

**Tender Document  
For  
Purchase, Supply, Installation, Testing & Commissioning of Computer Hardware  
[Laptop, Workstations, Desktop (AiO), Printers etc.]**

**National Institute of Design, Assam**

Tocklai, Rajabari  
Jorhat, Assam-785014  
Website: <http://nidj.ac.in>

**TENDER NO. NIDJ/2020-21/IT/1987**

Dated: 29.04.2021

**Section -1 Invitation for Bids [IFB]**

1. National Institute of Design, Assam is an Institution of National Importance established under the *Department for Promotion of Industry and Internal Trade (DPIIT)*, Ministry of Commerce & Industry, Govt. of India, with its mandate to provide world class design education.  
In order to meet the hardware requirement at its campus, invites sealed bids from eligible bidders for Supply, Installation, Testing & Commissioning of Desktop Computers, Workstations, Laptop Computers, Printers at National Institute of Design Assam along with operating system and other peripherals to its campus in Tocklai, Rajabari, Jorhat.
2. Tender methodology proposed to be adopted by NID Assam will be “TWO Bid system” i.e. Technical Bid and Commercial Bid with Technical bid containing prequalification also. NID Assam would enter into contract with the bidder who qualify prequalification, technical bid and whose commercial bid is found to be Lowest Commercial Bid [L-1].
3. **Minimum Eligibility Criteria / Pre-qualification criteria:** The Bidder: -
  - a. Should be Original Equipment Manufacturers (OEM) / Authorised Dealer (AUD)/Distributor of OEM. Bidders quoting as Authorised Distributors/dealers of the manufacturer will be considered provided:
    1. The Bidder furnishes Authorisation from the Manufacturer of Computer Hardware [desktop PCs etc],
    2. The Bidder as authorised agent, has supplied installed and commissioned computer hardware and peripherals of the kind required by the office of NID Assam and has provided after sales service satisfactorily.
  - b. Should be a Registered Company with valid GST certificate and PAN details.
  - c. Should be in existence in core Computer hardware sales and services business for the last five (5) years
  - d. Should have minimum average turnover of Rs 30 lakhs per annum out of Indian operations from the sale of computer hardware during the last three (3) years ending March 2021. In case of Bidder not himself the manufacturer, the turnover should be of its own and not that of the principal. This should be validated by balance sheets duly audited by Chartered Accountant.
  - e. Should be a profit-making entity for at least 2 years out of last 3 years as evidenced duly audited and certified by the chartered accountant.
  - f. Should have a solvency of 40 % of estimated value (Tentative estimate 32 lakhs) certified by his Bankers.
  - g. Should have direct support centres at Jorhat, Assam. In case of support through service partners details of customers supported by the service partners to be attached.
  - h. Should have successfully delivered and installed at least 30 PCs at multiple locations in single order or separate order for laptop and desktop PC during last 2 years.

**4. Schedule of events**

<b>S. N.</b>	<b>Bid Reference</b>	No.: NIDJ/2020-21/IT/1987	Date: 29.04.2021
1	Purpose	Purchase of 15 Laptops, 5 Multi-Function Printers, 5 AiO (Desktop), 10 Workstation Desktop. (a variation of 30% above or below the given figures would be made depending upon actual requirements)	
2	No. Of Envelopes <b>(Non window, sealed)</b> to be submitted	<b>02 (Two)</b> , containing: 1. Forwarding letter as per Annexure VII, Pre-qualification and technical Bids as per Annexure II, Manufacturers Authorisation Form as per Annexure III, Bid form as per Annexure IV & Service Support Details as per Annexure V 2. Commercial Bid	
4	Last Date of Submission of Bids	<b>*May 21, 2021; 1300 hours</b>	
5	Venue, Date and time of opening of Technical Bids.	<b>*At 1400 hours, on May 21, 2021</b> , at the address given at Sr. no. 9	
6	Last Date for seeking clarifications if any	<b>*May 13, 2021, 12:00 noon</b>	
7	Date and time of Pre-bid meeting	<b>*May 13, 2021, 12:00 noon</b>	
8	Bid Validity	180 days from the last date of submission	
9	Address for submission of Bids	National Institute of Design Village-Tocklai, PO-Rajabari Jorhat, Assam-785014	
10	Date and time of opening of commercial bids.	Will be intimated in due course to technically short-listed vendors only	

Contact details:

**E-mail : [tenders@nidj.ac.in](mailto:tenders@nidj.ac.in)**

## **Section -2 Instruction for Bidders**

### **1. Introduction**

The bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents may result in the rejection of its bid and will be at the bidder's own risk.

