



TENDER

For

SUPPLY, INSTALLATION, TESTING & COMMISSIONING
Of
DESKTOP COMPUTERS, PRINTER, UPS SYSTEM, NETWORKING, AND
SOFTWARE
At
VARIOUS CENTRES OF NCPUL LOCATED IN DIFFERENT STATES OF
THE COUNTRY

Tender No: 9-924/TE/e-Tender/HW-SW/2021-NCPUL

**NATIONAL COUNCIL FOR PROMOTION OF URDU LANGUAGE (NCPUL),
MINISTRY OF HUMAN RESOURCE DEVELOPMENT, GOVT. OF INDIA.
FC-33/9, INSTITUTIONAL AREA, JASOLA, NEW DELHI-110025.**

Tel. No.: 011-011-49539000 Fax: 011- 49539099

E-Mail: director@ncpul.in Website: <http://www.urducouncil.nic.in>

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Chapter-1: Instructions to Tenderers

1.1 Notice Inviting Tenders

National Council for Promotion of Urdu Language (NCPUL), New Delhi invites online bids on single stage Two- Bid-System for supply and installation of Desktop Computers, Printer, UPS System, Networking and Software at various NCPUL's centres located in different states of the country.

The details are summarized in below table.

a)	Name of Work	Supply, Installation, Testing and Commissioning of Desktop Computers, Printer, UPS System, Networking and Software at 50 NCPUL's centres located in different states of the country.
b)	Tender No.	9-874/TE/e-Tender/HW-SW/2020-NCPUL
c)	Technical Bid	The detail of submission of Technical Bid is placed at Annexure- 'A' of Chapter-4.
d)	Commercial Bid	The detail of submission of Commercial Bid is placed at Annexure- 'B' of Chapter-5.
e)	Location of supply and installation	At 50 NCPUL's centres. List of the centres will be uploaded a week prior to the last date of the submission of the bid. (The exact no. of quantities, and number of centres may increase or decrease depending upon the requirement of the Council).
f)	Availability of Tender Document	Tender documents may be downloaded from NCPUL web site http://www.urducouncil.nic.in (for reference only) and CPPP website https://eprocure.gov.in/eprocure/app as per schedule given in CRITICAL DATE SHEET
g)	Cost of Tender Document	Rs. 5000.00 (non-refundable) through Demand Draft in favour of Director, NCPUL or online Bank transfer through RTGS / NEFT, details of the account is given on Page No. 06 of the Tender document.
h)	Earnest Money Deposit (EMD)	Tenderer has to deposit interest free earnest money of Rs. 10, 00,000/- (Rs. Ten Lakhs Only).
i)	Bid submission	Bids can be submitted only online on or before 18:00 hours on 07.04.2022 at CPPP website: https://eprocure.gov.in/eprocure/app .
j)	Date of opening of Technical Bid	The Technical Bid shall be opened on 09.04.2022 at 11:00 hours.
k)	Date of opening of Commercial Bid	The date of opening of Commercial Bid will be intimated to the qualified Tenderers separately.

Note: In case any further detail is required, the same can be collected from the office of the Director, NCPUL, FC-33/9, Institutional Area, Jasola, New Delhi-110025 (Tel. No.: 011-49539000) from **16.03.2022 to 07.04.2022** (except Saturday, Sunday and holiday) between **09:30 to 15:30** hours.

Director,
NCPUL, New Delhi

1.2 Critical Date Sheet

Publication Date	16.03.2022 (02:00 PM)
Bid Document Download / Sale Start Date	16.03.2022 (03:00 PM)
Bid Submission Start Date	16.03.2022 (05:00 PM)
Pre Bid meeting date	26.03.2022(11:00 AM)
Bid Document Download / Sale End Date	07.04.2022 (06:00 PM)
Bid Submission End Date	07.04.2022 (06:00 PM)
Bid Opening Date (Technical)	09.04.2022 (11:00 AM)
Venue of Bid Opening	NCPUL Head Office, FC-33/9, Institutional Area, Jasola, New Delhi-110025.
Date for Physical Demo of all the H/W Equipments (Quoted by the Tenderer)	16.04.2022 (10:30 AM)
Venue of Physical Demo	NCPUL Head Office, FC-33/9, Institutional Area, Jasola, New Delhi-110025.

Bids shall be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app>.

Tenderer/Contractor are advised to follow the instructions provided in the 'Instructions to the Contractors/Tenderer for the e-submission of the bids online through the Central Public Procurement Portal for e Procurement at <https://eprocure.gov.in/eprocure/app>'.

Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

Not more than one tender shall be submitted by one contractor or contractors having business relationship. Under no circumstance will father and his son(s) or other close relations who have business relationship with one another (i.e when one or more partner(s)/director(s) are common) be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tenders of both parties liable to rejection.

Tenderer who has downloaded the tender from the NCPUL website www.urducouncil.nic.in and Central Public Procurement Portal (CPPP) website <https://eprocure.gov.in/eprocure/app>, <https://eprocure.gov.in/epublish/app> **shall not tamper/ modify the tender form including downloaded price bid template in any manner.** In case, if the same is found to be tempered/modified in any manner, tender will be completely rejected and EMD would be forfeited and tenderer is liable to be blacklisted and banned from doing business with NCPUL, in future.

Intending tenderers are advised to visit again NCPUL website www.urducouncil.nic.in and CPPP website <https://eprocure.gov.in/eprocure/app> at least 3 days prior to closing date of submission of tender for any corrigendum / addendum/ amendment.

