherwise directed by Client in writing, the Supplier 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.

9.8. Resolution of disputes

- 9.8.1. 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 Client and the Supplier, which has not been settled amicably, the Supplier can request the Client 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 appointed by Hon'ble Punjab and Haryana High Court. The Indian Arbitration and Conciliation Act, 1996 and any statutory modification or re-enactment thereof, shall apply to these arbitration proceedings. Arbitration proceedings will be held at Mohali. 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 client and the Supplier. However, the expenses incurred by each party in connection with the preparation, presentation and litigation shall be borne by the party itself.

9.9. Legal Jurisdiction

- 9.9.1. All legal disputes between the parties shall be subject to the jurisdiction of the Courts situated in Mohali, Punjab only.

9.10. Amendment to the contract

- 9.10.1. The contract signed thereof can be amended by mutual consent of both the parties, provided such amendment is made in writing and signed by both the parties.

10. Bid formats

[Note: Italicized comments in rectangular brackets of formats have been provided for the purpose of guidance/ instructions to bidders for preparation of the bid formats. These should not appear in the final bids to be submitted by the bidders]

10.1. Covering letter

Bid Reference No. : DGRPG/IT_Hardware/2024/1

[Bidders are required to submit the covering letter as given here on their letterhead]

To

Director,
Directorate of Governance Reforms & Public Grievances, Punjab
2nd Floor, Academic Block, MGSIPA Complex,
Sector - 26, Chandigarh. 160019

Sub: Submission of bid for Rate Contract to supply IT Hardware

Dear Sir,

1. We, the undersigned, have carefully examined the above referenced tender and submit our bid in full conformity with the said tender.
2. We have read all the provisions of tender & corrigendum and confirm that these are acceptable to us.
3. We further declare that additional conditions, deviations, if any, found in our bid shall not be given effect to.
4. We agree to abide by this bid, consisting of this letter and financial bid, and all attachments, till 180 days from the date of submission of bids as stipulated in the tender and any additional documents submitted, and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period.
5. Until the formal final contract is prepared and executed between us, this bid, together with your written acceptance of the bid and your notification of award, shall constitute a binding contract between us.

6. We hereby declare that all the information and statements made in this proposal are true and accept that any misrepresentation or misinterpretation contained in it may lead to our disqualification.
7. We understand you are not bound to accept any bid you receive, not to give reason for rejection of any bid and that you will not reimburse any expenses incurred by us in bidding.
8. We declare that this is our sole participation in this tender bid and we are not participating / co-participating through any of the other related parties or channels.
9. We are not under declaration of blacklisting or barring by any State Govt. / Central Govt. / Board, Corporations and Government Societies / PSU for any reason as on bid submission date.
10. Tender document cost and EMD has been paid online and the details are as below:-
[Insert the details as applicable].
11. Our details have been filled below:-

SN	Particulars	Details
1.	Name of the bidder	
2.	Address with telephone numbers, email, etc	
3.	Date of incorporation and/or commencement of business	
4.	Registration Number	
5.	PAN Number	
6.	GST Registration Number	
7.	Name, designation, postal address, e-mail address, phone numbers (including mobile) etc., of Authorized Signatory of the bidder with power of attorney.	
8.	Details of individuals who will serve as the point of contact/communication with the Client in case of the award of the contract. <i>[The details must include Name, designation, postal</i>	

Tender document for Rate Contract to supply IT hardware

	<i>address, e-mail address, phone numbers (including mobile) etc.]</i>	
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Signature

Full Name

In the capacity of

Duly authorized to sign Proposal for and on behalf of

Date.....

Place.....

10.2. Format for Performance Bank Guarantee

To

Director,
Directorate of Governance Reforms & Public Grievances, Punjab
2nd Floor, Academic Block, MGSIPA Complex,
Sector - 26, Chandigarh. 160019

Whereas, <<name of the Supplier and address>> (hereinafter called “the applicant”) has undertaken, in pursuance of tender No: / Contract no. <<insert tender / contract no.>> dated. <<insert date>> to provide <<insert service type>> services for <<name of the assignment>> to <<Client>> (hereinafter called “the beneficiary”)

And whereas it has been stipulated in the said contract that the applicant shall furnish you with a irrevocable and unconditional bank guarantee by a recognized bank for the sum specified therein as security for compliance with its obligations in accordance with the contract;

And whereas we, <<Name of the Bank>> a banking company incorporated and having its head /registered office at <<address of the registered office>> and having one of its office at <<address of the local office>> have agreed to give the Client such a bank guarantee.

Now, therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the Supplier, upto a total of Rs. <<Insert Value>> (Rupees <<insert value in words>> only) and we undertake to pay you, upon your first written demand declaring the Supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of Rs. <<Insert Value>> (Rupees <<insert value in words>> only) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

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

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the Supplier shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

Notwithstanding anything contained herein:

1. Our liability under this bank guarantee shall not exceed Rs <<Insert Value>> (Rupees <<insert value in words>> only).
2. This bank guarantee shall be valid up to <<insert expiry date>>.

3. It is a condition of our liability for payment of the guaranteed amount or any part thereof arising under this bank guarantee that we receive a valid written claim or demand for payment under this bank guarantee on or before <<insert expiry date>> failing which our liability under the guarantee will automatically cease.

10.3. Self Declaration- Blacklisting / Breach of contract

[On the letterhead of the organization]

No.

Date:

To,

Director,
Directorate of Governance Reforms & Public Grievances, Punjab
2nd Floor, Academic Block, MGSIPA Complex,
Sector - 26, Chandigarh. 160019

Subject: Self Declaration of not being blacklisted, insolvent and convicted of any criminal offense.

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

Dear Sir/ Madam,

We confirm that our company or firm, <Name_of_the_company/firm> as on last date of bid submission: -

- A. Is not under a declaration of ineligibility for corrupt or fraudulent practices and is not been blacklisted by any State Govt. / Central Govt. / Board, Corporations and Government Societies / PSU for any reason.
- B. Is not 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 has not been the subject of legal proceedings for any of the foregoing reasons.
- C. Our directors, partners and officers are not convicted of any criminal offense related to their professional conduct or the making of false statements or misrepresentations as to their qualifications or not have been otherwise disqualified pursuant to debarment proceedings.
- D. Is not involved in a breach of general or specific instructions for bidding, general and special conditions of contract with Government of Punjab or any of its agencies.

Yours Sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

11. Minimum Technical Specifications

11.1. All in One computer (Intel i5 - 16GB)

SN	Feature	Minimum Specifications
1.	Processor	13th Generation Intel Core i5
2.	Graphics	Integrated Graphics Card
3.	Operating System	Pre-installed Genuine Microsoft Windows 11 Professional (64 bit) with recovery partition / Online / Cloud
4.	Memory (RAM)	16 GB DDR4 3200 MHz
5.	Storage Disk	512 GB SSD
6.	Display	21.5 inch
		Resolution - 1920 x 1080p
		IPS / VA
		TCO Certified
		Anti Glare Display
7.	Webcam	HD webcam integrated with display
8.	Speakers & MIC	Integrated dual Speakers with MIC
9.	Connectivity	10/100/1000 Gigabit Ethernet Port
		Integrated WiFi 6
		Bluetooth 5.3
10.	Ports	4 x USB 3.0 Gen 1
		1 x Type-C
		1 x HDMI out
11.	Power Supply	Compatible power supply with 85% efficiency or better
12.	Certifications	Energy Star compliant or EPEAT registered in India
		RoHS Compliance / Certification, BIS Certification, OS Certification - Windows
13.	Keyboard & Mouse	Wired / Wireless, 104 keys
		Wired / wireless two button optical mouse with mouse pad
14.	Accessories	All necessary connectors, power cables and power adapters as per Indian Standards

SN	Feature	Minimum Specifications
15.	Warranty	3 years onsite comprehensive warranty Warranty should be online verifiable
16.	General	Display, keyboard and mouse should be of same OEM

11.2. All in One computer (Intel i7 - 16GB)

Processor : 13th Generation Intel Core i7

Rest all other minimum specifications as per clause 11.1

11.3. All in One computer (Ryzen 5 - 16GB)

Processor : 7000-Series AMD Ryzen 5

Rest all other minimum specifications as per clause 11.1

11.4. All in One computer (Ryzen 7 - 16GB)

Processor : 7000-Series AMD Ryzen 7

Rest all other minimum specifications as per clause 11.1

11.5. Laptop (Intel i5 - 16GB)

SN	Feature	Minimum Specifications
1.	Processor	13th Generation Intel Core i5
2.	Chassis Material & Hinges	Metallic
3.	Graphics	Integrated Graphics Card
4.	Operating System	Pre-installed Genuine Microsoft Windows 11 Professional (64 bit) with recovery partition / Online / Cloud
5.	Memory (RAM)	16 GB DDR4 3200 MHz
6.	Storage Disk	512 GB SSD

SN	Feature	Minimum Specifications
7.	Connectivity	10/100/1000 Gigabit Ethernet Port
		Integrated WiFi 6
		Bluetooth 5.3
8.	Ports	2 x USB 3.0 Gen 1
		1 x Type-C
		1 x HDMI out
9.	Display	14 inch
		Resolution - 1920 x 1080p
		IPS / VA
		Anti Glare
10.	Webcam	HD webcam integrated with display
11.	Speakers & MIC	Integrated dual Speakers with digital MIC
12.	Keyboard	Backlit, Spill Resistant
13.	Touch Pad	Touchpad with multitouch gestures enabled
14.	Battery	Li-ion, 3 Cell 50 Whr. with a minimum back up of 8 Hrs.
15.	Power Adaptor	Standard OEM power adapter
16.	Weight	Not more than 1.5 kg
17.	Accessories	OEM carry bag, power cables and power adapters as per Indian Standards
18.	Certification	Energy Star compliant or EPEAT registered in India
		RoHS Compliance/Certification, BIS Certification, OS Certification - Windows
19.	Warranty	3 years onsite comprehensive warranty Warranty should be online verifiable

11.6. Laptop (Intel i7 - 16GB)

Processor : 13th Generation Intel Core i7 (Designed for Laptops)

Rest all other minimum specifications as per clause 11.5

11.7. Laptop (Ryzen 5 - 16GB)

Processor : 7000 Series Ryzen 5 (Designed for Laptops)

Rest all other minimum specifications as per clause 11.5

11.8. Laptop (Ryzen 7 - 16GB)

Processor : 7000 Series Ryzen 7 (Designed for Laptops)

Rest all other minimum specifications as per clause 11.5

11.9. Printer - MFP - Mono - 20 ipm

SN	Feature	Minimum Specifications
1.	Type of Machine	Multifunction Network Laser or Ink Tank Printer
2.	Print Technology	Laser / Ink-tank
3.	Print Output	Monochrome
4.	Cartridge Technology	For laser printer: Toner cartridge or For ink-tank printer: Ink
5.	Copy / Scan / Print Size	A4
6.	Memory (RAM)	256 MB

SN	Feature	Minimum Specifications
7.	Minimum Speed per Minute as per ISO/IEC 24734 standard in A4	20 ipm
8.	Scanning Feature	Yes (Color)
9.	Duplexing Feature	Yes (Automatic without human intervention)
10.	Network and WiFi availability	Yes
11.	Document Feeder Type	ADF
12.	Main Tray Capacity	100 pages
13.	Yield of Cartridge/Ink Tank/ Ink supplied with Machine as per ISO/IEC: 19752/2004(E)	5000
14.	Duty cycle	20,000 pages
15.	BIS Registration under CRS of Meity	Yes
16.	Warranty	1 year onsite comprehensive warranty

11.10. Printer - SFP - Mono - 20 ipm

SN	Feature	Minimum Specifications
1.	Type of Machine	Single Function Laser or Ink Tank Printer
2.	Printer Type	Laser printer / Ink-tank printer
3.	Print Output	Monochrome
4.	Cartridge or refill type	For laser printer: Toner cartridge or For ink-tank printer: Ink tank
5.	Paper size	A4
6.	Memory (RAM)	256 MB

SN	Feature	Minimum Specifications
7.	Minimum Speed per Minute as per ISO/IEC 24734 standard in A4	20 ipm
8.	Duplex Printing	Yes - Automatic without human intervention
9.	Network and WiFi availability	Yes
10.	Main Paper tray capacity	100 pages
11.	Yield of Cartridge/Ink Tank/ Ink supplied with Machine as per ISO/IEC: 19752/2004(E)	5000
12.	Duty cycle	10,000 pages
13.	Print resolution	600x600 dpi
14.	BIS Registration under CRS of Meity	Yes
15.	Warranty	1 year onsite comprehensive warranty

11.11. Printer - Colour - 7 ipm

SN	Feature	Minimum Specifications
1.	Type of Machine	Single / Multi Function Color Ink Tank Printer
2.	Print Technology	Ink-tank
3.	Print Output	Monochrome
4.	Cartridge Technology	Ink
5.	Copy / Scan / Print Size	A4
6.	Memory (RAM)	256 MB
7.	Minimum Speed per Minute as per ISO/IEC 24734 standard in A4 (Color)	7 ipm
8.	Minimum Speed per Minute as per ISO/IEC 24734 standard in A4 (Mono)	15 ipm

SN	Feature	Minimum Specifications
9.	Duplexing Feature	Yes (Automatic without human intervention)
10.	Network and WiFi availability	Yes
11.	Main Tray Capacity	100 pages
12.	Yield of Ink Tank/ Ink supplied with Machine as per ISO/IEC: 19752/2004(E)	5,000
13.	Duty cycle	5,000 pages
14.	BIS Registration under CRS of Meity	Yes
15.	Warranty	1 year onsite comprehensive warranty

11.12. UPS - 650 VA

SN	Feature	Minimum Specifications
1.	Item name	650 VA line interactive UPS
2.	Rating	650 VA
3.	Technology	MOSFET-PWM
4.	Inverter Efficiency	70% or better
5.	Enclosure	ABS
6.	Backup	Minimum 30 minutes on full load
7.	Input (Volt)	Single Phase AC (160-280 V)
8.	Rated Output	230v AC 50 Hz
9.	Protection	Low battery
10.	IS16242-Part 1 CRS certification	Yes
11.	Type of lab which carried out Test of Complete Product to prove the conformity of	Certificate of Govt.Lab/NABL/ILAC accredited for UPS Testing

SN	Feature	Minimum Specifications
	product as per specification	
12.	Warranty	Onsite warranty of 1 year for Battery and minimum 2 years for UPS

11.13. UPS - 1 KVA

SN	Feature	Minimum Specifications
1.	Item name	1 KVA line interactive UPS
2.	Rating	1 KVA
3.	Rest all other specifications as 11.12	

11.14. UPS - 2 KVA

SN	Feature	Minimum Specifications
1.	Item name	2 KVA line interactive UPS
2.	Rating	2 KVA
3.	Rest all other specifications as 11.12	