### **2. Pre-bid meeting / Clarification of Bids**

2.1 Pre-bid meeting to be held at NID Assam, Tocklai, Rajabari, Jorhat Assam

2.2 Clarification sought by bidder should be in writing (Letter/E-mail/ etc) and submitted latest by date and time mentioned in Section I (Schedule of events).

2.3 The text of the questions raised (without identifying the source of enquiry) and the response given by the office, together with amendment(s) to the bidding document, if any, will be intimated to the bidders within the date and time mentioned in Section I (Schedule of events).

2.4 In case of any clarification required by this office to assist in the examination, evaluation and comparison of bids, NID office may, at its discretion, ask the bidder for clarification. The response / Clarification shall be in writing and no change in the price of substance of the bid shall be sought, offered or permitted.

#### **2.5 Technical Bid**

- Bidder to submit point by point compliance to the technical compliance and it should be included in the Bid
- Any deviations from the specifications should be clearly brought out in the bid
- Bidder to quote for entire package on a single responsibility basis for the goods and services it proposes to supply under the contract

### **3. Amendment to the bidding document**

3.1 At any time prior to the deadline for submission of Bids, NID Assam, for any reason, whether, at its own initiative or in response to a clarification requested by a prospective Bidder, may modify the Bidding Document, by amendment.

3.2 If any Amendment, will be shown on by website.

3.3 In order to allow prospective Bidders reasonable time in which to take the amendment into account in preparing their Bids, NID Assam, at its discretion, may extend the deadline for the submission of Bids.

### **4. Cost of Bidding**

The Bidder shall bear all the costs associated with the preparation and submission of its Bid, and NID Assam will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the Bidding process.

## 5. Documents constituting the bid

The Bidding document includes the following: Invitation to Bid	Section I
Instruction for Bidders	Section II
General Terms and Conditions	Section III
Special Terms and Conditions	Section IV
Technical Specification of Computer Hardware	Annexure I
Pre-qualification / Technical Bid	Annexure II
Manufacturer Authorisation Form [MAF]	Annexure III
Bid Form	Annexure IV
Service Support Details	Annexure V
Forwarding Letter	Annexure VII
Proforma of Indemnity	Annexure VIII
Acceptance Criteria	Annexure IX
Undertaking of Authenticity for Desktops	Annexure X
Commercial Bid	Annexure XI

## 6. Period of validity of bids (Date till which the bids should be valid)

180 days from the last date of submission of tender document and shall be binding on the bidder, if NID Assam chooses to place the purchase order (PO) or repeat order(s), on or before that date. NID Assam, however, reserves the right to call for fresh quotes at any time during the period, if considered necessary.

## 7. Format and signing of Bid

7.1 The Bidder shall prepare and submit the original bid, clearly marking “ORIGINAL BID FOR SUPPLY OF COMPUTER HARDWARE” on the top of the cover. Technical and commercial bids should be placed in two separate envelopes superscribed Technical Bid and Commercial Bid respectively.

7.2 The Original bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person(s) duly authorized to bind the Bidder to the contract. The person(s) signing the bids shall initial all the pages of the bids, except for unamended printed literature.

7.3 Any interlineations, erasures or overwriting shall be valid only if they are initialled by the person signing the bids.

## 8. Sealing and Marking of Bids

8.1 The bidder shall submit a sealed envelope containing Pre-qualification/minimum eligibility criteria, Technical bid in sealed envelope. Commercial bid in sealed envelope.

8.2 The Bidder shall seal the envelope containing Pre-qualification/Minimum Eligibility Criteria and Technical bid. The envelope should be superscribed with “ORIGINAL BID FOR SUPPLY OF COMPUTER HARDWARE – TECHNICAL PROPOSAL”.

8.3 The Bidder shall seal the envelope containing Commercial Bid. The envelope should be superscribed with “ORIGINAL BID FOR SUPPLY OF COMPUTER HARDWARE – COMMERCIAL PROPOSAL”.

8.4 The envelopes shall be addressed to NID Assam at the address given below:

Chief Administrator Officer ,NID Assam  
Vill- Tocklai, PO-Rajabari  
Jorhat, Assam-785014

8.5 If the envelop is not sealed and marked, NID Assam will assume no responsibility for the Bid's misplacement or its premature opening.

#### **9. Last date for submission of Bids**

Last date for bid submission is mentioned in Section 1(Schedule of events).

9.1 In the event of the specified date for the submission of bids, being declared a holiday for NID Assam, the bids will be received up to the appointed time on the next working day.

9.2 NID Assam may, at its discretion, extend the deadline for submission of Bids by amending the Bid Documents, in which case, all rights and obligations of NID Assam and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

9.3 Any bid received by NID Assam after the deadline for submission of bids prescribed by NID Assam will be rejected.

#### **9.4 Modification And/or Withdrawal of Bids:**

Bids once submitted will be treated, as final and no further correspondence will be entertained. No bid shall be modified after the deadline for submission of bids. No bidder shall be allowed to withdraw the bid if bidder happens to be the successful bidder. NID Assam has the right to reject any or all tenders received without assigning any reason whatsoever. NID Assam shall not be responsible for non-receipt / non delivery of the bid documents due to any reason whatsoever.

#### **10 Documents Establishing Bidder's Eligibility and Qualification**

10.1 The Bidder shall furnish, as part of its Bid, documents establishing the Bidder's eligibility to Bid and its qualifications to perform the contract.

10.2 The documentary evidence of the Bidder's qualifications to perform the Contract, if its Bid is accepted shall be established to NID Assam's satisfaction:

10.3 That the Bidder has the Financial, Technical and Production/ Distribution/ Service capability necessary to perform the contract.

10.4 That the Bidder meets the qualification criteria as required under Minimum Eligibility Criteria.

10.5 That adequate, specialised hardware, related software expertise are already available to ensure that the support services are responsive and the Bidder will assume total responsibility for the fault free operation of hardware, software and maintenance during the mandatory 5 year warranty period and provide necessary maintenance services for further period, if desired by NID Assam after the end of warranty period.

10.6 Fulfil the criteria of 80%, 60 % and 40 % of estimated value of the Work of similar nature in Govt. Institutions, etc.

10.7 Work completion certificate of previous work of the above criteria to be submitted of last 3,5 or 7 years till the last date of submission of bid.

## **11. NID Assam's Right to accept any Bid and to reject any or All Bids**

11.1 NID Assam may at its discretion evaluate the vendors for supply of items detailed above based on the qualitative aspects broadly in respect of one or more of the following parameters:

Financial strength and market reputation

Annual Turnover for last 3 consecutive years

Profitability for last 2 years

Spread of Network of service centers

Supplies made to other Government Organisations and Public Sector Banks in the last 2 years.

Quality and Promptness of service support

Vendor's ability to honour the commitments

NID Assam's own experience

11.2 NID Assam reserves the right to accept or reject any Bid, and to annul the Bidding process and reject all Bids at any time prior to placing of purchase order, 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 NID Assam's action.

## **12. Evaluation of Bids**

### **12.1 Clarification of Bids**

During evaluation of Bids, NID Assam, at its discretion, may ask the Bidder for clarification of its Bid. The request for clarification and the response shall be in writing (e-Mail), and no change in the substance of the Bid shall be sought, offered or permitted.

### **12.2 Preliminary Examinations / Pre-qualification**

12.2.1.1 In the first stage, Pre-qualification/Technical Bids will be opened in presence of a Tender Opening Committee (TOC) appointed for the purpose. It is the responsibility of the bidder's representative to be present at the time, on the date and at the place specified in the tender document. The bidders' representatives who are present shall sign a document evidencing their attendance.

12.2.1.2 TOC will examine the Bids to determine whether they are complete, the documents have been properly signed, supporting papers/documents attached and the bids are generally in order.

12.2.1.3 TOC may, at its sole discretion, waive any minor infirmity, nonconformity or irregularity in a Bid which does not constitute a material deviation, provided such a waiver does not prejudice or affect the relative ranking of any Bidder.

12.2.1.4 Prior to the detailed evaluation, TOC will determine the substantial responsiveness of each Bid to the Bidding document. For purposes of these Clauses, a substantially responsive Bid is one, which conforms to all the terms and conditions of the Bidding Document without material deviations. TOC's determination of a Bid's responsiveness is to be based on the contents of the Bid itself, without recourse to extrinsic evidence. TOC would also evaluate the Bids on technical parameters.

12.2.1.5 If a Bid is not substantially responsive, it will be rejected by TOC/NID Assam and may not subsequently be made responsive by the Bidder by correction of the nonconformity.

12.2.1.6 The Bidder is expected to examine all instructions, forms, terms and specification in the Bidding Document. Failure to furnish all information required by the Bidding Document or to submit a Bid not substantially responsive to the Bidding Document in every respect will be at the Bidder's risk and may result in the rejection of its Bid.

12.2.1.7 All the bidders who qualify in pre-qualification and Technical evaluation would be shortlisted. Commercial bids of only shortlisted bidders would be opened.

12.3 Arithmetic errors, if any, in the price breakup format will be rectified on the following basis:  
If there is discrepancy between the unit price and the total price, which is obtained by multiplying the unit price with quantity, the unit price shall prevail and the total price shall be corrected unless it is a lower figure. If the supplier does not accept the correction of errors, its bid will be rejected.

If there is discrepancy in the unit price quoted in figures and words, the unit price, in figures or in words, as the case may be, which corresponds to the total bid price for the item shall be taken as correct. If the vendor has not worked out the total bid price or the total bid price does not correspond to the unit price quoted either in words or figures, the unit price quoted in words shall be taken as correct.

12.4 NID Assam at its discretion can ask the vendors for the demonstration of all or some components/features of the hardware quoted by them. However, NID Assam will not pay/ reimburse any expenditure incurred by the vendor for arranging the demonstration.

### **13. Contacting NID Assam**

13.1 Bidder shall NOT contact NID Assam on any matter relating to its Bid, from the time of opening of Bid to the time a communication in writing about its qualification or otherwise received from NID Assam.

13.2 Any effort by the Bidder to influence NID Assam in its decisions on Bid evaluation, Bid comparison may result in the rejection of the Bidder's Bid.

### **14. Award of Contract**

14.1 NID Assam will award the contract to the successful Bidder, out of the Bidders who have responded to NID Assam's tender as referred above, who has been determined to qualify to perform the contract satisfactorily, and whose Bid has been determined to be substantially responsive and is the lowest evaluated Bid. Letter of acceptance will be provided to the successful and within 7 days of receipt of the same, Performance bank guarantee has to be submitted, failing which the bid shall stand cancelled. On submission of PBG, Purchase order shall be issued.

14.2 NID Assam reserves the right at the time of award of contract to increase or decrease of the quantity of goods or services or change in location where equipment is to be supplied from what was originally specified while floating the tender without any change in unit price or any other terms and conditions.



### **Section -3 General Terms and Conditions**

(These terms and conditions are generic in nature, which have been mentioned for the knowledge of the bidders and may be changed to specific terms and conditions with necessary changes with each Purchase Order as and when applicable)

#### **1. Definitions**

In this Contract, the following terms shall be interpreted as indicated:

- 1.1 “NID Assam” also means Director, NID Assam;
- 1.2 “The Contract” means the agreement entered into between NID Assam, represented by its Officer and the Supplier, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein;
- 1.3 “The Contract Price” means the price payable to the Supplier under the Contract for the full and proper performance of its contractual obligations;
- 1.4 “The Goods” means all of the equipment, machinery, and/or other materials which the Supplier is required to supply to NID Assam under the Contract;
- 1.5 “The Services” means those services ancillary to the supply of the Goods, such as transportation and insurance, and any other incidental services, such as installation, commissioning, provision of technical assistance, training and other such obligations of the Supplier covered under the Purchase Contract;
- 1.6 “TCC” means the Terms and Conditions of Contract contained in this section;
- 1.7 “The Supplier” or “the Vendor” means the individual or firm supplying or intending to supply the Goods and Services under this Contract; and
- 1.8 “The Project Site” means NID Assam campus

#### **2. Use of Contract Documents and Information**

2.1 The Supplier shall not, without NID Assam’s prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of NID Assam in connection therewith, to any person other than a person employed by the Supplier in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.

2.2 The Supplier will treat as confidential all data and information about NID Assam, obtained in the execution of his responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of NID Assam.

#### **3. Subcontracts**

3.1 The Supplier shall not assign to others, in whole or in part, their obligation to perform under the contract, except with NID Assam’s prior written consent.

3.2 The Supplier shall notify and obtain concurrence from NID Assam in writing of all subcontracts / Franchisees awarded under the Contract, if not already specified in the quotation. Such notification, in the original quotation or later, shall not relieve the Supplier from any liability or obligation under the Contract.

#### **4. Liquidity Damage**

4.1 The Bidder should deliver the goods/services within stipulated time as mentioned in Special terms and conditions from the date of Purchase Order.

4.2 Delivery of the Goods shall be made by the Supplier in accordance with the terms of the Purchase Contract. The vendor should take responsibility of the Goods till it reaches the delivery destination as informed by NID Assam, transport to such place of destination in India, including insurance and storage, as shall be specified in the Contract, shall be arranged by the Supplier. Vendor shall organise the Road Permits wherever required.

4.3 The Bidder should install the goods within Three (3) weeks, from the date of delivery. If the vendor fails to install the items within Three (3) weeks, NID Assam will impose a penalty of 1% of the order value for the late installed item for each week's delay or part thereof, subject to maximum of 5% of value of the late installed items.

4.4 Installation will be treated as incomplete in one/all of the following situations:

- Non-delivery of any hardware or other components and software modules mentioned in the order.
- Non-delivery of supporting documentation
- Delivery, but no installation of the components and/or software
- ILL-integration
- System operational, but unsatisfactory to NID Assam.

4.5 NID Assam will consider the inability of the Bidder to deliver or install the equipment within the specified time limit, as a breach of contract and would entail the payment of Liquidation Damages on the part of the Bidder.

The liquidation damages represent an estimate of the loss or damage that NID Assam may have suffered due to delay in performance of the obligations (relating to delivery, installation, operationalisation, implementation, training, acceptance, warranty, maintenance etc. of the deliverables) by the Bidder.

4.6 NID Assam shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum as specified in Special Terms and Conditions

4.7 Products shall be supplied in a ready to use condition along with all Cables, Connectors, Software Drivers, Manuals and Media etc.

4.8 The vendor shall integrate the hardware with the existing LAN/WAN Infrastructure

#### **5. Delivery and Documents**

The details of shipping and/or other documents to be furnished by the Supplier are specified hereunder.

1 Original copy of Supplier's invoices showing contract number, goods description, quantity, unit price and total amount.

2 Manufacturer's / Supplier's warranty certificate.

3 Inspection certificates issued by the nominated inspection agency, if any, and the Supplier's factory inspection report and Quality Control Test Certificates.

4 The vendor to submit insurance certificate along with delivery documents.

## **6. Price**

6.1 Prices quoted by the bidders should include all local taxes, GST, duties, levies, transportation costs and insurance costs till the equipment is accepted.

6.2 Once a contract price is arrived at, the same must remain firm and must not be subject to escalation during the performance of the contract due to fluctuation in foreign currency, change in the duty/tax structure, changes in costs related to the materials and labour or other components or for any other reason.

6.3 The prices quoted shall be valid for a minimum period of 120 days from the last date for submission of bids.

6.4 Further, subsequent to the orders being placed/agreement executed, the Bidder shall pass on to NID Assam all fiscal benefits arising out of reductions in Government Levies viz., GST, Excise Duty, Custom Duty etc. Otherwise rates are firm during the entire contract period.

## **7 Terms of Payment**

7.1 The standard payment terms of NID Assam are given below.  
After delivery, verification, and installation of items at respective locations.

Vendor will be required to furnish the documentary proof of delivery, installation and acceptance duly signed by NID Assam officials while claiming the payment.

7.2 Supplier will be entirely responsible for all applicable present and future, duties, levies, charges, license fees, GST etc. in connection with delivery of goods at site including incidental services and commissioning.

7.3 The Bidder must accept the payment terms proposed by NID Assam. The financial bid submitted by the Bidder must be in conformity with the payment terms proposed by NID Assam. Any deviation from the proposed payment terms would not be accepted. NID Assam shall have the right to withhold any payment due to the Bidder, in case of delays or defaults on the part of the Bidder. Such withholding of payment shall not amount to a default on the part of NID Assam.

7.4 All Payments will be made to the Bidder in Indian Rupee only.

## **8. Technical Information**

8.1 The technical documentation involving detailed instruction for operation and maintenance, users' manual etc., is to be delivered with every unit of the equipment supplied. The language of the documentation should be English.

8.2 The Models offered should strictly conform to the specifications given in the product literature and these models should be supported for a minimum period of 5 years including warranty period. The Models proposed/ marked for withdrawal from the market and the models under quality testing should not be offered. NID Assam shall reserve right to ask for PROOF OF CONCEPT on working of the newly introduced Models in the market, if offered, on the agreed terms & conditions.

8.3 When the configuration/ feature required is not available in a particular model, the next available higher configuration model shall be offered.

8.4 In addition to the above, if any additional/ enhanced configuration is suggested in view of technological changes, it may be furnished as optional feature with/without cost duly explaining the additional utility of the offered model in both the technical offer document as well as Commercial Offer document. However, the basic quote should be confined only to the configuration/ model offered for.

8.5 Two or more models can be offered, if they conform to the technical specifications given. However, the vendor shall offer only one main option for bid evaluation out of the models offered and the same shall be mentioned on the MODEL OFFERED. Vendor may offer alternate options for consideration of NID Assam, if required.

## **9 Acceptance**

9.1 The acceptance / performance test will be performed after completion of installation and commissioning of all the components of the solution at the sites of installation. Complete hardware and Software as specified in the tender must have been supplied, installed and commissioned properly by the Bidder prior to commencement of the tests. The acceptance test will be conducted by NID Assam, their consultant or other such person nominated by NID Assam at its option as per the acceptance criteria as defined in Annexure IX. The acceptance will involve trouble free operation for **seven consecutive days** at site. The Bidder will be responsible for setting up and running the acceptance test without any extra cost to NID Assam.

9.2 In the event of hardware and software failing to pass the acceptance test, a period not exceeding two weeks will be given to rectify the defects and clear the acceptance test, failing which NID Assam reserves the right to get the corresponding component replaced by the Bidder at no extra cost to NID Assam or to cancel the order and recall all the payments made by NID Assam to the bidder.

9.3 Successful conduct and conclusion of the acceptance tests for the installed components shall also be the sole responsibility and at the cost of the Bidder.

9.4 NID Assam's right to inspect, test and, where necessary, reject the Goods after the Goods' arrival at destination shall in no way be limited or waived by reason of the Goods having previously been inspected, tested and passed by NID Assam or its representative prior to the shipment of the goods.

## **10. Acceptance Certificate**

On successful completion of acceptability test, receipt of deliverables etc. for the equipment and after NID Assam is satisfied with the working on the system, the acceptance certificate signed by the Bidder and the representative of NID Assam will be issued. The date on which such certificate is signed shall be deemed to be the date of acceptance of the system and the WARRANTY of the Hardware starts from that date.

## **11. Governing language**

11.1 The Contract shall be written in English. All correspondence and other documents pertaining to the Contract, which are exchanged by the parties, shall be written in English.

11.2 The technical documentation involving detailed instruction for operation and maintenance, users' manual etc. is to be delivered with every unit of the equipment supplied. The language of the documentation should be English.

## 12. Applicable laws

12.1 The Contract shall be interpreted in accordance with the laws prevalent in India.

12.2 Compliance with all applicable laws: The Bidder shall undertake to observe, adhere to, abide by, comply with and notify NID Assam about all laws in force or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and all purposes of this Tender and shall indemnify, keep indemnified, hold harmless, defend and protect NID Assam and its employees/ officers/ staff/ personnel/ representatives/ agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising therefrom.

12.3 Compliance in obtaining approvals/ permissions/ licenses: The Bidder shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines and shall keep the same valid and in force during the term of the project, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate NID Assam and its employees/ officers/ staff/ personnel/ representatives/agents from and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising therefrom and NID Assam will give notice of any such claim or demand of liability within reasonable time to the bidder.

## 13. Performance security

The vendor/supplier has to provide Performance Security in the form of Performance Bank Guarantee @3% of the tender value in the form of DD/Bank guarantee in favour of “National Institute of Design, