

**DEPARTMENT OF ELECTRONICS AND INFORMATION
TECHNOLOGY
MINISTRY OF COMMUNICATIONS &
INFORMATION TECHNOLOGY
GOVERNMENT OF INDIA
NEW DELHI**

REQUEST FOR PROPOSALS (RFP)

FOR

EMPANELMENT OF OEMS / RESELLERS

FOR

**SUPPLY OF HARDWARE & PERIPHERALS FOR
NATIONAL ROLL-OUT OF e-DISTRICT MMP**

Date : xx/xx/2012

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Abbreviations

Abbreviations	Expanded
AMC	Annual Maintenance Contract
ATS	Annual Technical Support
BPR	Business Process Re-engineering
CSC	Common Service Centre
DeitY	Department of Electronics and Information Technology
DHQ	District Headquarter
DR	Disaster Recovery
DRC	Disaster Recovery Centre
GoI	Government of India
HQ	Head Quarter
IT	Information Technology
KVA	Kilo Volt Ampere
MMP	Mission Mode Project
MOU	Memorandum of Understanding
MTBF	Mean Time Between Failure
NeGP	National e-Governance Plan
NIC	National Informatics Centre
OEM	Original Equipment Manufacturer
OS	Operating System
O&M	Operations & Maintenance

Abbreviations	Expanded
PC	Personal Computer
PM	Preventive Maintenance
RFP	Request for Proposal
RTI	Right To Information
SDA	Software Development Agency
SDC	State Data Centre
SI	System Integrator (Context: IT Services related)
SLA	Service Level Agreement
SSDG	State Service Delivery Gateway
SWAN	State Wide Area Network
TPA	Third Party Auditor
UAT	User Acceptance Testing
UPS	Un interrupted Power Supply
UT	Union Territory

1. Introduction

a. Introduction & Issuer

Department of Electronics and Information Technology (DeitY), Government of India invites the bidders for short listing suitable qualified OEMs / Resellers and empanelling them for **24 months** for providing Hardware for e-District projects to the State Governments (“States/UTs”) for managing the implementation of their e-District initiative.

b. Critical Information

- 1) OEMs and/or their Authorized Re-sellers can participate in this empanelment RFP.
- 2) To avoid any conflict of interest issues, OEM / Authorized Re-seller once empanelled under this RFP will not be allowed to bid for any other work like State Level Project Management Unit, State Level System Integrator, or any other RFP floated under eDistrict National Rollout project.
- 3) Bidder agencies are advised to study this Empanelment RFP document carefully before submitting their proposals in response to the RFP Notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.
- 4) Bidder is required to **pay Rs 10,000/- (Rupees Ten Thousand Only) towards Bid Fee**, at the time of submission of Bids, in the form of a Bank Demand Draft **failing which the Bids submitted by the Bidder shall be outrightly rejected**. The Bank Demand Draft should be drawn in favor of “**Pay and Accounts Officer, Department of Information Technology, Government of India**” and payable at New Delhi. **The Bid Fee is Non-Refundable.**
- 5) Bidder agencies are requested to attend a pre-proposal conference as per details provided below.

Table 1: Schedule of Bid Process

S. No	Information	Details
1.	RFP No. and Date	3(16)/2011-EG-II dated T
2.	Last date for submission of written queries for clarifications	T + 5 calendar days up to 06:00 PM Queries should be submitted in Excel format to the email-id: edistrict-dit@gov.in
3.	Date of pre-proposal conference	T + 7 calendar days at 3:00 PM
4.	Release of response to clarifications on https://www.eprocure.gov.in	T + 12 calendar days
5.	Bid Validity Period	120 days from the last date (deadline)

S. No	Information	Details
		for submission of proposals
6.	Last date (deadline) for submission of Bids	T + 21 calendar days up to 5:00 PM
7.	Opening of Technical Bids	T + 22 calendar days at 3:00 PM
9.	Technical clarification, if required	Will be intimated later
10.	Place, Time and Date of opening of Financial proposals received in response to the RFP notice	Will be intimated later
11.	Contact Person for queries	Mr. Abhishek Singh Room No. 2006, Electronics Niketan, Department of Electronics and Information Technology 6, CGO Complex, New Delhi Fax +91-11-24364720 Phone +91-11-24364720 Email edistrict-dit@gov.in
12.	Addressee and Address at which proposal in response to RFP notice is to be submitted:	Bidders should submit their bid through e-procurement portal only

2. Background

- a. NeGP was approved by the Government in May 2006, with the following vision:

“Make all Government Services accessible to the common man in his locality, through common service delivery outlets and ensure efficiency, transparency and reliability of such services at affordable costs to realize the basic needs of the common man”.

- b. To realize this vision, 27 Central, State and Integrated Mission Mode projects (MMPs) along with 8 support components were identified and approved under NeGP. States have been given flexibility to identify upto 5 additional state-specific projects, which are particularly relevant for the economic development of the State. NeGP also envisages creation of the core IT infrastructure in the form of SWANs, SDCs and one lakh front ends namely CSCs in rural areas across the country to deliver public services electronically.
- c. **e-District** is one of the 27 MMPs under NeGP, with the Department of Electronics and Information Technology (DeitY), Government of India (GoI) as the nodal Department, to be implemented by State Government or their designated agencies. **This MMP aims at electronic delivery of identified high volume citizen centric services, at district and sub-district level, those are not part of any other MMP.** To achieve these objectives service levels and outcomes for each of these services will be clearly laid down by the concerned State, with a view to improving the efficiency and effectiveness of the service delivery. The MMP envisages leveraging and utilizing the four pillars of e-infrastructure namely, SDCs, SWANs, SSDGs and CSCs, optimally to deliver public services electronically to citizens at their door steps. Initially only those high volume citizen-centric services will be taken up for implementation which have high priority for the State. New services will be added to the portfolio subsequently, once the demand for the initial set of e-enabled services increases.

3. Objectives

The objectives of the e-District Mission Mode Project are to ensure the following:

- a. Undertake backend computerization of District and Tehsil level offices to ensure electronic delivery of high volume citizen centric services at the district level.
- b. Efficient delivery of services with improved Service Levels by undertaking extensive Business Process Re-Engineering of identified services.
- c. Extensive Capacity Building and training of field level functionaries to ensure smooth migration to electronic delivery of e district services and phasing out manual delivery of services.
- d. Delivery of services through Common Service Centers (CSCs) by leveraging the common infrastructure of SWAN, SDC, and SSDG.
- e. Development of applications to be hosted at the State Data Centers for delivery of services.
- f. Delivery of all public services at District/ Sub District level in electronic form through State Portals by using the State Service Delivery Gateways.
- g. Providing easy, anywhere and anytime access to Government Services (both Information & Transactional) to ensure reliability, efficiency, transparency and accountability.
- h. Reducing number of visits of citizens to a Government office / department for availing the services and thereby eliminating harassment.
- i. Reducing administrative burden and service fulfillment time & costs for the Government, Citizens & Businesses
- j. Reducing direct interaction of citizen with the Government and encourage 'e'-interaction and efficient communication through portal
- k. Enhancing perception & image of the Government and its constituent Departments.

4. Coverage and Scope of the e-District Project

4.1. Coverage of the Project

- a) The e-District MMP is to be implemented in all 640 districts of the country including 41 districts already taken up under pilot implementation of the eDistrict Project. The implementation of the Scheme will be completed in four years commencing from 2011-12 which will include 2 years of O&M phase.
- b) The implementation in the States is proposed to be carried out in 2 phases: In the first phase, districts in which at least 70 per cent of the CSCs are operational would be targeted for the rollout and in the second phase, rest of the districts would be selected for the e-District rollout.

4.2. Scope of the Project

- a) e-District MMP aims at electronic delivery of all public services at District / Sub District level, progressively. Initially 10 categories (5 mandatory + 5 State Specific) of identified high volume citizen centric public services at district and sub-district level will be taken up for implementation. While doing so, the four pillars of e-infrastructure i.e. SWANs, SDCs, SSDGs and CSCs will be leveraged and no new infrastructure would be created. Later on, new services could be added depending on the requirements and the felt needs.
- b) The e-District MMP envisages centralized architecture at the State level with common application software for each of the identified services for all the districts of the State. The application software will be hosted in the State Data Centre. Integration across States would be enabled, through mandatory adherence to technical specifications and e Governance standards. The detailed guidelines in this regard will be issued by DeitY separately.
- c) Two key aspects of the Scheme are Business Process Re-engineering (BPR) and creation of databases based on e-Governance standards for the purposes of ensuring interoperability. BPR is intended to enable process simplification and significant value addition to citizens.

5. Services

5.1. Category of Services

A minimum of Five (5) service categories can be undertaken under this Scheme. State would be required to identify and notify **at least 20 services** and their service levels to be delivered under this programme in electronic mode only to the citizens from a fixed cutoff date. It is clarified sub services like add/modify/delete will be part of the same service and will be counted as one service. Accordingly, Government Orders/ legal changes need to be issued or made by State notifying no parallel manual processing for these services will be carried out after the cutoff date. The State Government will satisfy itself that electronic system of delivery of services is working satisfactorily and is tested prior to moving for exclusive mode of delivery of services. Some of the Government Notifications for enabling e-services are available at DeitY site at <http://www.mit.gov.in/content/government-notifications-enabling-e-services>.

5.2. National Mandated Services

Five service categories have been identified at the national level which shall be taken up for implementation by all States which agree to participate in the e District MMP.

- (i) **Issue of Certificates** including services: Birth, Death, Domicile, Nationality, Caste, Marriage, Income, Employment, etc.
- (ii) **Social Welfare Schemes** including services – Social welfare Pensions (Old age, Widow, Handicap, Destitute), Scholarships.
- (iii) **Revenue Court** including services – including Case listing, Case adjournment, Stay orders, Final orders, Status of execution of orders: information, tracking, filing of miscellaneous applications. Also, Government dues and recovery, as part of Land Revenue – including issue of notices, record payments, track default processes, updation of treasury receipts, etc.
- (iv) **Ration Card** related services including services change of address, additions, deletions of members, application for issue of duplicates, etc.
- (v) **RTI services** including redressal of Grievances – application, tracking, monitoring, redressal, appeals, etc at district level. RTI services will be applicable to all departments/offices which have been provided with ICT infrastructure and connectivity for delivery of services under e District Scheme

The States while identifying the services under the 5 core services should leverage the services identified and developed under the *Implementation of State Portal, SSDG and Electronic Form project*.

5.3. State Optional Service Categories

The State can also add further 5 service categories, at its discretion, for implementation under the eDistrict MMP. However, in case, funds are available, additional categories of

services may be added by the State subject to adherence to project timelines. Indicative list of service categories, which is illustrative and not exhaustive from which the States can select is given below. States would be free to add additional services other than those indicated, subject to their meeting the criterion indicated in these guidelines.

Table 2: Indicative List of Optional Service Categories

License	Excise
Education	Utility services
Health	Grants/ Loans
Employment	Scholarship
Transport	Industries
Electoral services	Information services
Fisheries	

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6. Implementation and Roll-Out Plan – Empanelment of OEMs / Resellers

The project is divided into two phases namely,

Phase 1: DeitY is floating this RFP for OEMs/Resellers' Empanelment and Rate registration centrally to bring out standardization in technical specifications and to get benefit of volume discount. The technical specifications for all the items are given in Annexure 10.

The OEMs (also the term “Suppliers” and Vendors” have been used interchangeably) will supply and provide back end support to System Integrators (SI) at the time of installation and during Operation and maintenance phase **for the period covering onsite support for 1 year of warranty and followed by 3 years of AMC** from the date of commissioning of the items.

Phase 2: The SIs shall respond to RFPs floated by each State Government / UT. **DeitY will share the rates and terms and conditions of this empanelment in the RFP to System Integrators.** Bidders of the SI RFP will use these rates (& inter alia the terms and conditions) while responding to the RFPs. **The SI bidders will be free to negotiate with any of the empanelled OEMs / Resellers and quote these rates (or lower) from any of the empanelled OEMs / Resellers.** The SI's financial bid will explicitly specify the quotes for the hardware & peripherals procured through the empanelled OEMs / Resellers.

Provision of Hardware under e-district Scheme has been made for the Automated Back End processing of the services mainly in the offices located in the District Head Quarter and also in all the Block and Tehsil offices.

Average quantity of Hardware in a district has been estimated on the following assumptions of number of offices in a DHQ, Tehsil and Block (Including Sub Divisional Magistrate):

Table 3: Average number of offices in District, Tehsil and Block

Average number of offices in District Head Quarter location	10
Average number of Tehsils in a district	06
Average number of Blocks in a district	12

The list of items and the estimated quantities are as follows:

Table 4: Type and Indicative Quantity of Hardware

Sl. No.	Items	Estimated quantities required per district	Estimated quantities required across the country (excluding pilot districts)
1.	PC	144	86,400
2.	Laptop	29	17,400
3.	Digital Web camera	46	27,600
4.	Scanners	2	1,200
5.	Network Printer cum fax	20	12,000
6.	Laser Printer	29	17,400
7.	Other Printer	14	8,400
8.	UPS (1 KVA)	72 to 144	43,200 to 86,400
9.	9 U Rack	39	23,400
10.	24 Port Switch	41	24,600
11.	Leased Line Modem (pair)	1	600
12.	Router	41	24,600

An OEM / Reseller are free to participate in the empanelment process for one or more items mentioned above.

During the Implementation Phase, the SI is expected to procure, configure, customize, deliver, install and setup with the support of empanelled OEMs/Resellers, besides other services, network devices and peripheral items in different districts, blocks offices of e-District administration spread across the states and state data centre.

Although the SI will be responsible for the onsite warranty support, the OEM shall provide this warranty support to SI. In the Post Implementation Phase, empanelled OEM/Reseller will support the selected System Integrator of State for smooth Operations and Maintenance Services for the period covering onsite support for 1 year of warranty and followed by 3 years of AMC from the date of commissioning the hardware and peripherals covering the following:

1. Onsite Warranty support for all the Hardware & peripherals procured using this empanelment RFP.

2. Onsite Periodic and AMC support for all hardware & peripherals including repair and replacement.
3. Annual Technical Support (ATS) for all the licensed software
4. Providing Help desk support to SI with Escalation matrix for registration of complaints related to the hardware & peripherals procured through this empanelment RFP at the State designated premises.

Coordination with various stakeholders

SI would be required to coordinate with all the stakeholders during the course of the project. This would include, but not limited to, the following stakeholders:

- State / UT IT Department (including State e-Governance Mission Team)
- State Programme Management Unit (SPMU)
- District Mission teams (including DeGS, e-District Managers)
- Designated Office
- State Designated Agency
- State / UT Departments whose services are covered under e-District
- OEM / Reseller of Hardware & Peripherals

The OEM / Reseller of Hardware & Peripherals will be primarily interacting with the SI and depending on the project requirements will be required to interact with other stakeholders as well.

6.1. Procurement Terms and Conditions

1. OEMs / Resellers shall deliver all the items ordered by SI as per delivery schedule specified by the SI in specified State Government offices. The information regarding exact quantity, location of delivery, installation and after sale support shall be given by the SI of the respective state. For the State Government, System Integrator will be a single point of contact.
2. The empanelment rates must be for the period covering onsite support for 1 year of warranty and followed by 3 years of AMC from Date of commissioning of the hardware & peripheral.
3. OEMs / Resellers must keep enough stock of hardware & peripheral items so that they can supply them as per delivery schedule specified by the SI even if orders from multiple states are received at the same time.
4. In the States/UT where OEM / Reseller is expected to supply hardware & peripheral items, the OEM should have at least one authorized center in the State/UT Capital city. In case, the OEM does not have an authorized center in the Capital city, then the OEM

should have the authorized center operational within 6 calendar months from the issue of Letter of Intent to the SI by the State / UT.

5. The OEM is responsible to provide all the necessary updates /patches / bug fixes for the software during the project cycle. Necessary support may be taken from the SI to accomplish this.
6. The OEM must provide genuine, legal, perpetual, full use licenses for Operating System pre-installed with all desktops and laptops.
7. The OEM will provide indemnification to the DeitY (GoI) and State Government Department for the products supplied and indemnification shall cover patent claims, intellectual property infringement, copy right claims, legal fees and damages claim. The OEM should also provide similar indemnification to the SI for the products supplied by the OEM.
8. The Reseller supplying the product must get authorization directly from the OEM of the product.

6.2. Warranty and AMC support for Hardware

As part of the warranty & AMC services, OEMs/Resellers shall provide the following:

1. OEMs/Resellers shall provide 100% comprehensive warranty including all parts and all types of faults and on-site free service warranty for all the hardware & peripherals procured by selected SI using the rates registered by DeitY from empanelled OEMs/Resellers.
2. OEMs/Resellers shall provide onsite support covering the period - 1 year of warranty and followed by 3 years of AMC from the Date of commissioning of the hardware & peripheral.
3. OEM/Reseller shall provide the comprehensive manufacturer's warranty in respect of proper design, quality and workmanship of the hardware & peripheral. OEM/Reseller shall warrant all hardware, equipment, accessories, spare parts, software etc. procured and implemented as per this RFP against any manufacturing defects during the warranty period to State selected SI.
4. During contract period, if any hardware & peripheral item has a hardware failure, it shall be replaced by equivalent or higher-level item by the OEM/Re-seller at no cost to State, within SLAs defined for the availability of hardware & peripherals. However, the new item supplied should meet the specifications specified in this empanelment RFP.
5. During the warranty period, OEM/Reseller shall maintain the hardware & peripherals and repair / replace at the installed site, all defective components that are brought to the notice of OEM/Reseller by SI, at no additional cost to the State.
6. The OEM/Reseller shall as far as possible repair the hardware & peripheral at site. In case the item is taken for repair at the repair centre, another item shall be provided so that citizen services are not impacted.

7. In case any hard disk drive of any desktop / laptop, is replaced during warranty / AMC the unserviceable HDD will be property of State and will not be returned to OEM/Reseller/SI.
8. OEM/Reseller shall carry out Preventive Maintenance (PM), including cleaning of interior and exterior, of all hardware and testing for virus, if any, and should maintain proper records at each site for such PM. Failure to carry out such PM will be a breach of warranty / AMC and the warranty / AMC period will be extended by the period of delay in PM. PM envisages all activities require to be undertaken for good upkeep of hardware on the site.
9. The manufacturer's technical support shall at a minimum include online technical support and telephone support during the State's business hours (Business hours in State will be from 0930 hours to 1830 hours on all days (Mon-Sat)) with access for State and SI to the manufacturer's technical support staff to provide a maximum of 4 hour response turnaround time. There should not be any limits on the number of incidents reported to the manufacturer. State and SI shall have access to the online support and tools provided by the manufacturer. State and SI shall also have 24x7 access to a variety of technical resources including the manufacturer's knowledge base with complete collections of technical articles.
10. SI shall monitor warranties / AMC to check adherence to preventive and repair maintenance terms and conditions for States
11. SI shall ensure that the warranty / AMC comply with the specified Technical Standards and common industry standards on Security Requirements, Operating Procedures, and Recovery Procedures.
12. OEM/Reseller shall have to maintain 10% inventory stock for spare parts and spare equipments /peripherals in the respective State to ensure that SI is able to meet the uptime commitment as per SLA.

6.3. Annual Technical Support (ATS) for all the licensed software supplied by Hardware & Peripheral OEMs

1. As part of the ATS services for all the licensed software, SI shall coordinate with the respective software OEM to undertake the following responsibilities:
 - a. Maintain data regarding software updates, patches, replacements and maintenance.
 - b. Maintain all such records for updates, patches, replacements and maintenance provided by software OEM to the SI.
 - c. If the Operating System is required to be reinstalled / de-installed, the same should be done as part of ATS.
 - d. Carrying out any requisite adjustments/changes in the configuration for implementing different versions of Software ensuring that these adjustments / changes do not affect the functioning of the eDistrict application.

2. Updates/Patches: The SI shall obtain from software OEM and provide from time to time the Updates / Patches of the software and operating systems as made available by the software OEM. After necessary approvals from the State, the SI would install free updates & patches of the software as and when released by software OEM.
3. Software License Management. The SI shall provide for software license management and related control processes and policies. SI shall maintain data regarding entitlement for software updates, patches, replacements, and maintenance. SI should perform periodic audits to measure license compliance against the number of valid End User software licenses consistent with the terms and conditions of site license agreements, volume license agreements, and other mutually agreed upon licensed software terms and conditions and report to State of any exceptions to SI terms and conditions, to the extent such instances of non-compliance and exceptions are discovered
4. SI shall obtain from software OEM and provide complete manufacturer's technical support for all the licensed software problems and/or questions, technical guidance, defect and non-defect related issues. OEM shall provide to SI a single-point-of-contact for software support and provide licensed software support including but not limited to problem tracking, problem source identification, problem impact (severity) determination, bypass and recovery support, problem resolution, and management reporting.
5. The manufacturer's technical support shall at a minimum include online technical support and telephone support during the State's business hours (Business hours in State will be from 0930 hours to 1830 hours on all days (Mon-Sat)) with access for State and SI to the manufacturer's technical support staff to provide a maximum of 4 hour response turnaround time. There should not be any limits on the number of incidents reported to the manufacturer. State and SI shall have access to the online support and tools provided by the manufacturer. State and SI shall also have 24x7 access to a variety of technical resources including the manufacturer's knowledge base with complete collections of technical articles.
6. The ATS Services will cover, all product updates and patches. The SI shall undertake regular preventive maintenance of the licensed software.

6.4. Central Helpdesk from the State designated premises

SI as part of provisioning support for end users at each location will setup centralized helpdesk and coordinate with Helpdesk of OEM/Reseller of hardware & peripheral items. For the State, the SI will undertake the following:

1. Provide Help Desk services to track and route requests for service and to assist governmental and end users in answering questions and resolving problems related to the peripheral hardware installed at Data Centre, Client side and operating systems at all locations.

2. Become the central collection point for contact and control of the problem, change, and service management processes (This includes both incident management and service request management)
3. Shall provide a first level of support for application and technical support at eDistrict implementation locations across the State where the software, hardware, and other infrastructure will be rolled out.
4. Provide the following integrated customer support and help :
 - a. **Establish 9 hrs X 6 days Help Desk** facility for reporting issues/ problems with the software, hardware and other infrastructure.
 - b. Maintain and support all client side infrastructure including hardware, networking components, and other peripherals.

To accomplish the above, the OEM has to support the SI through

1. Helpdesk and Maintenance support: In case of any issue / problem, the end users shall contact SI helpdesk for the first level of support. SI may contact the respective OEM to resolve the issue / problem. In order to provide support to SI in meeting its SLA, the OEM will
 - provide support through email and direct phone-based voice communication
 - serve as a single point of contact for all incidents and service requests
2. OEM shall provide all the required support for maintenance of Hardware (including preventive, scheduled and predictive Hardware support) as well as repair and / or replacement activity after a problem has occurred, as a second level of support, at no additional cost.

The proposed SLAs for the SI with respect to the hardware & peripheral items supplied by the OEM / Re-sellers are provided in Annexure 12. The OEM / Re-seller have to provide the necessary support to SI in such a manner that SI is not penalized for delay in the delivery of service.

6.5. Payment Schedule for SI

The State / UT will procure the hardware & peripherals mentioned in this empanelment RFP through a SI. The SI shall be procuring these hardware & peripherals from the OEMs / Resellers empanelled through this RFP and will be making payments to the corresponding OEMs / Resellers. The payments related to these hardware & peripherals will be released to SI by the State / UT as per the following schedule:

S. No.	Milestone	Reference	Payment
1A	Successful Rollout of hardware & peripherals in 50% of the districts in the State	PS-1A	90% of Total Cost for the districts rolled-out in PS-1A
1B	Successful Rollout of hardware & peripherals in next 50% of the districts in the State	PS-1B	90% of Total Cost for the districts rolled-out in PS-1B
2	At the end of each Quarter from the Start of AMC period till the end of the contracted AMC duration.	PS2	¼ of the yearly AMC Cost
3	At the end of contracted AMC duration.	PS3	10% of Total Cost

Where

- a) Total Cost = Total Quantity of the Hardware & peripherals in the District x Unit Cost of the L1 bidder
- b) Successful Rollout of hardware & peripherals will be based on Acceptance Sign-off by a state-level designated authority regarding supply, installation & commissioning of all the hardware & peripherals at all the designated office locations in a district by the respective OEM / Reseller

Notes:

- a) The AMC period will begin on completion of the 1 year warranty period.

7. Instructions to Bidders

7.1. Completeness of Response

- a) Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of bid will be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- b) The response to this RFP should be full and complete in all respects. Failure to furnish all information required by the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the Bidder's risk and may result in rejection of its Proposal and forfeiture of the Bid EMD.
- c) The bidder must comply with all the terms and conditions given in this document and their offer must be unconditional.

7.2. Proposal Preparation Costs

- a) The bidder is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by DeitY to facilitate the evaluation process, and in negotiating a definitive Contract or all such activities related to the bid process. DeitY will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- b) This RFP does not commit DeitY to award a contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award or for preparing this bid.
- c) All materials submitted by the bidder become the property of DeitY and may be returned completely at its sole discretion.

7.3. Pre-Bid Meeting

DeitY will hold a pre-bid meeting with the prospective bidders as mentioned in Table 1 at DeitY, 6 CGO Complex, Lodhi Road, New Delhi. The Bidders will have to send their queries for Pre-Bid meeting at least one working day before the meeting to Mr. Abhishek Singh (email: edistrict-dit@gov.in), DeitY by email.

7.4. Bidder inquiries and DITs responses

- a) All enquiries / clarifications from the bidders, related to this RFP, must be directed in writing exclusively to the contact person notified in this RFP document. The queries should be submitted in the following format:

Table 5: Format for submitting queries

S. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification
1.			
2.			
3.			
4.			
5.			
6.			

- b) The preferred mode of delivering written questions to the aforementioned contact person would be through email. Telephone calls will not be accepted. In no event will the DeitY be responsible for ensuring that bidders' inquiries have been received by DeitY.
- c) After distribution of the RFP, the contact person notified by DeitY will begin accepting written questions from the bidders. DeitY will endeavour to provide a full, complete, accurate, and timely response to all questions. However, DeitY makes no representation or warranty as to the completeness or accuracy of any; neither response nor does DeitY undertake to answer all the queries that have been posed by the bidders. The responses to the queries from all bidders will be distributed to all.
- d) No request for clarification from any bidder will be entertained after last date mentioned in Table 1.

7.5. Amendment of RFP Document

- a) At any time prior to the last date for receipt of bids, DeitY, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by an amendment.
- b) The amendment will be notified in writing or by email to all prospective Bidders who have been issued this RFP Document and will be binding on them.
- c) In order to afford prospective Bidders reasonable time in which to take the amendment into account in preparing their bids, DeitY may, at its discretion, extend the last date for the receipt of Bids.
- d) The bidders are allowed to resubmit their bid- if required, after such amendments.

7.6. Supplemental information to the RFP

If DeitY deems it appropriate to revise any part of this RFP or to issue additional data to clarify an interpretation of provisions of this RFP, it may issue supplements to this RFP. Any such corrigendum shall be deemed to be incorporated by this reference into this RFP.

7.7. DeitY's right to modify submission deadline

DeitY may, in exceptional circumstances and at its discretion, can extend the deadline for submission of proposals by issuing a corrigendum on website or by intimating all bidders who have been provided the proposal documents, in writing, email or by facsimile, in which case all rights and obligations of the project and the bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

7.8. DeitY's right to terminate the process

- a) DeitY may terminate the RFP process at any time and without assigning any reason and any compensation. DeitY makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- b) This RFP does not constitute an offer by DeitY. The bidder's participation in this process may result in DeitY selecting the bidder to engage in further discussions and negotiations toward execution of a contract. The commencement of such negotiations does not, however, signify a commitment by DeitY to execute a contract or to continue negotiations. The DeitY may terminate negotiations at any time without assigning any reason.

7.9. Earnest Money Deposit and its amount (EMD)

- a) Bidders shall submit, along with their Bids, EMD of Rs.25.00 Lakhs (Rupees Twenty Five Lakhs Only) in the form of a Bank Guarantee only in favor of Pay and Accounts Officer, Department of Information Technology, Gol, payable at Delhi, valid for six months. EMD in any other form shall not be entertained.
- b) The soft copy of the EMD should be uploaded and the original copy of the EMD should be posted/couriered/given in person to the Contact Person mentioned in Table 1, such that the original EMD is received by DeitY latest by the last date of bid submission.
- c) The EMD shall be denominated in Indian Rupees only. No interest will be payable to the Bidder on the amount of the EMD.
- d) Unsuccessful Bidder's EMD will be discharged/ returned as promptly as possible, but not later than 30 days after the award of the contract to the Successful bidder/System Integrator.

- e) The EMD may be forfeited:
 - i) If a Bidder withdraws his bid or increases his quoted prices during the period of bid validity or its extended period or finalization of empanelment, whichever is earlier, if any; or
 - ii) In the case of a successful bidder, if the Bidder fails to sign the Contract or to furnish Empanelment Bank Guarantee within specified time in accordance with the format given in the RFP (refer Annexure 13).
- f) The EMD shall be submitted with the technical bid in a separately sealed envelope as mentioned in this section. Bids submitted without adequate EMD will be liable for rejection.

7.10. Submission of Bids on the e-Procurement site

- a) The bidders shall submit the Bid electronically before the submission date and time published in e-procurement portal (<https://eprocure.gov.in/eprocure/app>).
- b) The bidders should submit their bids in TWO cover system “Technical bid” and “Financial bid”. All the Relevant documents are scanned & uploaded in e-procurement portal only.
- c) Bidder should do the enrollment in the eProcurement site using the “Click here to Enroll” option available. Portal enrollment is free of charge.
- d) Then the Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India, should be registered after logging into the site.
- e) Only one valid DSC should be registered by a bidder and should not be misused by others.
- f) Bidder may go through the tenders published on the site and download the required documents/tender schedules for the tenders he/she is interested.
- g) Bidder then logs in to the site through the secured log in by giving the user id/ password chosen during registration and password of the DSC/eToken.
- h) Bidder selects the tender which he/she is interested in by using the search option & then moves it to the ‘my favourites’ folder.
- i) From the ‘my favourites’ folder, he selects the tender to view all the details indicated.
- j) Bidder should go through the tender schedules carefully and upload the documents as asked, otherwise, the bid will be rejected.
- k) Bidder must in advance prepare the bid documents to be uploaded as indicated in the tender schedule and they should be in required format. If there is more than one document, they can be clubbed together using zip format.
- l) Bidder can use “My Space” area to upload standard documents in advance as required for various tenders and use them during bid submission. This will facilitate the bid submission process faster by reducing time.

- m) If there are any clarifications, this may be obtained through the site, or during the pre-bid meeting if any. Bidder should take into account the corrigendum published from time to time before submitting the online bids.
- n) Bidder should prepare the EMD as specified in the tender. The original should be posted/couriered/given in person to the Contact Person mentioned in Table 1, such that the original EMD is received by DeitY latest by the last date of bid submission.
- o) The bidder reads the terms & conditions and accepts the same to proceed further to upload the bids.
- p) The bidder has to select the payment option as Offline as mentioned in the Tender Document to pay the EMD as applicable and enter details of the bid security instrument.
- q) The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the Uploaded bid will not be acceptable.
- r) The bidder has to digitally sign and upload the required bid documents one by one as indicated.
- s) The rates offered details have to be entered separately in a spread sheet file (xls) in the space allotted and should be updated as BoQ.xls file for the tender after the financial bid. If the protected fields of the BoQ file are found to be modified by the bidder, the bid will be rejected.
- t) The tendering system will give a successful bid submission message & then a bid summary will be shown with the bid no. and the date & time of submission of the bid with all other relevant details. The bidder has to upload the relevant files required as indicated in the cover content. In case of any irrelevant files, the bid will be rejected.
- u) The bid summary has to be printed and kept as an acknowledgement as a token of the submission of the bid.
- v) The bid summary will act as a proof of bid submission for a tender floated and will also act as an entry point to participate in the bid opening.
- w) For any clarifications with the Tender Inviting Authority, the bid number can be used as a reference.
- x) Bidder should log into the site well in advance for bid submission so that he/she upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- y) Each document to be uploaded through online for the tenders should be less than 2 MB. If any document is more than 2MB, it can be reduced through zip and the same can be uploaded. However if the file size is less than 1 MB, the transaction uploading time will be very fast.
- z) The time settings fixed in the server side & displayed at the top of the tender site, will be valid for all actions of requesting, bid submission, bid opening etc., in the eProcurement system. The bidders should follow this time during bid submission.

- aa) All the data being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered will not be viewable by unauthorized persons during bid submission & not be viewable by any one until the time of bid opening.
- bb) The confidentiality of the bids is maintained since the secured Socket Layer 128 bit encryption technology is used. Data storage encryption of sensitive fields is done.
- cc) Any 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.
- dd) For any queries, the bidders are asked to contact through e-mail tenders.section@nic.in or by phone: 011-24305454.

7.11. Bid Submission Format

- a) Bidder shall submit the Bid electronically before the submission date and time published
- b) The entire proposal shall be strictly as per the format specified in this Request for Proposal. Bids with deviation from this format shall be rejected.

7.12. Venue and Deadline for submission

- a) Tenders must be submitted online in e-Procurement Portal on or before the submission date and time published in e-procurement portal.
- b) In online e-procurement system, one shall not be able to submit the bid after the bid submission time and date as the icon or the task in the e-procurement portal will not be available.
- c) DeitY reserves the right to (a) reject any / all proposals without assigning any reasons thereof, b) relax or waive any of the conditions stipulated in this RFP document as deemed necessary in the best interest of the Ministry and the objective of the scheme without assigning any reasons thereof and c) include any other item in the Scope of work at any time after consultation in the pre-proposal meeting or otherwise.
- d) DeitY reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon project priorities vis-à-vis urgent commitments.

7.13. Documents Comprising the Bid

The bids prepared by the Bidder must be uploaded online in TWO covers as explained below:

Cover 1:

This cover shall comprise of 2 envelopes as explained below:

- a) Envelope 1: Pre-Qualification Bid
- b) Envelope 2: Technical Bid

Cover 2:

This cover shall comprise the following:

- a) Financial Bid

Pre-Qualification Bid:

This shall comprise the following and should be uploaded in PDF format:

- a) Bid Document Fee of Rs. 10,000/- in the form of a Bank Demand Draft. (a soft copy be uploaded and the original should be should be posted/couriered/given in person to the Contact Person mentioned in Table 1, such that the original Bid document fee DD is received by DeitY latest by the last date of bid submission).
- b) A power of attorney by the CEO or competent authority authorizing the Bidder to sign/ execute the proposal as a binding document and also execute all relevant agreements forming part of RFP
- c) Compliance to Pre-Qualification criteria mentioned in Section 7.17.2
- d) All relevant documents required as evidence of meeting pre-qualification criteria
- e) Bid Form (Refer Annexure 1)
- f) Particulars of the Bidder (Refer Annexure 2)
- g) Service Support Details (Refer Annexure 3)
- h) Manufacturer's Authorization Form (Refer Annexure 4)
- i) Manufacturer's Undertaking (Refer Annexure 5)
- j) Self Declaration Letter of not been Blacklisted (Refer Annexure 6)
- k) Compliance Letter (Refer Annexure 7)
- l) Project Experience (Refer Annexure 8)
- m) Earnest Money Deposit (EMD) amount in the form of a Bank Guarantee (Refer Annexure 9) (Soft copy be uploaded and the original should be should be posted/couriered/given in person to the Contact Person mentioned in Table 1, such that the original EMD is received by DeitY latest by the last date of bid submission)

Technical Bid:

This shall comprise the following:

- a) Technical Specifications compliance to be uploaded in PDF format as per Annexure 10.
- b) All relevant documents required as evidence of meeting technical evaluation criteria

Financial Bid:

This shall comprise the following:

- a) The Financial Bid as per Annexure 11A to be uploaded in excel sheet (.xls) and should be updated as BoQ.xls file.
- b) Detailed Financial proposal as per Annexure 11B to be uploaded in PDF format in the Financial Bid cover as an additional document.

Note: The bidders should ensure that the financial costs specified in excel sheet should match with the details specified in the Detailed Financial proposal for each of the items being proposed. If there is a mismatch between the excel sheet and the detailed financial proposal, the bid will be rejected.

7.14. DeitY's Rights to accept / Reject any or all Proposals

DeitY reserves the right to accept or reject any proposal, and to annul the bidding process and reject all Bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected bidder or bidders of the grounds for DeitY's action.

7.15. Evaluation Process

7.15.1. Tender Evaluation Committee

- a) The Tender Evaluation Committee constituted by the DeitY shall evaluate the empanelment bids.
- b) The decision of the Tender Evaluation Committee in the evaluation of the Technical and Financial bids shall be final. Technical Bid evaluation is to ensure that the proposed hardware and peripherals by the bidder meet the requirements as outlined in the RFP. No correspondence will be entertained outside the process of negotiation/ discussion with the Committee.
- c) Tender Evaluation Committee will evaluate and compare the bids determined to be substantially responsive. Each proposal will be evaluated using the criteria and process outlined in this section.

7.15.2. Prequalification Criteria

The OEMs / Resellers meeting the following pre-qualification criteria will be short listed for technical evaluation.

Sr. No	Pre-Qualification Criteria	Reference Details
1.	The bidder should be a Company registered under the Indian Companies Act, 1956 and should have its registered offices in India. It should also be registered with the Service Tax Authorities, and should be registered with the appropriate authorities for all applicable statutory taxes/duties, and should have been in operation for the last five years.	Certificate of Incorporation / Any other relevant document
2.	OEM must have an authorized Service Centres in at least 20 States	Provide Service Support Centre Details as per Annexure 3. At least contact details of two senior authorized persons must be provided for each State.
3.	OEM should have authorised Service Centres in at least FOUR of the North Eastern States (i.e. Mizoram, Manipur, Meghalaya, Assam, Arunachal Pradesh, Nagaland, Sikkim and Tripura)	Provide Service Support Centre Details as per Annexure 3. At least contact details of two senior authorized persons must be provided.
4.	Original Equipment manufacturer (OEM) vendor should have a valid ISO 9001: 2000 Quality Certificate for respective H/W items	Documentary evidence in support should be submitted
5.	The Bidder should be an OEM or authorized supplier of OEM of the proposed Hardware items	Manufacturer authorization form /certificate signed by the authorized signatory of OEM as per Annexure 4
6.	The bidder should be an individual organization. Consortium shall not be allowed.	NA
7.	The bidder would undertake not to sub-contract / outsource any part of the work.	Undertaking letter on Bidder's letterhead
8.	The bidder should not be blacklisted by any of the state and/or central government.	A self declaration signed by the Authorized Signatory as per Annexure 6.

Sr. No	Pre-Qualification Criteria	Reference Details																																									
9.	<p>The Average Annual Turnover in India of the bidders participating in the bidding over the last 3 financial years ending 31st March 2011 or later for</p> <table border="1" data-bbox="371 447 1029 961"> <thead> <tr> <th>Category</th> <th>Items</th> <th>Average Annual Turnover in India (in Indian Rupees)</th> </tr> </thead> <tbody> <tr> <td>A</td> <td>Desktops and Laptops</td> <td>450 crores</td> </tr> <tr> <td>B</td> <td>Printers and Scanners</td> <td>100 crores</td> </tr> <tr> <td>C</td> <td>UPS</td> <td>150 crores</td> </tr> <tr> <td>D</td> <td>Network Devices</td> <td>150 crores</td> </tr> <tr> <td>E</td> <td>Racks</td> <td>25 crores</td> </tr> <tr> <td>F</td> <td>Modems</td> <td>2 crores</td> </tr> </tbody> </table> <p>The bidders intending to supply Desktops under this empanelment RFP must also get the proposals for Digital Web Camera submitted by their preferred partners. The proposals should be submitted separately.</p> <p>The average annual turnover will be specific to each specific category of items mentioned above. e.g. if the bidder bids for Category A – Desktops and Category C – UPS, then his average annual turnover from Desktops & Laptops should be atleast Rs 450 crores and from UPS should be atleast Rs 150 crores.</p>	Category	Items	Average Annual Turnover in India (in Indian Rupees)	A	Desktops and Laptops	450 crores	B	Printers and Scanners	100 crores	C	UPS	150 crores	D	Network Devices	150 crores	E	Racks	25 crores	F	Modems	2 crores	<p>Bidders need to submit copy of the certificate from their Auditor / CA based on audited balance sheet for the last three financial years ending 31st March 2011 or later</p> <table border="1" data-bbox="1057 573 1503 873"> <thead> <tr> <th colspan="2">Category :</th> </tr> <tr> <th>Financial Year</th> <th>Turnover in India (in Indian Rupees)</th> </tr> </thead> <tbody> <tr> <td>2008 – 2009</td> <td></td> </tr> <tr> <td>2009 – 2010</td> <td></td> </tr> <tr> <td>2010 – 2011</td> <td></td> </tr> </tbody> </table> <table border="1" data-bbox="1057 915 1503 1215"> <thead> <tr> <th colspan="2">Category :</th> </tr> <tr> <th>Financial Year</th> <th>Turnover in India (in Indian Rupees)</th> </tr> </thead> <tbody> <tr> <td>2008 – 2009</td> <td></td> </tr> <tr> <td>2009 – 2010</td> <td></td> </tr> <tr> <td>2010 – 2011</td> <td></td> </tr> </tbody> </table>	Category :		Financial Year	Turnover in India (in Indian Rupees)	2008 – 2009		2009 – 2010		2010 – 2011		Category :		Financial Year	Turnover in India (in Indian Rupees)	2008 – 2009		2009 – 2010		2010 – 2011	
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10.	<p>The bidder should demonstrate the capacity to produce & supply the items. The bidders should demonstrate the production/supply of the items as per the following quantities in the last Annual reporting period :</p> <table border="1" data-bbox="371 1797 956 1845"> <thead> <tr> <th>Items</th> <th>Quantities</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> </tr> </tbody> </table>	Items	Quantities			<p>Bidders need to submit copy of the certificate from their Auditor / CA and supported by a copy of Balance Sheet / Excise documents</p> <table border="1" data-bbox="1057 1797 1503 1845"> <thead> <tr> <th>Financial</th> <th>2010 – 2011</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> </tr> </tbody> </table>	Financial	2010 – 2011																																			
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Sr. No	Pre-Qualification Criteria		Reference Details			
	Item	Quantity	Year	Item	Whether Production or Supply?	
	PC	86,400				
	Laptop	17,400				
	Digital Web camera	27,600				
	Scanners	1,200				
	Network Printer cum fax	12,000				
	Laser / Other Printers	25,800				
	UPS (1 KVA)	43,200				
	9 U Rack	23,400				
	24 Port Switch	24,600				
	Leased Line Modem (pair)	600				
	Router	24,600				
	11.	The bidder and OEM should not be insolvent, in receivership, bankrupt or being wound up, their affairs are not being administered by a court or a judicial officer, their business activities have not been suspended and they are not the subject of legal proceedings for any of the foregoing.		Undertaking provided in Annexure 1 and Annexure 6.		
	12.	The bidder should have provided maintenance service (warranty and AMC support) for the proposed hardware & peripherals in at least 10 different districts covering more than one State as part of the same project / work order in last 3 years.		Provide Project Details as per Annexure 8 supported by the work order / contract copy.		

7.15.3. Technical Evaluation

The technical proposal of only those bidders who qualify in the pre-qualification stage would be opened.

- a) Tender Evaluation Committee will carry out a detailed evaluation of the Technical Bids received by it in order to determine whether they are substantially responsive to the requirements set forth in the RFP. In order to reach such a determination, Tender

Evaluation Committee will examine the information supplied by the Bidders, and shall evaluate the same as per the evaluation criteria specified in this RFP.

- b) Technical evaluation would be carried out for each of the item being empanelled. The Technical evaluation criterion will be compliance against the technical specifications mentioned in Annexure 10. The decision of the evaluation committee in this regard would be final.

7.15.4. Financial evaluation

The Financial proposal of only those bidders who qualify in the technical evaluation would be opened.

- a) The evaluation committee would determine for each item whether the Financial Proposals are complete, unqualified and unconditional.
- b) The total cost indicated in the Financial Proposal shall be considered for this purpose.
- c) The Financial bid price will be all inclusive and will include all costs except the indirect taxes. The indirect taxes would be paid by the SIs and would become a part of their bids.
- d) The cost indicated in the Financial Proposal shall be deemed as final and reflecting the total cost of services ('Bid Price'). Omissions, if any, in costing any item shall not entitle the bidder to be compensated and the liability to fulfill its obligations as per the Scope of Work within the total quoted price shall be that of the bidder.
- e) Any conditionality included in the financial bid will lead to summary disqualification of the entire bid and forfeiture of the EMD
- f) The Total Cost of Ownership for each hardware & peripheral indicated in the Financial Proposal will be considered for determining the least cost bid (L1). In case, for a particular hardware and peripheral, there are more than one bidder have the same total cost of ownership, then the least Unit Cost will be used to determine the L1.

7.16. Empanelment Process

- a) The bidder who has the lowest financial would be termed as L1 for that particular item. The bidder quoting as second lowest would be L2 and so on.
- b) All bidders who are within 20% of the L1 Price would be invited to match the price (unit cost as well as the AMC cost) of L1.
During the validity of the empanelment, in case DeitY notices that the market rates have down from the time the rates were finalized or for the reasons of technological changes, DeitY, if required, will ask the technically qualified bidders to re-quote the prices and the bidder(s) will be selected on the basis of procedure given earlier. All those technically qualified bidders, whose EMD have been returned by DeitY during/after the evaluation of

the tender, will have to submit the EMD of the same amount along with revised price quotations. The time difference between such re-quotes will be minimum 6 months except in case of the implications arising out of the Union Budget. The financial evaluation will be on L1 basis and L1 quoted cannot be higher than the previously discovered rates through this empanelment RFP.

- c) DeitY (GoI) reserves the right to extend the period of empanelment maximum up to 30 months during which this exercise of price discovery of unit rates for each item would be carried out.
- d) DeitY reserves the right of reducing or not procuring the estimated quantities' mentioned in this RFP document.
- e) DeitY also reserves the right to procure additional items for other e-Governance projects at the same unit rates & terms as offered by the empanelled OEMs under this empanelment.
- f) In case the OEM does not agree to provide the items as per the Empanelment terms and conditions during the discussions with SI,
- SI will bring this to the notice of DeitY(GoI)
 - The OEM DOES NOT have the right to refuse supply of items in any particular State / UT to the SI. Accordingly in case the OEM is not supporting any SI during the bidding process (or thereafter), it shall be brought to the notice of DeitY (Go) which may initiate disciplinary action which may include removal from the empanelment list and forfeiting the Empanelment Bank Guarantee.
 - However in case of genuine problems, the OEM may seek a prior approval from DeitY.
 - Post approval by DeitY (GoI), the SI can procure the hardware from the other OEM empanelled for that item; or in case no OEM is available, SI may be allowed to procure the hardware as part of their bid to the State. The technical specifications of that hardware must comply with the specifications of the empanelled hardware. Any deviation of the empanelment rate contract for that hardware will need to be approved by DeitY.
- g) DeitY (GoI) reserves the right to invite more OEMs / Resellers in the empanelment list in case they meet the pre-qualification criterion and Technical evaluation requirements.
- h) DeitY (GoI) may, at any time, terminate the empanelment by giving written notice to the empanelled OEM/Reseller without any compensation, if the empanelled OEM / Reseller becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to DeitY (GoI) or the State Government.
- i) In case of unforeseen situations, DeitY may revise the above process laid down.

7.17. Empanelment Bank Guarantee

The bidder shall submit an empanelment bank guarantee as per the format specified in Annexure 13. The value of the guarantee would be 2% of the total value calculated based on the L1 prices from the items being supplied by the bidder and the estimated quantities required across the country specified in Table 4 of Section 6.

7.18. Exit Management and Transition at the end of Contract Period

If SI's contract with the State is terminated before the expiry of the contract period, the OEM shall continue to provide the support to the State as per the contract with the SI. Further, all the software, licenses, assets, terms and conditions, warranty, contracts, MOUs, payments made, etc. will automatically form part of the hand over to the new SI without any modifications to the existing conditions. The ownership of all assets procured for the project continues to remain with State Government.

ANNEXURE 1: BID FORM

(To be submitted on the Letterhead of the responding agency)

{Place}

{Date}

To,

Director,

Department of Electronics and Information Technology,

4th Floor, Electronics Niketan,

6 CGO Complex,

New Delhi – 110003

Ref: RFP Notification no <xxxx> dated <dd/mm/yy>

Subject: Submission of proposal in response to the **RFP for Empanelment of Resellers/OEMs For supply of peripheral devices for National Roll-out of e-District MMP** File No **3(16)/2011-EG-II**.

Dear Sir,

- 1) Having examined the RFP document, we, the undersigned, herewith submit our proposal in response to your **RFP Notification no <xxxx> dated <dd/mm/yy>** for the RFP for Empanelment of Resellers/OEMs For supply of peripheral devices for National Roll-out of e-District MMP, in full conformity with the said RFP document.
2. We have read the provisions of the RFP document and confirm that these are acceptable to us. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.
3. We agree to abide by this proposal, consisting of this letter, the detailed response to the RFP and all attachments, for a period of 120 days from the closing date fixed for submission of proposals as stipulated in the RFP document.
4. The Security of **Rs. 25 lakhs (Rupees Twenty Five Lakhs)** submitted by us in the form of a BG may be encashed if we do not submit the requisite Empanelment Guarantee for “Empanelment of Resellers/OEMs For supply of peripheral devices for National Roll-out of e-District MMP”, if we are selected for empanelment.
5. We would like to declare that we are not involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this

assignment and we are not under a declaration of ineligibility for corrupt or fraudulent practices.

6. We hereby declare that we are not insolvent, in receivership, bankrupt or being wound up, our affairs are not being administered by a court or a judicial officer, our business activities have not been suspended and we are not the subject of legal proceedings for any of the foregoing.
7. Having examined the RFP (Ref. No. xxxxxx dated xxxxx) including all Annexures, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply and deliver the following including installation and commissioning in conformity with the said RFP in accordance with the Schedule of Prices indicated in the Commercial Offer and made part of this bid:

Sl. No.	Items	Applicable (Yes / No)
1.	PC	
2.	Laptop	
3.	Digital Web camera	
4.	Scanners	
5.	Network Printer cum fax	
6.	Laser Printer	
7.	Other Printer	
8.	UPS (1 KVA)	
9.	9 U Rack	
10.	24 Port Switch	
11.	Leased Line Modem (pair)	
12.	Router	

8. We undertake, if our bid is accepted, to deliver the Goods in accordance with the delivery schedule communicated by the System Integrator to us.
9. We agree to abide by this bid for the period of 30 calendar months after the date of empanelment award by DeitY or any of the addenda and it shall remain binding upon us and may be accepted at any time before the expiration of this period.
10. Until a formal contract is prepared and executed, this bid, together with the DeitY's written acceptance thereof and DeitY's notification of award, shall constitute a binding Contract between us.

11. We undertake that, in competing for (and, if the award is made to us, in executing) the above contact, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

12. We agree that the DeitY will have Single Point of Contact with us, at the address stated below, for the entire goods and services to be delivered by us in case our bid is accepted.

Address & contact address of Bidder for Single Point of Contact:

.....
.....
.....

13. We understand that the DeitY is not bound to accept the lowest or any bid which DeitY may receive.

Place:

Date:

Bidder's Company Seal:

Authorized Signatory's Signature:

Authorized Signatory's Name and Designation:

Note: The Bidder shall necessarily provide a copy of 'Power of Attorney' authorizing the signatory for signing the Bid on behalf of the Bidder in its Pre-Qualification Bid.

Annexure 2: Particulars of the Bidder

Sl No.	Information Sought	Details to be Furnished
1	Name and Registered address of the bidding Company. Specify Telephone Number, Fax Number, Website address of the bidding Company	
2	Incorporation status of the firm (public limited / private limited, etc.)	
3	Year of Establishment	
4	Date of registration	
5	ROC Reference No.	
6	Details of company registration	
7	Details of registration with appropriate authorities for service tax, income tax, sales tax / VAT.	
8	Key Person (s) details at Head Office / Registered Office. Specify Name, Designation, Address, Email, Phone nos. and Mobile Number	
9	Name, Designation, Address, Email, Phone nos. and Mobile Number of Authorized Person for this empanelment	
10	Classification i.e. Manufacturer (OEM), Authorized reseller, please specify	
11	Number of years experience in manufacturing / re-selling the proposed equipments	

Annexure 3: Service Support Details with Escalation Matrix

Sl. No.	State Name	Name, Address & Telephone / Fax Number of the Service Centre	Whether own branch or franchise?	Name, Address and Telephone Number of Level 1 Escalation	Name, Address and Telephone Number of Level 2 Escalation	Name, Address and Telephone Number of Level 3 Escalation
1.						
2.						
3.						
4.						
5.						
6.						
7.						
8.						
9.						
10.						
11.						
12.						
13.						
14.						
15.						

Note: Level 2 and Level 3 escalation contacts should be from OEMs only.

ANNEXURE 4: Manufacturer's Authorization Form

(To be submitted on the Letterhead of the OEM)

To,
Director,
Department of Information Technology,
4th Floor, Electronics Niketan,
6 CGO Complex,
New Delhi – 110003

Ref: RFP Notification no <xxxx> dated <dd/mm/yy>

Dear Sir,

We _____ are established and reputed manufacturers of the following items:

1. <Name of the Item being supplied>
2. <Name of the Item being supplied >

We do hereby authorize M/s _____ (Name & Address of the bidder) to offer their quotation, negotiate and conclude the contract with DeitY and also with States against the above invitation for tender offer.

We hereby extend our full guarantee, warranty and AMC support as per terms and conditions of the RFP and the contract for the equipment and services offered against this invitation for tender offer by the above firm. In case the above firm defaults on providing the AMC support, we assure that the necessary AMC support will be provided to the State Government.

Place:

Date:

Manufacturer's Company Seal:

Authorized Signatory's Signature:

Authorized Signatory's Name and Designation:

Note: The letter of authority should be on the letterhead of the manufacturing firm and should be signed by a competent person of the manufacturer. Provide documentary evidence to substantiate the signatory is an authorized signatory for the manufacturing firm.

DRAFT

ANNEXURE 5: Manufacturer's Undertaking

(To be submitted on the Letterhead of the OEM)

To,
Director,
Department of Information Technology,
4th Floor, Electronics Niketan,
6 CGO Complex,
New Delhi – 110003

Ref: RFP Notification no <xxxx> dated <dd/mm/yy>

Dear Sir,

We _____ are established and reputed manufacturers of the following items:

1. <Name of the Item being supplied>
2. <Name of the Item being supplied >

We do hereby agree that we will not refuse supply of items in any particular State / UT in the country.

We, also, hereby agree that we will have at least one authorized service center in the State / UT capital city where we are expected to supply hardware & peripheral items. In case, we don't have an authorized service center, then we will have the authorized center operational within 6 calendar months from the issue of Letter of Intent to the System Integrator by the State / UT.

We hereby declare that we are not insolvent, in receivership, bankrupt or being wound up, our affairs are not being administered by a court or a judicial officer, our business activities have not been suspended and we are not the subject of legal proceedings for any of the foregoing.

We, also, hereby certify that the item(s) being offered does not contain any kind of malicious code that would activate procedures to:

- a. Inhibit the desired and the designed function of the item.
- b. Cause physical damage to the user or his equipment during the operational exploitation of the item.

- c. Tap information regarding network, network users and information stored on the network that is classified and / or relating to National Security, thereby contravening Official Secrets Act 1923.

There are no Trojans, Viruses, Worms, Spywares or any malicious software in the item(s) being supplied.

Without prejudice to any other rights and remedies available to DeitY or State / UT, we are liable in case of physical damage, loss of information and those relating to copyright and Intellectual Property rights (IPRs), caused due to activation of any such malicious code in the item(s) being supplied.

Place:

Date:

Manufacturer's Company Seal:

Authorized Signatory's Signature:

Authorized Signatory's Name and Designation:

Note: The letter of authority should be on the letterhead of the manufacturing firm and should be signed by a competent person of the manufacturer. Provide documentary evidence to substantiate the signatory is an authorized signatory for the manufacturing firm.

ANNEXURE 6: Declaration that the bidder has not been blacklisted

(To be submitted on the Letterhead of the responding agency)

{Place}

{Date}

To,

Director,

Department of Information Technology,

4th Floor, Electronics Niketan,

6 CGO Complex,

New Delhi – 110003

Ref: RFP Notification no <xxxx> dated <dd/mm/yy>

Subject: Self Declaration of not been blacklisted in response to the **RFP for Empanelment of Resellers/OEMs For supply of peripheral devices for National Roll-out of e-District MMP** File No **3(16)/2011-EG-II.**

Dear Sir,

We confirm that our company, _____, is not blacklisted in any manner whatsoever by any of the state and/or central government in India on any ground including but not limited to indulgence in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

Place:

Date:

Bidder's Company Seal:

Authorized Signatory's Signature:

Authorized Signatory's Name and Designation:

Note: The Bidder shall necessarily provide a copy of 'Power of Attorney' authorizing the signatory for signing the Bid on behalf of the Bidder in its Pre-Qualification Bid.

ANNEXURE 7: Compliance Letter

(To be submitted on the Letterhead of the responding agency)

{Place}

{Date}

To,

Director,

Department of Information Technology,

4th Floor, Electronics Niketan,

6 CGO Complex,

New Delhi – 110003

Ref: RFP Notification no <xxxx> dated <dd/mm/yy>

Subject: Compliance in response to the **RFP for Empanelment of Resellers/OEMs For supply of peripheral devices for National Roll-out of e-District MMP** File No **3(16)/2011-EG-II**.

Dear Sir,

We, _____, hereby agree to comply with the following

S. No.	Requirements
1	We have read the provisions of the RFP document and confirm that the Terms & Conditions mentioned in the RFP are acceptable to us. We, further, accept that additional conditions, variations, deviations, assumptions, if any, found in our proposal shall not be given effect to and may even lead to our bid being rejected.
2	OEM / Authorized Re-seller once empanelled under this RFP will not bid for any other work like State Level Project Management Unit, State Level System Integrator, or any other RFP floated under eDistrict National Rollout project.
3	None of the hardware & peripherals and their components are declared "End-of-Life" by the respective OEM in next 24 months as on date of submission of Bid.
4	The OEM DOES NOT have the right to refuse supply of items in any particular State / UT to the SI.

S. No.	Requirements
5	In the States/UT where OEM / Reseller are expected to supply hardware & peripheral items, the OEM should have at least one authorized center in the State/UT Capital city. In case, the OEM does not have an authorized center in the Capital city, then the OEM should have the authorized center operational within 6 calendar months from the issue of Letter of Intent to the SI by the State / UT.
6	Although the SI will be responsible for the onsite warranty support, the OEM shall provide warranty support to SI
7	The manufacturer's technical support shall at a minimum include online technical support and telephone support during the State's business hours (Business hours in State will be from 0930 hours to 1830 hours on all days (Mon-Sat)) with access for State and SI to the manufacturer's technical support staff to provide a maximum of 4 hour response turnaround time. There should not be any limits on the number of incidents reported to the manufacturer.
8	State and SI shall have access to the online support and tools provided by the manufacturer. State and SI shall also have 24x7 access to a variety of technical resources including the manufacturer's knowledge base with complete collections of technical articles.
9	OEM shall provide all the required support for maintenance of Hardware (including preventive, scheduled and predictive Hardware support) as well as repair and / or replacement activity after a problem has occurred, as a second level of support, at no additional cost.
10	Necessary support will be provided to SI in such a manner that the proposed SLAs (as provided in Annexure 12 of this RFP) for the SI with respect to the hardware & peripheral items supplied by the OEM / Re-sellers are complied with.

By Bidder

Place:

Date:

Bidder's Company Seal:

Authorized Signatory's Signature:

Authorized Signatory's Name and Designation:

By OEM (in case the Bidder is a Reseller)

Place:

Date:

Manufacturer's Company Seal:

Authorized Signatory's Signature:

Authorized Signatory's Name and Designation:

Note:

1. The Bidder shall necessarily provide a copy of 'Power of Attorney' authorizing the signatory for signing the Bid on behalf of the Bidder in its Pre-Qualification Bid.
2. Provide documentary evidence to substantiate the signatory is an authorized signatory for the manufacturing firm.

Annexure 8: Project Experience

#	Item	Details												
General Information														
1.	Customer Name													
2.	Name of the Contact Person and contact details for the project													
Project Details														
3.	Name of the project													
4.	Start Date/End Date													
5.	Current Status (work in progress, completed)													
6.	Contract tenure													
7.	Provide the list of Hardware & Peripherals provided in the project	<table border="1"> <thead> <tr> <th>Item Name</th> <th>Quantity</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> </tr> <tr> <td></td> <td></td> </tr> </tbody> </table>	Item Name	Quantity										
Item Name	Quantity													
8.	List of States and the Districts where maintenance service (warranty and AMC support) was provided	<table border="1"> <thead> <tr> <th>Item Name</th> <th>State Name</th> <th>District Names</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Item Name	State Name	District Names									
Item Name	State Name	District Names												
Size of the project														
9.	Order Value of the project (in INR. Lakhs)													
10.	Total price of the services provided (by the Bidder)													
Narrative description of Project:														
Description of actual services provided by your staff within the assignment:														

* The details should be mandatorily supported by Work order / Contract Copy.

Annexure 9: EMD – Format for Bank Guarantee

BANK GUARANTEE NO.

DATE

AMOUNT OF GUARANTEE: Rs. 25 lakhs

Whereas ----- (hereinafter called 'the Respondent') has submitted its proposal dated ----- in response to the RFP notice with file no: _____, **for Empanelment of Resellers/OEMs For supply of hardware & peripheral devices for National Roll-out of e-District MMP** (hereinafter called "the Proposal") to Joint Director, Department of Information Technology, New Delhi – 110003

KNOW ALL MEN by these presents that WE ----- of ----- having our registered office at ----- (hereinafter called "the Bank") are bound unto the _____, DeitY (hereinafter called "the Purchaser") in the sum of ----- for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this -----day of -----2012.

THE CONDITIONS of this obligation are:

1. If the Respondent withdraws its proposal during the period of validity of the proposal as specified by the respondent on the Notice of Intent to submit proposal in response to RFP Notice
or
2. If the Respondent, having been notified of their empanelment fails or refuses to submit the required Empanelment Guarantee.

We undertake to pay to the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will specify that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including 120 days after the period of proposal validity, and any demand in respect thereof should reach the Bank not later than the above date.

ANNEXURE 10: TECHNICAL SPECIFICATIONS

Important Note:

- a. It is mandatory to furnish complete technical specifications of the hardware & peripherals being offered, strictly as per the format, provided here. Correct technical information of the product being offered must be filled in.
- b. Filling the technical specifications/ information in the format using terms such as 'OK', 'Accepted', 'Noted', 'As given in Brochure/ Manual', 'Complied' is not acceptable. The offers not adhering to these guidelines are liable to be rejected.
- c. All relevant product information such as user manuals, technical specifications sheet etc. should be submitted along with the offer. Failure to submit this information along with the offer could result in disqualification of the bid.
- d. In case any technical variance is offered, the same must be specified under the "Deviation, if any" column.
- e. These specifications should be considered as the minimum to be fulfilled.

1 **A. Desktops /Personal Computer for each location (Proprietary Operating System)**

S. No.	Features	Specifications	Specifications offered by the OEM	Compliance (Yes / No)	Deviations, if any
1	Make	Must be specified		NA	
2	Model	Tower Model Required. Must be specified. All the relevant product brochures and manuals must be submitted.		NA	
3	Processor	Intel Pentium or AMD Athlon; Dual Core Processor; min 2.7 GHz			
4	Motherboard	OEM Motherboard			
5	Chipset	Latest Generation compatible chipset to the supplied CPU			

S. No.	Features	Specifications	Specifications offered by the OEM	Compliance (Yes / No)	Deviations, if any
6	RAM	Memory2GB (1x2GB) expandable to 8GB Non-ECC DDR3 1333MHz SDRAM Memory, minimum Two DIMM slots			
7	Hard Disk Drive & controller	HDD320 GB 7200 RPM 3.5" SATA Hard Drive			
8	Optical Drive	Optical Drive16X Max DVD+/ RW			
9	Graphics	Integrated Graphics			
10	Audio	High Definition Audio Card			
11	Ethernet	NIC 10/100/1000			
12	Slots	4 PCI / PCI Express slots, VGA (1), USB 2.0 (8)			
13	Ports	Rear I/O: (6) USB 2.0 ports, (1) serial port, (1) RJ-45, (1) VGA, (1) line out, (1) mic in, Front I/O: (2) USB 2.0 ports			
14	Power Supply	250-watt ATX Power Supply – PFC (Active Power Factor Correction (PFC) power supply). Surge protected			
15	Keyboard	USB 104 keys keyboard (Same make as PC) with			

S. No.	Features	Specifications	Specifications offered by the OEM	Compliance (Yes / No)	Deviations, if any
		bi-lingual keys (English and local language of the State)			
16	Monitor	18.5" LED Monitor , Maximum resolution - 1366 x 768; Response time (typical)- 5ms ; TCO 5 certification for Monitor;			
17	Mouse	USB 2 Button Optical Scroll Mouse(Same make as PC)			
18	Operating System	A proprietary Operating System Preloaded that is equivalent to Genuine Windows(R) 7 Professional SP1 (English) or above with updates / patches over the period of 5 years			
19	Compliance And Certification	As per industry standard for PC and energy star for Monitor			
20	Drivers for different Operating systems	Drivers should be freely available on OEM's web site and should be supplied in media along with PC			

1 B. Desktops /Personal Computer for each location (Open Source Operating System)

S. No.	Features	Specifications	Specifications offered by the OEM	Compliance (Yes / No)	Deviations, if any
1	Make	Must be specified		NA	
2	Model	Tower Model Required. Must be specified. All the relevant product brochures and manuals must be submitted.		NA	
3	Processor	Intel Pentium or AMD Athlon; Dual Core Processor; min 2.7 GHz			
4	Motherboard	OEM Motherboard			
5	Chipset	Latest Generation compatible chipset to the supplied CPU			
6	RAM	Memory2GB (1x2GB) expandable to 8GB Non-ECC DDR3 1333MHz SDRAM Memory, minimum Two DIMM slots			
7	Hard Disk Drive & controller	HDD320 GB 7200 RPM 3.5" SATA Hard Drive			
8	Optical Drive	Optical Drive16X Max DVD+/ RW			
9	Graphics	Integrated Graphics			
10	Audio	High Definition Audio Card			

S. No.	Features	Specifications	Specifications offered by the OEM	Compliance (Yes / No)	Deviations, if any
11	Ethernet	NIC 10/100/1000			
12	Slots	4 PCI / PCI Express slots, VGA (1), USB 2.0 (8)			
13	Ports	Rear I/O: (6) USB 2.0 ports, (1) serial port, (1) RJ-45, (1) VGA, (1) line out, (1) mic in, Front I/O: (2) USB 2.0 ports			
14	Power Supply	250-watt ATX Power Supply – PFC (Active Power Factor Correction (PFC) power supply). Surge protected			
15	Keyboard	USB 104 keys keyboard (Same make as PC) with bi-lingual keys (English and local language of the State)			
16	Monitor	18.5" LED Monitor , Maximum resolution - 1366 x 768; Response time (typical)- 5ms ; TCO 5 certification for Monitor;			
17	Mouse	USB 2 Button Optical Scroll Mouse(Same make as PC)			
18	Operating System	An Open source Operating System Preloaded that is			

S. No.	Features	Specifications	Specifications offered by the OEM	Compliance (Yes / No)	Deviations, if any
		equivalent to Linux 2.4 Kernel (or above) Enterprise with updates / patches over the period of 5 years			
19	Compliance And Certification	As per industry standard for PC and energy star for Monitor			
20	Drivers for different Operating systems	Drivers should be freely available on OEM's web site and should be supplied in media along with PC			

2 A. LAPTOPS (Proprietary Operating System)

S. No.	Features	Specifications	Specifications offered by the OEM	Compliance (Yes / No)	Deviations, if any
1	Make	Must be specified		NA	
2	Model	Must be specified. All the relevant product brochures and manuals must be submitted.		NA	
3	Processor	Intel Pentium or AMD APU; Dual Core Processor; min 2.0 GHz			
4	Chipset	Latest Generation compatible chipset to the supplied CPU			
5	System	System Memory 2GB Up to 8GB			

S. No.	Features	Specifications	Specifications offered by the OEM	Compliance (Yes / No)	Deviations, if any					
	Memory	supported, 1333MHz Dual Channel DDR3,2 DIMM slots								
6	Graphics	Integrated Graphics								
7	Hard Drive	Primary Storage Options320GB 7200RPM SATA Hard Drive (Parks & protects HDD against system drops)								
8	Optical Drive	Optical Drive 8X or above DVD+/-RW with double-layer DVD+/-R write capability								
9	Display	Display14.0" High Definition Wide LED Anti-Glare Display (1366x 768)								
10	Audio/Visual	<table border="1"> <tr> <td>SRS Premium Sound™</td> </tr> <tr> <td>Integrated stereo speakers</td> </tr> <tr> <td>Integrated microphone (dual-microphone array when equipped with optional HD webcam)</td> </tr> <tr> <td>Stereo headphone/line out / Stereo microphone in</td> </tr> <tr> <td>Optional 720p HD webcam</td> </tr> </table>	SRS Premium Sound™	Integrated stereo speakers	Integrated microphone (dual-microphone array when equipped with optional HD webcam)	Stereo headphone/line out / Stereo microphone in	Optional 720p HD webcam			
SRS Premium Sound™										
Integrated stereo speakers										
Integrated microphone (dual-microphone array when equipped with optional HD webcam)										
Stereo headphone/line out / Stereo microphone in										
Optional 720p HD webcam										
11	Communications	Gigabit Ethernet network; WWAN 3G supported(optional)								
12	Integrated Wireless	Wireless LAN: 802.11b/g/n and Bluetooth (BT V3.0)								
13	Keyboard	Spill-resistant keyboard; min 86 keys keyboard with bilingual keys (English and State's local language)								
14	Pointing Device	Touchpad with gestures support, on/off button with LED indicator, two-way scroll, two pick buttons								
15	Battery	Battery Options 6-cell (47WHr)								

S. No.	Features	Specifications	Specificati ons offered by the OEM	Complian ce (Yes / No)	Deviations , if any
		Lithium Ion battery integrated with optional long life cycle battery			
16	Interfaces / Ports	Media Card Reader - One (1) VGA - One(1) HDMI- One(1) Stereo microphone in -One(1) Stereo headphone/line out - One(1) Power connector -One(1) RJ-45/Ethernet -One(1) USB 2.0- Four(4) LED status indicators- Nine(9)			
17	Operating System	A proprietary Operating System Preloaded that is equivalent to Genuine Windows(R) 7 Professional SP1 (English) or above with updates / patches over the period of 5 years			
18	Drivers for different Operating systems	Drivers should be freely available on OEM's web site and should be supplied in media along with PC			

2 B. LAPTOPS (Open Source Operating System)

S. No.	Features	Specifications	Specificati ons offered by the OEM	Compliance (Yes / No)	Deviations , if any
1	Make	Must be specified		NA	
2	Model	Must be specified. All the relevant product brochures and manuals must be submitted.		NA	

S. No.	Features	Specifications	Specifications offered by the OEM	Compliance (Yes / No)	Deviations , if any
3	Processor	Intel Pentium or AMD APU; Dual Core Processor; min 2.0 GHz			
4	Chipset	Latest Generation compatible chipset to the supplied CPU			
5	System Memory	System Memory 2GB Up to 8GB supported, 1333MHz Dual Channel DDR3, 2 DIMM slots			
6	Graphics	Integrated Graphics			
7	Hard Drive	Primary Storage Options 320GB 7200RPM SATA Hard Drive (Parks & protects HDD against system drops)			
8	Optical Drive	Optical Drive 8X or above DVD+/-RW with double-layer DVD+/-R write capability			
9	Display	Display 14.0" High Definition Wide LED Anti-Glare Display (1366x 768)			
10	Audio/Visual	SRS Premium Sound™			
		Integrated stereo speakers			
		Integrated microphone (dual-microphone array when equipped with optional HD webcam)			
		Stereo headphone/line out / Stereo microphone in			
		Optional 720p HD webcam			
11	Communications	Ethernet network; WWAN 3G supported (optional)			
12	Integrated Wireless	Wireless LAN: 802.11b/g/n and Bluetooth (BT V3.0)			
13	Keyboard	Spill-resistant keyboard; min 86 keys keyboard with bi-lingual keys			

S. No.	Features	Specifications	Specifications offered by the OEM	Compliance (Yes / No)	Deviations, if any
		(English and State's local language)			
14	Pointing Device	Touchpad with gestures support, on/off button with LED indicator, two-way scroll, two pick buttons			
15	Battery	Battery Options 6-cell (47WHr) Lithium Ion battery integrated with optional long life cycle battery			
16	Interfaces / Ports	Media Card Reader - One (1) VGA - One(1) HDMI- One(1) Stereo microphone in -One(1) Stereo headphone/line out - One(1) Power connector -One(1) RJ-45/Ethernet -One(1) USB 2.0- Four(4) LED status indicators- Nine(9)			
17	Operating System	An Open source Operating System Preloaded that is equivalent to Linux 2.4 Kernel (or above) Enterprise with updates / patches over the period of 5 years			
18	Drivers for different Operating systems	Drivers should be freely available on OEM's web site and should be supplied in media along with PC			

3 Digital Web Camera (Webcam)

S. No	Feature	Specification	Specifications offered by the OEM	Compliance (Yes / No)	Deviations, if any
1	Make	Must be specified		NA	
2	Model	Must be specified		NA	
3	USB	4 pin USB Type A			
4	Pixel	5 MP			
5	Video Capture	640X480 pixels			
6	USB cable	5 ft			

4 Scanner

S.No.	Feature	Specification	Specifications offered by the OEM	Compliance (Yes / No)	Deviations, if any
1	Make	Must be specified		NA	
2	Model	All the relevant product brochures and manuals must be submitted.		NA	
3	Scanner type	Legal Size Flatbed			
4	Scan technology	Charge Coupled Device (CCD)			
5	scan speed	min 20 PPM			
6	ADF capacity	50 sheets			
7	Duty cycle	Min 800 pages per day			
8	Scan resolution:	Min 600 dpi			
9	Output resolution dpi settings	300, 600			

S.No.	Feature	Specification	Specifications offered by the OEM	Compliance (Yes / No)	Deviations, if any
10	Color bit depth	24-bit			
11	Grayscale levels	256			
12	Double-feed detection	Yes			
13	File formats	BMP, JPG, TIFF, TIFF (compressed), multi-page TIFF, PNG, PDF, RTF, TXT, UNICODE, HTM, DOC			
14	Connectivity	Hi-Speed USB 2.0			
15	Software	ISIS and Twain drivers			
16	Compatible operating systems	Windows XP, Windows Vista, Windows 7, MAC OS 9.0, MAC OS X, Linux Kernel 2.4 or later			

5 Network Printer cum Fax

S. No.	Feature	Specification	Specifications offered by the OEM	Compliance (Yes / No)	Deviations, if any
1	Make	Must be specified		NA	
2	Model	All the relevant product brochures and manuals must be submitted.		NA	
3	Speed (min.)	min 25 PPM			
4	Memory(min.)	min 64 MB			
5	Resolution	1200 x 1200 dpi			

S. No.	Feature	Specification	Specifications offered by the OEM	Compliance (Yes / No)	Deviations, if any
6	Interface	USB, Ethernet (UTP) with respective cables			
7	Monthly Duty Cycle	Min 18000 pages			
8	Duplex	Automatic Duplex			
9		ADF, Fax, and Network ready			
10	Drivers	Windows XP, Windows Vista, Windows 7, MAC OS 9.0, MAC OS X, Linux Kernel 2.4 or later			

*Provide the cost of full cartridge and the corresponding number of print page capacity in Annexure 11B. This per page print cost will be considered while calculating the Network Printer's Total Cost of Ownership (TCO) for financial evaluation to ascertain L1.

6 Laser Printers

	Feature	Specification	Specifications offered by the OEM	Compliance (Yes / No)	Deviations, if any
1	Make	Must be specified		NA	
2	Model	All the relevant product brochures and manuals must be submitted.		NA	
3	Speed (min.)	min 20 PPM (A4)			
4	Memory(min.)	min 8 MB			
5	Resolution	600x600 dpi			
6	Interface	USB, Ethernet (UTP) with respective cables			
7	Monthly Duty Cycle	min 10000 Pages			

	Feature	Specification	Specifications offered by the OEM	Compliance (Yes / No)	Deviations, if any
8	Drivers	Windows XP, Windows Vista, Windows 7, MAC OS 9.0, MAC OS X, Linux Kernel 2.4 or later			
9	Duplex	Automatic Duplex			

*Provide the cost of full cartridge and the corresponding number of print page capacity in Annexure 11B. This per page print cost will be considered while calculating the Laser Printer's Total Cost of Ownership (TCO) for financial evaluation to ascertain L1.

7 Other Printers

	Feature	Specification	Specifications offered by the OEM	Compliance (Yes / No)	Deviations, if any
1	Make	Must be specified		NA	
2	Model	All the relevant product brochures and manuals must be submitted.		NA	
3	Speed (min.)	ISO / IEC 24734 min 12 PPM - Black (A4)			
4	Memory(min.)	min 8 MB			
5	Resolution	600x600 dpi			
6	Interface	USB, Ethernet (UTP) with respective cables			
7	Monthly Duty Cycle	min 10000 Pages			
8	Drivers	Windows XP, Windows Vista, Windows 7, MAC OS X, Linux Kernel 2.4 or later			

	Feature	Specification	Specifications offered by the OEM	Compliance (Yes / No)	Deviations, if any
9	Duplex	Automatic Duplex			

*Provide the cost of full cartridge and the corresponding number of print page capacity in Annexure 11B. This per page print cost will be considered while calculating the Other Printer's Total Cost of Ownership (TCO) for financial evaluation to ascertain L1.

8 UPS – 1 KVA online UPS

	Feature	Specification	Specifications offered by the OEM	Compliance (Yes / No)	Deviations, if any
1	Make	Must be specified	NA		
2	Model	All the relevant product brochures and manuals must be submitted.	NA		
3	Power Rating	1 kVA/ 700 W with 30 min backup			
4	Technology	True On-Line Double Conversion Architecture			
5	Nominal input voltage (VAC)	220/230/240 VAC			
6	Input voltage Range	160-300 VAC			
7	Operating Frequency	50Hz			
8	Nominal output Voltage	230 VAC			
9	Output voltage Regulation	+/-1.5%			
10	Overload Capacity	Up to 110 % for 30 sec, 111-150% for 200ms			
11	Efficiency	Min. 85% (On-Line mode)			
12	Load Crest	3 : 1			

	Feature	Specification	Specifications offered by the OEM	Compliance (Yes / No)	Deviations, if any
	Factor				
13	LED	LCD Display having complete information about the Input and Output data			
14	Standard Communication ports	RS232			
15	Form Factor	Floor Mounted type			
16	Battery Type	Sealed Maintenance Free			
17	Battery Runtime	For 30 Min. backup minimum VAH should be 900. Total number of batteries offered should be clearly mentioned. Voltage of each battery offered should be clearly mentioned Ampere-Hour rating of each battery offered should be clearly mentioned. Total Volt-Ampere-Hour rating of the Battery Bank Offered should be clearly mentioned			
18	Start-On-Battery	Should allow startup of UPS without utility input			
19	Operating Temp.	0°C - +40°C			
20	Storage Temp	Recommended 0°C			

	Feature	Specification	Specifications offered by the OEM	Compliance (Yes / No)	Deviations, if any
		- +40°C			
21	Audible Noise	<50 dB battery mode			
22	RoHS Compliance	Should be EU RoHS / WEEE Compliant			
23	Markings	CE			
24	Safety	IEC 60950			
25	EMC	EN 50091-2 /equivalent			

9 9 U Rack

	Feature	Specification	Specifications offered by the OEM	Compliance (Yes / No)	Deviations, if any
1	Make	Must be specified	NA		
2	Model	All the relevant product brochures and manuals must be submitted.	NA		
3	Dimensions	600(w)x 530(d)x 9U(h)			
4	Weight Capacity	132 lbs (60 kg)			
5	Side doors	Complete knockdown format for easy installation & later maintenance; with lock & key			
6	Ventilation	Standard with one side exhaust fan			

10 24 Port Switch

S. No.	Feature	Specification	Specifications offered by the OEM	Compliance (Yes / No)	Deviations, if any
1	Make	Must be specified		NA	
2	Model	All the relevant product brochures and manuals must be submitted.		NA	
3	Standards	1. IEEE 802.1D 2. IEEE 802.1p 3. IEEE 802.1Q 4. IEEE 802.1s 5. IEEE 802.1w 6. IEEE 802.1x 7. IEEE 802.1ab 8. IEEE 802.1ad 9. IEEE 802.3 10. IEEE 802.3u 11. IEEE 802.3ab 12. IEEE 802.3z 13. RFC 854 14. RFC 951 15. RFC 1305 / RFC2030			
4	Protocol	CSMA/CD			
5	Throughput	Min 8 Gbps			
6	Data Transfer Rates	Non Blocking Architecture			
7	Network Cables	10BASE-T: UTP Cat. 3, 4, 5 (100 m) EIA/TIA-586 100-ohm STP (100 m) 100BASE-TX: UTP Cat. 5 (100 m) EIA/TIA-568 100-ohm STP (100m max.)			
8	Number of Ports	10/100Mbps port x 24			
9	Twisted-pair Rx	Auto-correction for each port			

S. No.	Feature	Specification	Specifications offered by the OEM	Compliance (Yes / No)	Deviations, if any
	Reverse Polarity				
10	MAC Address Learning	Automatic update			
11	RAM	64 MB			
12	Power Supply	100 - 240 VAC, 50/60 Hz			
13	Security	Should support a) 802.1x b) AAA c) SSH v1, v2 d) SSL e) Host to Host and Switch to Switch authentication			
14	Management	Should have a. IPv6 management capability b. SNMP v1, v2, v3 c. RMON d. RADIUS e. CLI via console f. Web interface g. Provision of software and firmware upgrades with latest version releases through admin login			
15	Uplink Ports	Switch should have 2 dual-purpose uplink ports (10/100/1000 or SFP)			

11 Leased Line Modem (pair)

	Feature	Specification	Specifications offered by the OEM	Compliance (Yes / No)	Deviations, if any
1	Make	Must be specified		NA	
2	Model	Must be specified		NA	
3	Modem V35	2-Wire, Standalone, V.35 Interface, Ethernet (UTP) Port for Management, Supports 220 to 240V			
4	Modem G703	2-Wire, Standalone, G.703 (Balanced) Interface, Ethernet (UTP) Port for Management, Supports both 230V & 48V DC Power Interfaces			
5	USB cable	The modems supplied should also work on bandwidth between 64 Kbps to 2 Mbps.			
6	Certifications	Should have TEC Certification			

12 Router

	Feature	Specification	Specifications offered by the OEM	Compliance (Yes / No)	Deviations, if any
1	Make	Must be specified		NA	
2	Model	Must be specified		NA	
3	Architecture	a) Should be chassis based & modular architecture for			

	Feature	Specification	Specifications offered by the OEM	Compliance (Yes / No)	Deviations, if any
		scalability and should be a single box configuration for ease of management. b) Should have support for IPSEC VPN. c) Should have minimum of 256MB of RAM and 32 MB of Flash Memory			
4	Interface	a) 2 x 10/100 Base interface. b) At least 2 free additional slots for future Note: These additional slots should support both the following interfaces: <ul style="list-style-type: none"> • V.35 (2 Mbps) interface including necessary cables • 10/100 Ethernet Base interface. 			
5	Performance	a) Should support			

	Feature	Specification	Specifications offered by the OEM	Compliance (Yes / No)	Deviations, if any
		<p>high performance traffic forwarding with concurrent features like Security, Voice enabled</p> <p>b) Should support variety of interfaces like V.35 Sync Serial (2 Mbps), E1, ADSL for remote office aggregation</p> <p>c) Should support 3G USB modem for connectivity or support external 3G modem</p> <p>d) Should have USB 2.0 ports for storing OS images</p>			
6	High Availability	<p>a) Should support redundant connection to LAN</p> <p>b) Should support Non-Stop forwarding for fast re-convergence of routing protocols</p> <p>c) Should support boot options like booting from TFTP</p>			

	Feature	Specification	Specifications offered by the OEM	Compliance (Yes / No)	Deviations, if any
		<p>server, Network node</p> <p>d) Should support VRRP or equivalent</p>			
7	Protocols	<p>a) Should support Routing protocols like RIP ver1 (RFC1058)&2, (RFC 1722 and 1723), OSPF ver2 (RFC2328), BGP4 (RFC1771), IS-IS (RFC1195), Telnet (RFC854)</p> <p>b) Multicast routing protocols support : IGMPv1,v2, v3 (RFC 2236), PIM-SM (RFC2362), PIM-SSM and PIM-DM, M-BGP/ MSDP</p> <p>c) Should have full IPv6 features from day 1.</p> <p>d) Should have RIPng and OSPFv3 for IPv6.</p>			
8	QoS Features	<p>a) Classification and Marking: Policy based routing,</p>			

	Feature	Specification	Specifications offered by the OEM	Compliance (Yes / No)	Deviations, if any
		IEEE 802.1p b) Congestion Management: WRED, Priority queuing, Class based queuing c) Traffic Conditioning: Committed Access Rate/Rate limiting d) Bandwidth guarantee e) Signalling: RSVP f) Link efficiency mechanisms: cRTP, LFI, MLPPP g) Per VLAN QoS. Time Based Shaping and Policing for QoS h) Port mirroring			
9	Security Features	a) Support for GRE Tunneling, NAT b) Support for MD-5 / SHA-1/SHA-2 route authentication for RIP, OSPF and BGP c) Shall support multi-			

	Feature	Specification	Specifications offered by the OEM	Compliance (Yes / No)	Deviations, if any
		level of access d) Support for SNMPv3 authentication, SSHv2 e) AAA support using Radius and/or TACACS+ f) Support for PAP and CHAP authentication for P-to-P links g) Multiple privilege level authentications for console and telnet access through Local database or through an external AAA Server. h) Time based & Dynamic ACLs for controlled forwarding based on time of day for offices i) IEEE 802.1x support for MAC address authentication			
10	Management	a) Shall have support for Web based			

	Feature	Specification	Specifications offered by the OEM	Compliance (Yes / No)	Deviations, if any
		management, CLI, Telnet and SNMPv3 b) Shall support Secure Shell for secure connectivity. c) Shall support Out of band management through Console and external modem for remote management			
11	Certification	a) Common Criteria Certified b) FCC c) Safety EMI/EMC			
12	Power	AC 200 – 240V			

*Provide the cost of the following interfaces which are compatible to the supplied router in Annexure 11B.

- 1 x 2 Mbps V.35 interface including necessary cables, and
- 1 x 10/100 Ethernet Base interface.

This cost will be considered while calculating the Router's Total Cost of Ownership (TCO) for financial evaluation to ascertain L1

Annexure 11A: Commercial Bid - Summary

Table A: Summary

Sl. No	Description of Item	Reference	Total Cost of Ownership over 4 years (1 Year Warranty + 3 years AMC) (in Indian Rupees)
1.	PC	<i>The bidder has to quote both for Proprietary and Open Source Operating systems. In case the bidder bids for only one, the bidder would be disqualified for PCs</i>	
A	With Proprietary Operating System	= PC _{POS}	
B	With Open Source Operation System	= PC _{OSOS}	
2.	Laptop	<i>The bidder has to quote both for Proprietary and Open Source Operating systems. In case the bidder bids for only one, the bidder would be disqualified for Laptops</i>	
A	With Proprietary Operating System	= LP _{POS}	
B	With Open Source Operation System	= LP _{OSOS}	
3.	Digital Web camera	= DWC	
4.	Scanners	= SC	
5.	Network Printer cum fax	= NPT	
6.	Laser Printer	= LPT	
7.	Other Printer	= OPT	
8.	UPS (1 KVA)	= UPS	
9.	9 U Rack	= RK	
10.	24 Port Switch	= SW	
11.	Leased Line Modem (pair)	= LLM	
12.	Router	= RTT	

Annexure 11B: Commercial Bid - Detailed

Table A: Unit & AMC Cost

Sl. No	Description of Item	Reference	Unit Cost (Inclusive of 1 year warranty) (in Indian Rupees)	AMC Cost per year of each unit (in Indian Rupees)	Total Cost of Ownership over 4 years (1 Year Warranty + 3 years AMC) (in Indian Rupees)
			A	B	(A + 3 x B)
13.	PC	<i>The bidder has to quote both for Proprietary and Open Source Operating systems. In case the bidder bids for only one, the bidder would be disqualified for PCs</i>			
A	With Proprietary Operating System	PC _{POS}			
B	With Open Source Operation System	PC _{OSOS}			
14.	Laptop	<i>The bidder has to quote both for Proprietary and Open Source Operating systems. In case the bidder bids for only one, the bidder would be disqualified for Laptops</i>			
A	With Proprietary Operating System	LP _{POS}			
B	With Open Source Operation System	LP _{OSOS}			
15.	Digital Web camera	DWC			
16.	Scanners	SC			
17.	Network Printer cum fax	NP			
18.	Laser Printer	LP			
19.	Other Printer	OP			
20.	UPS (1 KVA)	UPS			
21.	9 U Rack	RK			
22.	24 Port Switch	SW			
23.	Leased Line Modem (pair)	LLM			
24.	Router	RT			

Table B: Printer Cartridge Cost

Sl. No	Description of Item	Reference	Unit Cost at which it is available in the retail market (MRP) (in Indian Rupees)	Number of Print Page Capacity for the Cartridge	Monthly Duty Cycle of the Printer (in pages)	Total Cost over 4 years (in Indian Rupees)
			A	B	C	(A / B) x C x 48 months
1	Network Printer – Full Cartridge	NP _C			18000	
2	Laser Printer – Full Cartridge	LP _C			10000	
3	Other Printer – Full Cartridge	OP _C			10000	

For items - Network Printer cum Fax, Laser Printer and Other Printer, the total cost in the following table will be considered for financial evaluation.

Table C: Printer - Total Cost of Ownership

Sl. No	Description of Item	Reference	Total Cost of Ownership over 4 years (in Indian Rupees)
1	Network Printer cum fax	NPT= NP + NP _C	
2	Laser Printer	LPT= LP + LP _C	
3	Other Printer	OPT= OP + OP _C	

Table D: Router – Interfaces Cost

Sl. No	Description of Item	Reference	Unit Cost (in Indian Rupees)
1	1 x 2 Mbps V.35 interface including necessary cables	RTV	
2	1 x 10/100 Ethernet Base interface.	RTE	

For item - Router, the total cost in the following table will be considered for financial evaluation.

Table E: Router - Total Cost of Ownership

Sl. No	Description of Item	Reference	Total Cost of Ownership over 4 years (in Indian Rupees)
1	Router	$RTT = RT + 1xRTV + 1xRTE$	

Place:

Date:

Bidder's Company Seal

Authorized Signatory's Signature

Authorized Signatory's Name and Designation

Note:

- 1) The Financial bid price will be all inclusive of all costs except indirect taxes. These costs would be paid by the SIs and would become a part of their bids.
- 2) The bidder has to quote for each line item for which it is bidding.
- 3) The Unit Cost should be given in full INR (i.e. without decimal places)
- 4) DeitY reserves the right of reducing or not procuring the estimated quantities' mentioned in this RFP document.
- 5) The AMC Cost proposed should be the average yearly AMC cost over a period of 3 years.

Annexure 12: Service Levels for the SI

1. This annexure describes the service levels for the services to be offered by the System Integrator (SI) to the State / UT for the hardware & peripherals mentioned in this RFP. The empanelled OEM / Reseller for that particular hardware & peripheral needs to provide back-to-back support to the SI such that the SI is able to meet these service levels. These service levels will be part of the overall service levels defined for the SI by the State / UT in its SI RFP. These service levels may undergo changes over the project duration. The SI shall monitor and maintain the stated service levels to provide quality service to the State / UT.

2. Definitions.

- (a) **“Scheduled Maintenance Time”** shall mean the time that the hardware & peripheral is not in service due to a scheduled maintenance activity as defined in this SLA. The scheduled maintenance time **would not be during (9.30 AM to 6.30 PM Mon-Sat) 9X6 timeframe.** Further, scheduled maintenance time is planned downtime with the prior permission of the state / UT, with schedule sharing a minimum of 5 working days in advance.
- (b) **“Scheduled operation time”** means the scheduled operating hours of the hardware & peripheral for the month. All scheduled maintenance time on the system would be deducted from the total operation time for the month to give the scheduled operation time. The total operation time in a month at the client sites for hardware & peripherals shall be 9 hrs x Working Days of the Month.
- (c) **“Availability”** means the time for which the services and facilities of hardware & peripherals are available for conducting operations on the State / UT system including application and associated infrastructure. Availability is defined as:
$$\{(Scheduled\ Operation\ Time - System\ Downtime) / (Scheduled\ Operation\ Time)\} * 100\%$$
- (d) **“Helpdesk Support”** shall mean the **9 x 6 (9:30 AM to 6:30 PM Mon-Sat)** basis support centre which shall handle Fault reporting, Trouble Ticketing and related enquiries during this contract.
- (e) **“Incident”** refers to any event / abnormalities in the functioning of client site peripheral hardware/ Services that may lead to disruption in normal operations of the client site.

3. Interpretations

- (a) The business hours are 9:30AM to 6:30PM on all working days (Mon-Sat) excluding Public Holidays or any other Holidays observed by the state / UT. The SI and OEM however recognize the fact that the state / UT offices will require to work beyond the business hours on need basis. Thus scheduled maintenance time is not permitted between 9.30 AM to 6.30 PM.
- (b) "Non-Business Hours" shall mean hours excluding "Business Hours".
- (c) 9X6 shall mean hours between 9:30AM -6.30PM on all days of the week.

- (d) The availability for desktop, laptop, printers, UPS, 24 Port Switches, Modem, Routers, etc. will be the computed on individual locations. However, non compliance with performance parameters for these hardware & peripherals resulting in degradation will be considered for downtime calculation.
- (e) The SLA parameters shall be monitored on a monthly basis as per the individual SLA parameter requirements. However, if the performance of the desktop, laptop, printers, UPS, 24 Port Switches, Modem, Routers, etc. is degraded significantly at any given point in time during the contract and if the immediate measures are not implemented and issues are not rectified to the complete satisfaction of the state / UT or an agency designated by them, then the state / UT will have the right to take appropriate disciplinary actions including termination of the contract.
- (f) A Service Level violation will occur if the OEM / Re-seller fails to meet Minimum Service Levels for a particular Service Level. Overall Availability and Performance Measurements will be on a monthly basis for the purpose of Service Level reporting. An "Availability and Performance Report" will be provided by the OEM / Re-seller to SI on monthly basis in the state / UT suggested format and a review shall be conducted based on this report. A monthly Availability and Performance Report shall be provided by the OEM / Reseller to the SI in the state / UT by the 2nd of the following month containing the summary of all incidents reported, availability and performance measurement for the previous month. The monthly Availability and Performance Report will be deemed to be accepted by the state / UT upon review and signoff by SI, OEM and the state / UT. Where required, some of the Service Levels will be assessed through audits or reports e.g. utilization reports, measurements reports, etc., as appropriate to be provided by the SI on a monthly basis, in the formats as required by the state / UT. The tools to perform the audit will need to be provided by the SI. Audits will normally be done on regular basis or as required by the state / UT and will be performed by the state / UT or the state / UT appointed third party auditors/State Technical Team.
- (j) The SLAs will prevail from the start of the day of commissioning of the hardware & peripherals. However, SLAs will be subject to being redefined, to the extent necessitated by field experience at the e-District offices and the developments of technology practices globally. The SLAs may be reviewed on an annual/bi-annual basis as the state / UT decides after taking the advice of the SI and other agencies. All the changes would be made by the state / UT in consultation with the SI and OEM / Reseller.
- (k) The OEM / Re-seller are expected to provide the following service levels. In case these service levels cannot be achieved at service levels defined in the tables below, it shall result in a breach of contract and invoke the penalty clause. Payments to the SI are linked to the compliance with the SLA metrics laid down in the tables below. The penalties will be computed as explained in this Annexure.

- (l) Following tables outlines the key service level requirements for the hardware & peripherals, which needs to be ensured by the OEM / Re-seller and SI during the operations and maintenance period. These requirements shall be strictly imposed and either the state / UT or a third party audit/certification agency shall be deployed for certifying the performance of the SI against the target performance metrics as outlined in the tables below.

Supply, Installation & Commissioning Phase

Service Level Description	Measurement										
<p>Supply, installation and Commissioning of hardware & peripherals at offices</p>	<p>The bidder is required to supply, install & commission the hardware & peripherals at the designated office locations as per the following commissioning schedule:</p> <table border="1" data-bbox="480 879 1360 1409"> <thead> <tr> <th data-bbox="480 879 870 989">Number of Districts in the State</th> <th data-bbox="870 879 1360 989">Timelines</th> </tr> </thead> <tbody> <tr> <td data-bbox="480 989 870 1094">1 to 10 districts</td> <td data-bbox="870 989 1360 1094">Within 3 months from the date of placement of order by the SI.</td> </tr> <tr> <td data-bbox="480 1094 870 1199">11 to 30 districts</td> <td data-bbox="870 1094 1360 1199">Within 4 months from the date of placement of order by the SI.</td> </tr> <tr> <td data-bbox="480 1199 870 1304">31 to 50 districts</td> <td data-bbox="870 1199 1360 1304">Within 5 months from the date of placement of order by the SI.</td> </tr> <tr> <td data-bbox="480 1304 870 1409">More than 50 districts</td> <td data-bbox="870 1304 1360 1409">Within 6 months from the date of placement of order by the SI.</td> </tr> </tbody> </table> <p>Example A:</p> <p>If a State has 8 districts, then the bidder is required to supply, install and commission the hardware & peripherals within 3 months from the date of placement of order by the SI.</p> <p>Example B:</p> <p>If a State has 36 districts, then the bidder is required to supply, install and commission the hardware & peripherals as per the</p>	Number of Districts in the State	Timelines	1 to 10 districts	Within 3 months from the date of placement of order by the SI.	11 to 30 districts	Within 4 months from the date of placement of order by the SI.	31 to 50 districts	Within 5 months from the date of placement of order by the SI.	More than 50 districts	Within 6 months from the date of placement of order by the SI.
Number of Districts in the State	Timelines										
1 to 10 districts	Within 3 months from the date of placement of order by the SI.										
11 to 30 districts	Within 4 months from the date of placement of order by the SI.										
31 to 50 districts	Within 5 months from the date of placement of order by the SI.										
More than 50 districts	Within 6 months from the date of placement of order by the SI.										

Service Level Description	Measurement									
	<p>following schedule from the date of placement of order by the SI:</p> <ul style="list-style-type: none"> • 1 to 10 districts to be completed within 3 months • 11 to 30 districts to be completed within 4 months • 31 to 36 districts to be completed within 5 months <p>This service level will be measured for each hardware & peripheral at each designated office location.</p> <p>If the above schedule for supply, installation and commissioning of the hardware & peripherals is not complied by the bidder, then the following penalties will be levied on the undelivered quantity of the respective hardware & peripheral:</p> <table border="1" data-bbox="480 898 1360 1276"> <thead> <tr> <th data-bbox="480 898 870 1079">Per Unit Cost of the particular Hardware & peripheral (in Rs)</th> <th data-bbox="870 898 1360 1079">Penalties for every fortnight's (15 calendar days) delay beyond the commissioning schedule mentioned above (in Rs)</th> </tr> </thead> <tbody> <tr> <td data-bbox="480 1079 870 1163"><= Rs 20,000</td> <td data-bbox="870 1079 1360 1163">100</td> </tr> <tr> <td data-bbox="480 1163 870 1220">> 20,000 and <= 40,000</td> <td data-bbox="870 1163 1360 1220">200</td> </tr> <tr> <td data-bbox="480 1220 870 1276">> 40,000</td> <td data-bbox="870 1220 1360 1276">300</td> </tr> </tbody> </table> <p>Example :</p> <p>The bidder is required to deliver 1000 Desktops within 3 months and the cost of each Desktop is Rs 25,000. If the bidder commissions only 700 Desktops within 3 months period and the remaining 300 Desktops are commissioned as per the following scenarios:</p> <p>Scenario A</p> <p>Commissions all the remaining 300 desktops in the 1st fortnight of 5th month.</p> <p>Since the cost of the Desktop is Rs 25,000, the penalty levied will be Rs 200 for every undelivered quantity for every fortnight's delay.</p> <p>In this scenario, there is a delay of 2 fortnights.</p>		Per Unit Cost of the particular Hardware & peripheral (in Rs)	Penalties for every fortnight's (15 calendar days) delay beyond the commissioning schedule mentioned above (in Rs)	<= Rs 20,000	100	> 20,000 and <= 40,000	200	> 40,000	300
Per Unit Cost of the particular Hardware & peripheral (in Rs)	Penalties for every fortnight's (15 calendar days) delay beyond the commissioning schedule mentioned above (in Rs)									
<= Rs 20,000	100									
> 20,000 and <= 40,000	200									
> 40,000	300									

Service Level Description	Measurement										
	<p>Total Penalty Amount = $300 \times 200 \times 2 = \text{Rs. } 1,20,000$</p> <p>Scenario B</p> <p>Commissions 100 desktops in the 2nd fortnight of 4th month and remaining 200 desktops in the 1st fortnight of 6th month.</p> <p>Since the cost of the Desktop is Rs 25,000, the penalty levied will be Rs 200 for every undelivered quantity for every fortnight's delay.</p> <p>In this scenario, there is a delay of 1 fortnight for 100 desktops and 4 fortnights for 200 desktops.</p> <p>Total Penalty Amount = $100 \times 200 \times 1 + 200 \times 200 \times 4$ $= 20,000 + 1,60,000 = \text{Rs } 1,80,000.$</p> <p>If the above schedule for supply, installation and commissioning of the hardware & peripherals exceeds the below mentioned threshold limits, then the State shall have the right to terminate the contract with SI</p> <table border="1" data-bbox="480 1062 1360 1623"> <thead> <tr> <th data-bbox="480 1062 870 1173">Number of Districts in the State</th> <th data-bbox="870 1062 1360 1173">Threshold Timelines limit</th> </tr> </thead> <tbody> <tr> <td data-bbox="480 1173 870 1285">1 to 10 districts</td> <td data-bbox="870 1173 1360 1285">Exceeds 6 months from the date of placement of order by the SI.</td> </tr> <tr> <td data-bbox="480 1285 870 1396">11 to 30 districts</td> <td data-bbox="870 1285 1360 1396">Exceeds 7 months from the date of placement of order by the SI.</td> </tr> <tr> <td data-bbox="480 1396 870 1507">31 to 50 districts</td> <td data-bbox="870 1396 1360 1507">Exceeds 8 months from the date of placement of order by the SI.</td> </tr> <tr> <td data-bbox="480 1507 870 1623">More than 50 districts</td> <td data-bbox="870 1507 1360 1623">Exceeds 9 months from the date of placement of order by the SI.</td> </tr> </tbody> </table>	Number of Districts in the State	Threshold Timelines limit	1 to 10 districts	Exceeds 6 months from the date of placement of order by the SI.	11 to 30 districts	Exceeds 7 months from the date of placement of order by the SI.	31 to 50 districts	Exceeds 8 months from the date of placement of order by the SI.	More than 50 districts	Exceeds 9 months from the date of placement of order by the SI.
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More than 50 districts	Exceeds 9 months from the date of placement of order by the SI.										

Post Implementation Phase SLAs for Peripherals

Client Site: Client site represents designated office location in the State under the eDistrict National Rollout project where the bidder’s hardware& peripherals are commissioned.

- (a) This service level will be measured on a monthly basis for each hardware & peripheral.
- (b) The below tables gives details on the Service Levels the SI with back-end support from respective OEMs should maintain.

Service Level Description	Measurement								
Client Site – Hardware & peripheral Availability	<p>Availability of each hardware & peripheral at each of the designated office location shall be at least 92%. (Monthly Working Days = 24 days; No. of Hours per Working day = 9 hrs; Total Availability in a Month = 216 hrs; 92% availability works out to be 17.28 hrs downtime in a month)</p> <p>Severity of Violation: High</p> <p>This service level will be measured on a monthly basis for each hardware & peripheral deployed at each designated office location.</p> <p>Every occurrence of the availability falling below the minimum service level will be treated as one (1) violation.</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Performance over monthly period</th> <th>Violations for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td>< 92% & >= 90%</td> <td>1</td> </tr> <tr> <td>< 90% & >= 85%</td> <td>2</td> </tr> <tr> <td><85% & >= 80%</td> <td>3</td> </tr> </tbody> </table> <p>In addition to the above, each additional 5% dip in performance will be regarded as one (1) additional violation.</p> <p>The total number of violations for the six-month period will be the cumulative number of violations across all the months across all designated office locations in the six-month period.</p>	Performance over monthly period	Violations for calculation of penalty	< 92% & >= 90%	1	< 90% & >= 85%	2	<85% & >= 80%	3
Performance over monthly period	Violations for calculation of penalty								
< 92% & >= 90%	1								
< 90% & >= 85%	2								
<85% & >= 80%	3								

Service Level Description	Measurement
	<p><u>CREDITS</u></p> <p>If the bidder is able to provide monthly availability of 96% or more for each hardware & peripherals at each of the designated office location for 3 continuous months period, then it will treated as one (1) credit point.</p>

Handholding Support: Helpdesk Support

- (a) This service level will be monitored on a monthly basis.
- (b) The below tables gives details on the Service Levels the SI should maintain with back end support from respective OEMs.

Service Level Description	Measurement								
<p>Helpdesk Performance</p>	<p>98% of calls shall be answered within 1 minute and valid call reference number shall be provided.</p> <p>Severity of Violation: Medium</p> <p>This service level will be monitored on a monthly basis.</p> <table border="1" data-bbox="500 1220 1230 1524"> <thead> <tr> <th>Performance over monthly period</th> <th>Violations for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td>< 98% & >= 90%</td> <td>1</td> </tr> <tr> <td>< 90% & >= 80%</td> <td>2</td> </tr> <tr> <td><80% & >= 70%</td> <td>3</td> </tr> </tbody> </table> <p>In addition to the above, each additional 10% dip in performance will be regarded as one (1) additional violation.</p> <p>The total number of violations for the six-month period will be the cumulative number of violations across all the months across all sites in the six-month period.</p>	Performance over monthly period	Violations for calculation of penalty	< 98% & >= 90%	1	< 90% & >= 80%	2	<80% & >= 70%	3
Performance over monthly period	Violations for calculation of penalty								
< 98% & >= 90%	1								
< 90% & >= 80%	2								
<80% & >= 70%	3								

Service Level Description	Measurement
	<p>CREDITS</p> <p>If the bidder is able to meet the performance level of 99% or more for 3 continuous months period, then it will be treated as one (1) credit point.</p>

Reporting

- (a) The below tables give details on the Service Levels the SI should maintain for the availability of hardware and peripherals at client site, helpdesk performance by OEMs.

Service Level Description	Measurement						
<p>Availability and Performance Report</p>	<p>Provide monthly SLA compliance reports, monitoring and maintenance related reports by the 5th of the following month.</p> <p>Severity of Violation: LOW</p> <p>This service level will be monitored on a monthly basis.</p> <p>If the monthly SLA compliance report related to the service level metrics is not provided in the given timeframe, it will be treated as one (1) instance.</p> <p>The total number of instances for the six-month period will be the cumulative number of instances across all the months in the six-month period.</p> <table border="1" data-bbox="500 1577 1263 1749"> <thead> <tr> <th>Total number of instances over the six month period</th> <th>Violations for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td>>0 & <=3</td> <td>1</td> </tr> <tr> <td>> 3</td> <td>2</td> </tr> </tbody> </table>	Total number of instances over the six month period	Violations for calculation of penalty	>0 & <=3	1	> 3	2
Total number of instances over the six month period	Violations for calculation of penalty						
>0 & <=3	1						
> 3	2						

Violations and Associated Penalties

- (a) The primary intent of Penalties is to ensure that the hardware & peripheral performs in accordance with the defined service levels. Penalties are not meant to be punitive or, conversely, a vehicle for additional fees.
- (b) A six monthly performance evaluation will be conducted using the six monthly reporting periods of that period.
- (c) **Penalty Calculations.** The framework for Penalties, as a result of **not meeting the Service Level Targets for hardware & peripherals** are as follows:
- (i) The performance will be measured for each of the defined service level metric against the minimum / target service level requirements and the violations will be calculated accordingly.
 - (ii) The number of violations in the reporting period for each level of severity will be added and used for the calculation of Penalties.
 - (iii) **Penalties will be calculated as under:**

Severity of Violation	Performance Evaluation Period	Penalty	
		Type-I States	Type-II States
One High	Six Monthly	Rs 1500/-	Rs 750/-
One Medium	Six Monthly	Rs 1000/-	Rs 500/-
One Low	Six Monthly	Rs 500/-	Rs 250/-

Where

- Type-II will include States – Sikkim, Assam, Arunachal Pradesh, Manipur, Meghalaya, Nagaland, Tripura, Mizoram, Jammu & Kashmir, Uttarakhand, Himachal Pradesh, Andaman & Nicobar and Lakshadweep
 - Type-I will include States not in Type-II.
- (iv) It is to be noted that if the overall penalty applicable for the **scope related to the hardware & peripherals mentioned in this RFP** for any of the performance evaluation period (i.e. six monthly) exceeds the below mentioned threshold limits, then the State shall have the **right to terminate the contract with SI.**

Category of States	Performance Evaluation Period	Threshold Limit
Category A – Puducherry, Andaman &	Six Monthly	Rs 6000/-

Nicobar, Chandigarh, D&N Haveli, Daman & Diu, Goa, Lakshadweep, Sikkim, Tripura		
Category B – Haryana, Kerala, Mizoram, Punjab, Uttarakhand, West Bengal, Arunachal Pradesh, Chhattisgarh, Delhi, Himachal Pradesh, Manipur, Meghalaya, Nagaland	Six Monthly	Rs 9000/-
Category C – Assam, Bihar, Jharkhand, Maharashtra, Orissa, Rajasthan, Tamil Nadu, Andhra Pradesh, Gujarat, Jammu & Kashmir, Karnataka	Six Monthly	Rs 12000/-
Category D – Madhya Pradesh, Uttar Pradesh	Six Monthly	Rs 18000/-

(v) Adjustments of credits points against the violations

Severity of Violation	No. of Equivalent Credit Points
One High	3
One Medium	2
One Low	1

Note:

- The adjustments cannot be fractional. E.g. in a six month period, if there 2 High violations and bidder has 5 credit points, then 1 High violation will be adjusted 3 credit points. The bidder will be levied penalty for 1 High violation and will have a balance of 2 credit points.
- In case, at the end of the contract period, there is positive balance of credit points, then these points will not paid back to the bidder.

Annexure 13: Format of Empanelment Bank Guarantee

BANK GUARANTEE NO.

DATE

PERIOD OF BANK GUARANTEE: VALID UPTO (30 months from the date of Empanelment)

AMOUNT OF GUARANTEE: *Value will be 2% of the total value calculated based on the L1 prices from the items being supplied by the OEM and the estimated quantities required across the country specified in Section 6.*

To

Director

Department of Information Technology

4th Floor, Electronics Niketan

6. CGO Complex, Lodhi Road

New Delhi - 110 003

THIS DEED OF GUARANTEE EXECUTED ON THIS ____ Day of _____ 2012 by {Name of the Bank issuing guarantee} a scheduled bank / corporate body, constituted under the Banking Companies (Acquisition and Transfer of Undertakings) Act 1970, having its Head office at (H.O. Address) and one of the Branch offices at (Branch address) hereinafter referred to as the 'Guarantor Bank' (which expression unless it be repugnant to the context or meaning thereof shall include its successors and assigns.) in favour of Department of Electronics and Information Technology Dept. 4th Floor, Electronics Niketan 6. CGO Complex, Lodhi Road New Delhi - 110 003 (hereinafter referred to as "Beneficiary" which expression shall unless it be repugnant to the context or meaning thereof shall include its successors and assigns).

Whereas Empanelment Notification NO. ----- dated ----- (Hereinafter called the "Empanelment Notification") for empanelling M/s. ----- for providing Hardware and peripherals for the National roll-out of the e-District project issued by the Beneficiary on M/s. ----- (Hereinafter referred to as 'the Empanelled Agency ') stands accepted by the Empanelled Agency.

And whereas to ensure due performance of the obligations to the satisfaction of the beneficiary towards providing support to SI for supply of Hardware and Peripherals under the said empanelment and in terms thereof by the empanelled agency as aforesaid, the Guarantor Bank at the request of the Empanelled Agency has agreed to give guarantee as hereinafter provided.

NOW THIS GUARANTEE WITNESSETH AS FOLLOWS:

In consideration of Department of Information Technology, the beneficiary, having empanelled the agency for a period of 24 months for providing hardware and peripherals at the specified rates to the SI, we (Name of the Guarantor Bank) do hereby undertake as under:

- a) To indemnify and keep indemnified the beneficiary to the extent of the sum of Rs. ----- /- (Rs. ----- only) for the losses and damages that may be caused to or suffered by the beneficiary in the event of non-performance or not meeting the commitments of this empanelment and further undertake to pay immediately on demand to the beneficiary the amount claimed under this guarantee not exceeding Rs. ----- /- (Rs. -----only) without demur and without Beneficiary needing to prove or to assign reasons for the demand so made for the sum specified therein and mere written claim or demand of the Beneficiary shall be conclusive and binding on the guarantor Bank as to the amount specified under these presents.
- b) The guarantee herein contained shall remain in full force and effect till discharged by the beneficiary or upto (mention date – i.e. 30 months from the date of order) which is earlier.
- c) This guarantee shall not in any way be affected by the change in the constitution of the Empanelled Agency or of guarantor bank nor shall be affected by the change in the constitution, amalgamation, absorption or reconstruction of the beneficiary or otherwise but shall ensure for and be available to and enforceable by the absorbing amalgamated or reconstructed Company of the beneficiary.
- d) Notwithstanding anything contained above

The liability of the guarantor Bank under this deed of guarantee is restricted to Rs. ----- /- (Rs. ----- only). This guarantee shall remain in full force till (mention date) and the guarantor Bank is liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if the beneficiary serves upon the guarantor Bank a written claim or demand on or before (mention date) at (name of the guarantor Bank and branch).

IN WITNESS WHEREOF the authorised signatories of the said (Guarantor Bank) have signed this deed for and on behalf of the guarantor on the date first hereinabove mentioned.

Place

For

Date

Authorised Signatories

Seal