Chapter-2: Conditions of Contract

2.1 Eligibility of Tenderer:

- 2.1.1 The Tenderer shall be an OEM/ Authorized Dealer and must be in business at least for the past 3 years. Document from OEM (authorization letter) or self-declaration by OEM has to be submitted.
- 2.1.2 The minimum turnover required during each of the last three financial years for tenderer is Rs. 05.00 Crores and that of Hardware Original Equipment Manufacturer (OEM) is Rs. 50.00 Crores and UPS OEM is Rs. 1.0 Crore respectively. The respective turnovers should be from similar kind of items and should be supported by documentary evidences.
- 2.1.3 The tenderer should be in sound financial conditions and should be in profits. A copy of last three financial years Profit & Loss statement and relevant audited Balance Sheets should be submitted with the Technical Bid.
- 2.1.4 The OEM and Tenderer should be ISO 9001:2008 or Higher certified.
- 2.1.5 Scanned copy of tender acceptance letter must be uploaded. OEM/Tenderer should not have been disqualified/blacklisted by any of its clients on account of non-fulfillment of contract for supply/installation/maintenance related issues. If so, the OEM/tenderer should submit the details of the same. The OEM/tenderer has to give an undertaking in this regard. Upon verification, evaluation/assessment, if any information furnished by the OEM/Tenderer is found to be false/incorrect, their total bid shall be summarily rejected and no correspondence on the same, shall be entertained.
- 2.1.6 The tenderer should submit an undertaking that it has the sufficient resources to supply hardware and software items all over India.
- 2.1.7 The Tenderer must have service centers/maintenance facilities in various states. The Tenderers must enclose details of their OEM infrastructure with reference to locations (address) and technical manpower. However, the Tenderer shall be liable for services and maintenance during and after installation of the systems in the centres of NCPUL as per warranty clause.
- 2.1.8 The Registration number of the firm (under Society Act / Company Act / etc.) along with the GST No. allotted by the Competent Authorities, PAN number, TIN number and copy of Income Tax return for the last three financial years should be given in the technical bid, failing which Tenderer's bid would become invalid and same shall be rejected.
- 2.1.9 Top five supplies in Government Organizations / Public Sector Undertakings /Autonomous Bodies in last three years in India (Reference of Organisation with Purchase Order of similar items) should be uploaded with the Bid. Tenderer should submit the compliance sheet and it is mandatory to mention the make and model of each hardware.
- 2.1.10 The proprietor/owner of the Tenderer agency shall submit a letter nominating a signatory to sign this tender and coordinate on behalf of the company regarding this tender. This letter shall be written/typed on the letter head and be submitted along with Technical Bid.
- 2.1.11 Query(s)/observation(s) of any of prospect tenderer(s) received after pre-bid meeting will not be entertained.

2.2 Tender Cost:

Rs. 5000.00 (non-refundable) through Demand Draft in favour of Director, NCPUL or online Bank transfer through RTGS / NEFT, details of the account is given on Page No. 06 of the Tender document.

2.3 Duly filled-in Tender:

All the column of the tender should be dully filled-in. Any cutting/overwriting in the tender must be counter signed by the person who is signing the tender. The authorized person should have valid company ID card and Aadhaar card which should be presented as and when asked for. **The representative of the tenderer, who have already been authorized to sign bid agreement and participate for two or more successful tenders of NPCUL, shall not be nominated again.**

2.4 Earnest Money Deposit (EMD):

2.4.1 Tenderer has to deposit interest free earnest money of Rs.10,00,000/- (Rs. Ten Lakhs Only) in the form of Demand Draft or by online (NEFT/RTGS) money transfer in favour of Director, NCPUL, payable at New Delhi which will be returned to successful Tenderer without any interest after successful installation of the Hardware and Software.

BANK Details for EMD Payment through NEFT/RTGS:

Account Name	Director, NCPUL, New Delhi
Account No.	90092010045326
Bank Name and Branch Address	Syndicate Bank, DTS Building, Sector-5, R. K. Puram, New Delhi-110022
Branch Code	9009
MICR Code	110025043
RTGS/NEFT	SYNB0009009

2.4.2 The EMD will be forfeited and the concerned issuing authority shall also be informed (in case of those who will be availing EMD Exemption) for withdrawal of EMD Exemption Certificates/any other privileges/etc., in the following cases:-

- a) If Tenderer fails to supply the equipment with specifications in compliance to the specifications, as mentioned in Annexure-B, within stipulated delivery period.
- b) If Tenderer withdraws his tender before expiry of validity period.
- c) If Tenderer fails to accept the order based on his offer.

2.5 Scope of Work:

The successful Tenderer will take total responsibility for supply, installation, testing, networking, commissioning and comprehensive maintenance for 01 year of Computer Hardware, Printer, UPS Systems, Software and other (miscellaneous) equipments supplied by the tenderer. The Tenderer will be required to provide license in the name of NCPUL for all the softwares which will be installed, configured and used with the Hardware to carry out various functions. As a pre-condition for qualification of the Technical Bid, the Tenderer(s) shall be required to give successful physical demonstration/testing of various functions of all the hardware equipments, quoted by the tenderer to be supplied to NCPUL (with complete specifications) to the representatives of NCPUL, on the scheduled date at NCPUL, Head Office, Jasola, New Delhi. Failure to do so, the tender shall summarily be rejected and no communication shall be entertained with the tenderer(s). **Demo Machine will be part of the tender which will be kept at NCPUL for office use.**

2.6 Service Facility:

- 2.6.1 In order to ensure proper and timely after sales service, manufacturer or authorized agency should have network to deploy service personnel at short notice to attend the maintenance calls.
- 2.6.2 The Tenderer must specifically mention the place, from where support for maintenance would be offered.
- 2.6.3 Tenderer should also give preventive maintenance schedule for the systems along with their offer. This schedule will have to be adhered to by the tenderer strictly.
- 2.6.4 Tenderer should have satisfactory arrangement to receive complaints at all locations where material will be supplied and provide maintenance at all these places. The response time for attending to faults will be four hours after these are reported to the tenderer. The tenderer will rectify the faults within 24 hours failing which tenderer will arrange temporary replacement of the equipments. In case, the tenderer fails to meet this requirement, NCPUL will have the right to arrange repairs/replacements at the costs and risk of the tenderer (SLA).

2.7 Warranty:

- 2.7.1 The successful Tenderers shall provide onsite comprehensive maintenance during warranty period for the equipments supplied, commissioned and installed at the centres. This involves comprehensive maintenance and repair of supplied equipments including replacement of part(s), modules, sub-modules, assemblies, sub-assemblies, spares and software, etc. to make the system operational. This will include all kind of breakdown maintenance and preventive maintenance. The breakdown could be for any reason. The warranty for the equipments supplied shall be as per the details specified in the warranty clause of the specific item in the technical bid.
- 2.7.2 10% of the billed amount will be retained by the Council to ensure proper maintenances to cover warranty period. NCPUL will have the right to get the repair work of defective system / items done locally within the users arrangements and NCPUL will have the right to reimburse the expenditure thereof to users (from 10% retained amount of the tenderer bill), in case tenderer fails to provide services within 48 hours from the time of break down reported by the user centre.

2.8 Bid Price:

The quoted price shall be with discount, (if any), for an educational Institute and it shall be final & firm and shall include all applicable taxes (whatsoever) and other charges.

2.9 Validity of the Tender:

The tender shall be valid for a period of 90 days from date of opening of the Technical Bid of tender.

Chapter – 3: Schedule of Requirements.

3.1 Submission of Tender:

3.3..1 NO manual bids shall be accepted.

3.3..2 Bids can be submitted only online on or before **06:00 PM on 07.04.2022** at CPPP website: <https://eprocure.gov.in/eprocure/app>.

3.2 Instructions for Online Bid Submission:

The Tenderers are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the Tenderers in registering on the CPP Portal, prepare their bids in accordance with the requirements and submit their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

3.2.1. Registration:

3.2.1.1 Tenderers are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “**Online Tenderer Enrollment**” on the CPP Portal which is free of charge.

3.2.1.2 As part of the enrolment process, the Tenderers will be required to choose a unique username and assign a password for their accounts.

3.2.1.3 Tenderers are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.

3.2.1.4 Upon enrolment, the Tenderers will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.

3.2.1.5 Only one valid DSC should be registered by a Tenderer. Please note that the Tenderers are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.

3.2.1.6 Tenderer then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

3.2.2. Searching for the Tender Documents:

3.2.2.1 There are various search options built in the CPP Portal, to facilitate Tenderers to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the Tenderers may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.

3.2.2.2 Once the Tenderers have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the Tenderers through SMS / e-mail in case there is any corrigendum issued to the tender document.

3.2.2.3 The Tenderer should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

3.2.3. Preparation of Bids:

- 3.2.3.1 Tenderer should take into account any corrigendum published on the tender document before submitting their bids.
- 3.2.3.2 Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3.2.3.3 Tenderer, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 3.2.3.4 To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the Tenderers. Tenderers can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

3.2.4. Submission of Bids:

- 3.2.4.1 Tenderer should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Tenderer will be responsible for any delay due to other issues.
- 3.2.4.2 The Tenderer has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3.2.4.3 If EMD is to be paid through DD, Tenderer has to select the payment option as “Offline” to pay the tender fee / EMD, as applicable and enter details of the instrument. Tenderer should prepare the EMD as per the instructions specified in the tender document. The original DD / proof of RTGS (for EMD) should be received by the NCPUL, latest by the last date of bid submission. The details of the DD should match with the details available in the scanned copy and the data entered during bid submission time, otherwise the uploaded bid will be rejected.
- 3.2.4.4 Tenderers are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the Tenderers. Tenderers are required to download the BoQ file, open it and complete the white colored (unprotected) cells with their respective financial quotes and other details (such as name of the Tenderer). No other cells should be changed. Once the details have been completed, the Tenderer should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the Tenderer, the bid will be rejected.
- 3.2.4.5 The server time (which is displayed on the Tenderers’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the Tenderers, opening of bids, etc. The Tenderers should follow this time during bid submission.
- 3.2.4.6 All the documents being submitted by the Tenderers would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of

the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further, this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

- 3.2.4.7 The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 3.2.4.8 Upon the successful and timely submission of bids (i.e. after Clicking “Freeze Bid Submission” in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid No. and the date & time of submission of the bid with all other relevant details.
- 3.2.4.9 The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

3.2.5. Assistance to Tenderers:

- 3.2.5.1 Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 3.2.5.2 Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.
- 3.2.5.3 Intending tenderers are advised to visit again NCPUL website www.urducouncil.nic.in and CPPP website <https://eprocure.gov.in/eprocure/app> at least 3 days prior to closing date of submission of tender for any corrigendum / addendum/ amendment.
- 3.2.5.4 The Hard Copy of the following documents must be submitted to the Director, NCPUL, FC-33/9, Institutional Area, Jasola, New Delhi-110025 on or before the last date of the Bid Submission, as mentioned in Critical Date Sheet. In case of non-submission of any of the following documents, against the submitted bid, the bid shall be rejected and no correspondence in this regard shall be entertained:-
 - a. Original DD / proof of RTGS, in respect of payment of Tender Fee.
 - b. Original DD / proof of RTGS, in respect of payment of EMD.
 - c. Original ink signed copy of the MAF for all the Hardwares.
 - d. Original ink signed copy of the Undertaking.
 - e. Original ink signed copy of the Bank Solvency Certificate in the provided format. Enclosed at ANNEXURE ‘X’.
 - f. Original ink signed copy of the Authority Letter of the representative / official to sign the bid documents and co-ordinate / interact with the NCPUL officials.

3.3 Rejection of Bid:

- 3.3.1 While submitting the Bid, if any of prescribed conditions are not fulfilled or are incomplete in any form, the Bid shall summarily be rejected.
- 3.3.2 Not able to give successful physical demonstration/testing of various functions of all the hardware equipments, quoted by the tenderer to be supplied to NCPUL (with complete specifications) to the representatives of NCPUL, on the scheduled date at NCPUL, Head Office, Jasola, New Delhi, the Bid shall summarily be rejected.
- 3.3.3 If any Tenderer stipulates any condition of his own, such conditional Bid shall summarily be rejected.
- 3.3.4 The Tenderer must quote for all the items, incomplete/incorrect/insufficient/partially quoted Bids shall summarily be rejected.

- 3.3.5 The Tenderer must submit the Acceptance Letter and the Compliance Sheet, complete in all respect, incomplete/incorrect/insufficient/partially completed Bids shall summarily be rejected.
- 3.3.6 Director, NCPUL, reserves the right to reject any or all tender(s) / Bid(s) without assigning any reason.
- 3.3.7 NCPUL, reserves the right to revise or alter the requirements and/or specifications of the material before acceptance of any Bid and call for revised Bids.

3.4 Opening of Technical Bid:

The Technical Bids shall be opened on **09.04.2022 at 11:00 AM**, at NCPUL Head Office, FC-33/9, Institutional Area, Jasola, New Delhi-110025. The authorized representatives of the Tenderer should be present at the time of opening of the Bid and also during the physical demonstration of all the hardware equipments, on the scheduled date and time.

3.5 Opening of Commercial Bid:

The Commercial Bid of Technically Qualified Tenderer will only be opened on stipulated date. The date & time for opening of Commercial Bid shall be intimated to the qualified Tenderers. One of the authorized representatives should be present at the time of opening of the Bid.

3.6 Delivery:

- 3.6.1 The successful Tenderer shall complete supplies and installation work including product registration on the OEM portal within 60 days from the issue of award letter/ Purchase Order at various NCPUL's centres located in different states of the country. List of the centres is enclosed on Annexure 'Z'. The exact no. of quantities, no. of states and number of centres may increase or decrease depending upon the requirement of the Council without prior information.
- 3.6.2 Penalty for late delivery would be liable at the rate of 0.5% per day, subject to a maximum of 10 percent of the value of such portion of material or as decided by the Tender Evaluation Committee.
- 3.6.3 In case delivery is not completed within 20 days after the specified delivery period, NCPUL may cancel the order and arrange to procure the said items from any other source at the risk and cost of the tenderer(s) and EMD will be forfeited.
- 3.6.4 Supply of sub-standard (inferior quality) or substitute other than approved brand/specification/configuration will not be accepted, such items will be treated as short supply and penalty @ 20% per day at its tender approved price will be imposed till the original items of the approved specifications are replaced and received by the users.
- 3.6.5 If required, A Committee of experts, duly constituted by the Council, may visit the centres for inspection and cross verification of the successful delivery and the installations of the required items, as specified in the tender documents.
- 3.6.6 The liability of equipments till commissioning shall lie with the tenderer.
- 3.6.7 Supply of all the equipments complete, in all respect, will be accepted in one lot at each location. Non-delivery of the equipments, within 20 days after the specified delivery period with applicable penalty, the NCPUL may cancel the order and may place the order to L2 Tenderer (at the cost of L1) or arrange to procure the equipments from any other source at the risk and cost of the tenderer(s) and EMD will be forfeited. Further, for non-supply of the equipments, within 20 days after the specified delivery period, the NCPUL shall blacklist/debar the tenderer(s) from further participation in NCPUL Tender or as deemed fit.

3.7 Testing:

- 3.7.1 Users at site will conduct the acceptance test(s) on the system(s) ordered. If the system(s) supplied fail in the test(s), the same may be rejected. Replacement of cards or devices may not be allowed.
- 3.7.2 The acceptance test will consist of running the Systems for 12 hours daily for full seven working days.
- 3.7.3 NCPUL, reserves the right to reject all or any item, if supplied material found defective within 30 days after successful running of the diagnostic program.

3.8 Payment Terms:

- 3.8.1 No advance payment against purchase order will be made.
- 3.8.2 90% of the billed amount will be paid within 30 days of submission of the bill along with the following documents:-
 - a. Original Ink signed (with office stamp) copy of installation report from Centre In-charge of computer centre along with product registration details on the OEM Portal.
 - b. Consolidated summary report of items delivered to each centre on the prescribed format (to be provided with supply order to the successful Tenderer) showing successful delivery, installation and satisfactory functioning of Computer Hardware and Software along with product registration details on the OEM Portal.
- 3.8.3 10% of the billed amount will be retained by NCPUL to cover the warrantee period.

3.9 General Terms & Condition:

- 3.9.1 The Tenderer shall at all times indemnify the NCPUL against all claims, damages or compensation under the provisions of Payment of Wages Act, 1936, Minimum Wages Act, 1948, employer Liability act, 1938, Workmen's compensation Act, 1923, Industrial Disputes Act, 1947 and the Maternity Benefit Act, 1961, or any modifications thereof or as a consequence or any accident or injury to any workman or other persons in or about the Works, whether in the employment of Tenderer or not, save and except where such accident or injury has resulted from any act of NCPUL, his agents or servants, and also against all costs, charges and expenses of any suit, action or proceedings arising out of such accident or injury and against all sum or sums which may, with the consent of the Tenderers, be paid to compromise or compound and claim, without limiting his obligations and liabilities as above provided, that Tenderer shall insure against all claims, damages or compensation payable under the Workman's compensation Act, 1923 or any modification thereof or any other law relating thereto.
- 3.9.2 Tenderer will be responsible to provide insurance cover to man, machines materials involved till installation.
- 3.9.3 Tenderer will not sublet/transfer whole or any part of the assigned work to other(s).
- 3.9.4 Agency authorized by OEM to bid on their behalf will ensure that no OEM will interact or make correspondence directly to NCPUL. The relationship of OEM should only be with the Tenderer and not with NCPUL.

3.10 Force Majeure:

All disputes, differences and questions arising out of the contract, in any way touching or concerning between NCPUL and Tenderer will be referred to sole arbitration of the Director, NCPUL or any person appointed by him. Arbitration shall be in accordance with the Conciliation Act 1996 and Indian laws, as amended from time to time. The arbitrator shall be entitled to extend the time of arbitration proceeding with the consent of the party, in failure the appropriate Courts at Delhi alone shall have jurisdiction to entertain and try them.

Chapter – 4: Specification and allied Technical Details.

Annexure - 'A' The detail of submission of Technical Bid

S. No.	Technical Specifications (Minimum) (Commercial Series)	Qty.	Unit	Accepted to supply as per Specifications (Yes/No)																																								
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	OEM Authorization	Tender Specific OEM authorization letter (Original) for the Tenderer (only one per OEM) shall be required to be submitted along with the tender. Copy of the same should be sent to the Council by the OEM directly from the official E-Mail ID of the OEM on ncpultech@gmail.com on or before the last date of the tender submission.			
2.	UPS: (Make & Model)		50		
Features		Specifications (Minimum)			
Nominal output Voltage		230V			
Input Voltage Range		175–290 V			
Output power capacity		3KVA (Online)			
Battery Type		SMF battery			
Battery Backup		30 Minutes (On full load)			
Warranty		Standard warranty, as provided by OEM (Minimum one year comprehensive onsite warranty by the supplier)			
3.	Mono Multifunction LaserJet Printer: (Make & Model)		50		
Features		Specifications (Minimum)			
Printer Type		Multifunction LaserJet Printer			
Functions		Print, Copy, Scan			
Memory, standard		128 MB			
Print speed black (normal)		Upto20 ppm			
Print quality black		Upto1200 x 1200 dpi			
Duty Cycle (Monthly, A4)		Upto10,000 pages			
Copy speed (normal)		Upto20cpm			
Scan resolution		Upto 1200 dpi			
Paper handling input		150 sheets input tray			
Paper handling output		100 sheets output tray			
Connectivity		Hi-Speed USB 2.0			
Warranty		Standard warranty, as provided by OEM (Minimum one year comprehensive onsite warranty by the supplier)			

4.	24 Port Networking Switch 100 Mbps with Patch Cords		50		
	Features	Specifications (Minimum)			
	Switch Type	24 port - 100 Mbps			
	Compliance	RoHS Compliant			
	Patch Cords	Minimum 12 per switch			
Warranty	Standard warranty, as provided by OEM (Minimum one year comprehensive onsite warranty by the supplier)				

5.	Software (Latest Version of Academic Edition of the following Software with minimum 01 year Valid License and 01 Year free update be quoted)	Qty	Unit	Accepted to supply as per Description (Yes/No)
(i)	Genuine MS-Office 2021 Professional (Academic Version) with required MOLP license	400		
(ii)	Multilingual DTP Software / Akruti Next Plus with DVD (Multilingual Indian Languages)	50		
(iii)	CorelDraw XXII (perpetual license (with minimum 1 year free upgrade) ESD	50		
(iv)	Adobe Animate Creative Cloud Team (Photoshop, Flash, PageMaker) - with minimum 1 year free upgrade - ESD.	50		
(v)	In Page Professional (2022) with CD+USB lock	400		
(vi)	Tally Silver 9.x (with minimum 1 year free upgrade) + License Key ESD	50		
(vii)	Microsoft Visual Studio 2022 Professional	50		
(viii)	Embarcadero RAD Studio XE (including C++)	50		
(ix)	Genuine NORTON / McAfee / Quick Heal (Academic Version) (with minimum 01 year free updates)	400		
Notes: In each computer Urdu/Hindi font enabled Urdu as regional language with Phonetic Urdu Keyboard should be installed.				

4.1 Important Note:

- The above specifications are minimum requirements. However, higher technical specifications may be considered subject to competitive price offered.
- The Tenderer will have to submit the parameter wise exact specifications of all the products/components listed from S. No. 01 to 06, in the Compliance Sheet available at Annexure-‘W’, along with the applicable printed data sheet of the company for the make and models, being quoted for the actual supply, against our above mentioned minimum specifications, along with the Technical Bid. It may please be noted that the bids, having incomplete/incorrect/insufficient Compliance Sheet, in Annexure-‘W’, and not supported by the applicable printed data sheet of the company for the make and models, being quoted for the actual supply, shall summarily be rejected. At later end, no customization in the specifications mentioned in the data sheet, whatsoever, shall be permitted.**
- It is mandatory for all vendors to submit the MAF for Hardware.
- The Tenderer must quote for all the items, inclusive of all the taxes, whatsoever.

- e) **It is advised that the Tenderer must keep all the hardware equipments, quoted for actual supply (with complete specifications) ready for the successful physical demonstration without fail for qualifying the Technical Bid.**

Chapter-5: Price Schedule (to be utilized by Tenderers for quoting their Prices)

Annexure—‘B’

The detail for submission of Commercial Bid for BoQ, as available at www.eprocure.gov.in

[The Price Quoted should be FOD at NCPUL Centres (inclusive of all kind of taxes, whatsoever)]

S. No.	Technical Specifications (Minimum) (Commercial Series)	Qty.	Unit Cost (in Rs.)	Total FOD price at NCPUL's Centers (in Rs.)																																								
1.	Desktop Computers:(Make& Model)	400																																										
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2.	UPS: (Make & Model)		50	
	Features	Specifications (Minimum)		
	Nominal output Voltage	230V		
	Input Voltage Range	175–290 V		
	Output power capacity	3KVA (Online)		
	Battery Type	SMF battery		
	Battery Backup	30 Minutes (On full load)		
	Warranty	Standard warranty, as provided by OEM (Minimum one year comprehensive onsite warranty by the supplier)		
3	Mono Multifunction LaserJet Printer: (Make & Model)		50	
	Features	Specifications (Minimum)		
	Printer Type	Multifunction LaserJet Printer		
	Functions	Print, Copy, Scan		
	Memory, standard	128 MB		
	Print speed black (normal)	Upto20 ppm		
	Print quality black	Upto1200 x 1200 dpi		
	Duty Cycle (Monthly, A4)	Upto10,000 pages		
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	Paper handling input	150 sheets input tray		
	Paper handling output	100 sheets output tray		
	Connectivity	Hi-Speed USB 2.0		
	Warranty	Standard warranty, as provided by OEM (Minimum one year comprehensive onsite warranty by the supplier)		

4	24 Port Networking Switch 100 Mbps with Patch Cords		50		
	Features	Specifications (Minimum)			
	Switch Type	24 port - 100 Mbps			
	Compliance	RoHS Compliant			
	Patch Cords	Minimum 12 per switch			
Warranty	Standard warranty, as provided by OEM (Minimum one year comprehensive onsite warranty by the supplier)				

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5.1 Important Note:

- a) The above specifications are minimum requirements. However, higher technical specifications may be considered subject to competitive price offered.
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- c) It is mandatory for all vendors to submit the MAF for Hardware.
- d) The Tenderer must quote for all the items, inclusive of all the taxes, whatsoever.
- e) Prices quoted should be Free of Delivery (F.O.D.) at destination sites of users all over India (quantity may vary at the time of placing the supply order) inclusive of all charges like GST, Excise Duty, Insurance, Technical Service/Installation charges Freight, Octroi and other

applicable taxes. No other charges/taxes/levies shall be payable. No form 'C'/'D'/undertaking will be provided by NCPUL to any of the Tenderers.

- f) Tenderers must quote rates only in the BoQ available at the eprocure.gov.in.
- g) If a firm / Tenderer quotes NIL charges / Consideration, the bid shall be treated as unresponsive and shall not be considered.

Chapter-6: Contract Forms

Form-1 (to be submitted along with Technical Bid)

Technical Bid Form

(PLEASE COMPLETE THE FORM AND ENCLOSE NECESSARY DOCUMENTS WITH PAGINATION IN SUPPORT THEREOF WHEREVER REQUIRED)

BID PARTICULARS FOR TENDER NO. :

1) Name of the Tenderer :

2) Address of the Tenderer :

Telephone :

Fax :

E-mail :

3) Tenderer's proposal number and date :

4) Name & Address of the officer :

To whom all references shall be
made regarding this tender

Telephone :

Fax :

E-mail :

5) Earnest Money/ Online Money Transaction (NEET/ RTGS) :

DD/ Money Transaction Date	DD/ Money Transaction Date No.	Drawn on Bank	Amount

6) No. of years of experience :

(Attach certificates from Client - for successful running)

7) Turnover of Tenderer (for last 3 audited years):

8) Top five supplies in Government Organizations / Public Sector Undertakings /Autonomous Bodies in last three years in India (Reference of Organisation with Purchase Order)

9) No. of trained Engineers :

10) Detailed list of Service Centres/
Maintenance Facility :

11) Copy of Income Tax returns : Yes/No

(Attach attested copies)

12) GST Registration Certificate : Yes/No

(Attach attested copies)

13) Whether the OEM/tenderer has, ever been Blacklisted? : Yes/No

If yes, reason and date of blacklisting :

14) Whether the order of blacklisting withdrawn : Yes/No

If yes, when was withdrawn :

15) An undertaking that the OEM/tenderer has : Yes/No

never been blacklisted or otherwise

16) PAN No. :

17) TIN No. :

18) Documentary evidence of ISO

Certification attached : Yes/No

19) Documentary evidence of being authorized :

distributor/channel partner by the manufacturer.

I/We have read all the terms and conditions of tender and accept them in full (Enclose a certificate of acceptance).

(Signature)
Seal

DECLARATION

I/WE DECLARE THAT THE INFORMATION SUPPLIED ABOVE IS CORRECT TO THE BEST OF MY/OUR KNOWLEDGE.

(Signature)
Seal

Form-2 (to be uploaded with Technical Bid)

TENDER ACCEPTANCE LETTER
(To be given on Company Letter Head)

Date:

To,
The Director,
NCPUL, Jasola, New Delhi – 110025.

Subject: Acceptance of Terms & Conditions of Tender.

Tender Reference No: _____

Name of Tender / Work:

Dear Sir,

1. I / We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely: _____, as per your advertisement, given in the above mentioned website(s).
2. I / We hereby undertake to give the physical demonstration of all the Hardware Equipments (quoted by us with complete set of specification) in the NCPUL Head Office, on the scheduled date, immediately after opening of the Technical Bid, failure to do so, my/our Technical Bid shall stand cancelled and the complete tender shall summarily be rejected, without any further claim or correspondence. Further, Demo Machines / Equipments will be part of the tender and will be kept at NCPUL for its office use
3. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. _____ to _____ (including all documents like annexure(s), schedule(s), etc.), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.
4. The corrigendum(s) issued from time to time by your department/organisation have also been taken into consideration, while submitting this acceptance letter.
5. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety
6. I / We do hereby declare that OEM/our Firm has not, ever, been blacklisted / debarred by any Govt. Department/Public Sector Undertaking/Autonomous Bodies
7. I / We certify that all information furnished by the our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organisation shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract , without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours faithfully,

(Name and Signature of the Tenderer, with Official Seal)

Chapter-7: Other Standard Information

7.1 Checklist of Certificates/Attachments

S. No.	Documents	Page No.
7.1.1	Proof of submission of Bank Demand Draft/E-Transfer for EMD	
7.1.2	Documentary evidence of turnover of Tenderer. Balance sheets of last 3 audited years.	
7.1.3	Documentary evidence of the Tenderer being authorized distributor/channel partner by the OEM, along with the documentary evidence of ISO 9001-2008 or Higher Certification of the Tenderer.	
7.1.4	Certificate of Acceptance of Terms and conditions of tender documents and undertaking that the OEM/Tenderer has, never, been disqualified/blacklisted (in original) and Undertaking that the Tenderer have sufficient resources of supply of hardware and software items all over India	
7.1.5	Service Level Agreement (SLA)	
7.1.6	Attested copies of GST Registration No., Income Tax Return, PAN No. & TIN No., Copy of Society / Company Registration, etc.	
7.1.7	Experience Certificates of five top Government Organizations / Public Sector Undertakings /Autonomous Bodies and their Compliance Sheet.	
7.1.8	Energy Star/EPEAT Gold Certificate	
7.1.9	Duly filled in Compliance Sheet in Annexure 'W' having parameter wise exact specifications of all the products/components, along with the applicable printed data sheet of the company for exact make and models, being quoted by the Tenderer for the actual supply to NCPUL.	
7.1.10	Solvency certificate from any Nationalized Bank	
7.1.11	Authority letter of the representative for interaction with NCPUL	
7.1.12	Undertaking, on the Letter Head of the Agency / Company / Tenderer in Annexure 'Y', to give Physical demonstration of all the Hardware Equipments in the NCPUL Head Office, on the scheduled date, immediately after opening of the Technical Bid.	
Note:	All the documents must bear continuous page number, in ascending order, stamp and signature of the tenderer.	

(On Agency Letter Head)

Date:

Private & Confidential

The Director

National Council for Promotion of Urdu Language
FC-33/9, Institutional Area,
Jasola, New Delhi-110025

A/c to (Company Name)

Ref no. Tender No.

SOLVENCY CERTIFICATE

I (Name) having Aadhar Card No./ PAN Card No. and designation.. authorized representative to sign and submit the tender on behalf of M/s..... having registered office at..... do hereby certify that the said bidding agency:-

- a) is respectable customer of the concerned banks in which having account.
- b) has never remained bankrupt of any bank.

Yours faithfully

(Name of authorized representative)

M/s.....

Address
.....
.....
.....

(On Agency Letter Head)

Date:

The Director

National Council for Promotion of Urdu Language
FC-33/9, Institutional Area,
Jasola, New Delhi-110025

Ref. No.: Tender No.:

UNDERTAKING

I (Name) having Aadhar Card No./ PAN Card No. and designation.. authorized representative to sign and submit the tender on behalf of M/s..... having registered office at..... do hereby undertake that to give the successful physical demonstration of all the Hardware Equipments (quoted in the Bid with complete set of specifications) in the NCPUL Head Office, on the scheduled date, immediately after opening of the Technical Bid, failure to do so, my/our Technical Bid shall stand cancelled and my/our complete Bid shall summarily be rejected, without any further claim or correspondence.

I further undertake that I know that giving successful physical demonstration of all the Hardware Equipments (quoted in the Bid with complete set of specifications) in the NCPUL Head Office, on the scheduled date, immediately after opening of the Technical Bid, is a pre-condition to qualify the Technical Bid, in addition to other qualification parameters, as laid down in the tender documents.

Yours faithfully

(Name of authorized representative)

M/s.....
Address
.....
.....
.....

COMPLIANCE SHEET

S. No.	Parameters	Minimum Specifications Required by NCPUL	Actual Specifications of the Make & Model quoted by the Tenderer for supply to NCPUL	Comparison of the specifications: Required vs. Quoted (Same or Higher)	Compliance Status (Yes/No)
1. Desktop Machines: Make Model Printed Data Sheet has been attached at Annexure No.					
i.	Form Factor	SFF Chasis (Max. 9 litre)			
ii.	Processor	Intel CORE i5 (12 th Generation) or Higher			
iii.	Chipset	Intel B660 or higher			
iv.	Memory	8GB DDR4 SDRAM-2666 MHz or above			
v.	Hard Disk Drive & controller	1 TB, 7200 RPM SATA Hard Disk Drive or above			
vi.	Graphics	Integrated Intel HD Graphics 730 or higher			
vii.	Audio	Integrated on board audio controller with internal speaker			
viii.	Communication	Integrated 100 Mbps Ethernet and Wi-Fi enabled			
ix.	Ports	Minimum 4 USB, VGA and HDMI / DP Ports, Serial / Parallel Ports, Headphone/Speaker Out and RJ-45			
x.	Slots	PCIe			
xi.	Keyboard	OEM Keyboard			
xii.	Mouse	USB Optical Mouse			
xiii.	Monitor	19.5” IPS OEM LED TCO 8.0 or higher Certified			
xiv.	Operating System	Genuine Microsoft 64 bit Windows 10 Professional (Academic Version) Operating System - Preloaded by OEM			
xv.	MS-Office	Genuine MS-Office 2019 Professional			

S. No.	Parameters	Minimum Specifications Required by NCPUL	Actual Specifications of the Make & Model quoted by the Tenderer for supply to NCPUL	Comparison of the specifications: Required vs. Quoted (Same or Higher)	Compliance Status (Yes/No)
		(Academic Version) with required MOLP license, to be loaded by bidder.			
xvi.	Antivirus	Genuine NORTON/McAfee/Sym antec/K7 (Academic Version) (with minimum 01 year free updates) - Preloaded by OEM			
xvii.	TPM facility	Trusted Platform Module (TPM) feature for Security of hardware.			
xviii.	Customized Branding	Customized branding through NCPUL logo in the BIOS.			
xix.	Energy efficiency Compliance , Certification / Green Rating	Energy Star / EPEAT-Gold Certified or an equivalent/similar environmental rating which aims at green brand PC (latest certificate)			
xx.	OEM recovery tool	Desktop must be supplied with OEM preloaded tool for Desktop Management including backup and recovery			
xxi.	Warranty	03 Years Standard warranty, as provided by OEM including one year comprehensive onsite warranty to be supported by the supplier.			
xxii.	OEM Authorization	Tender Specific OEM authorization letter (Original) for the Tenderer (only one per OEM) shall be required to be submitted along with the tender. Copy of the same should be sent to the Council by the OEM directly from the			

S. No.	Parameters	Minimum Specifications Required by NCPUL	Actual Specifications of the Make & Model quoted by the Tenderer for supply to NCPUL	Comparison of the specifications: Required vs. Quoted (Same or Higher)	Compliance Status (Yes/No)
		official E-Mail ID of the OEM on ncpultech@gmail.com on or before the last date of the tender submission.			
<p>2. UPS: Make Model Printed Data Sheet has been attached at Annexure No.</p>					
i.	Nominal output Voltage	230V			
ii.	Input Voltage Range	175–295 V			
iii.	Output power capacity	3KVA (Online)			
iv.	Battery Type	SMF battery			
v.	Battery Backup	30 Minutes (On full load)			
vi.	Warranty	Standard warranty, as provided by OEM (Minimum one year comprehensive onsite warranty by the supplier)			
<p>3. Mono Multifunction LaserJet Printer: Make Model Printed Data Sheet has been attached at Annexure No.</p>					
i.	Printer Type	Multifunction LaserJet Printer			
ii.	Functions	Print, Copy, Scan			
iii.	Memory, standard	32 MB or more			
iv.	Print speed black (normal)	Upto 14 ppm			
v.	Print quality black	Upto 600 x 600 dpi			
vi.	Duty Cycle (Monthly, A4)	Upto 5,000 pages			
vii.	Copy speed (normal)	Upto 14 cpm			
viii.	Scan resolution	Upto 1200 dpi			
ix.	Paper handling input	150 sheets input tray			

S. No.	Parameters	Minimum Specifications Required by NCPUL	Actual Specifications of the Make & Model quoted by the Tenderer for supply to NCPUL	Comparison of the specifications: Required vs. Quoted (Same or Higher)	Compliance Status (Yes/No)
x.	Paper handling output	100 sheets output tray			
xi.	Connectivity	Hi-Speed USB 2.0			
xii.	Warranty	Standard warranty, as provided by OEM (Minimum one year comprehensive onsite warranty by the supplier)			
4. 24 Port Networking Switch 100 Mbps with Patch Cords: Make Model Printed Data Sheet has been attached at Annexure No.					
i.	Switch Type	24 port - 100 Mbps			
ii.	Compliance	RoHS Compliant			
iii.	Patch Cords	Minimum 12 per switch			
iv.	Warranty	Standard warranty, as provided by OEM (Minimum one year comprehensive onsite warranty by the supplier)			
5. Software (Latest Version of Academic Edition of the following Software with minimum 01 Year Valid License and 01 Year free update be quoted))					
S. No.	Minimum Specification of the S/W required by NCPUL	Actual Specification of the S/W quoted by the Tenderer fro supply to NCPUL	Comparison of the specifications: Required vs. Quoted (Same or Higher)	Compliance Status (Yes/No)	
(i)	Genuine MS-Office 2021 Professional (Academic Version) with required MOLP license				
(ii)	Multilingual DTP Software / Akruti Next Plus with DVD (Multilingual Indian Languages)				
(iii)	CorelDraw XXII (perpetual license (with minimum 1 year free upgrade) ESD				
(iv)	Adobe Animate Creative Cloud Team (Photoshop, Flash, PageMaker) - with minimum 1 year free upgrade - ESD.				
(v)	In Page Professional (2022) with CD+USB lock				
(vi)	Tally Silver 9.x (with minimum 1 year				

S. No.	Parameters	Minimum Specifications Required by NCPUL	Actual Specifications of the Make & Model quoted by the Tenderer for supply to NCPUL	Comparison of the specifications: Required vs. Quoted (Same or Higher)	Compliance Status (Yes/No)
	free upgrade) + License Key ESD				
(vii)	Microsoft Visual Studio 2022 Professional				
(viii)	Embarcadero RAD Studio XE (including C++)				
(ix)	Genuine NORTON / McAfee / Quick Heal (Academic Version) (with minimum 01 year free updates)				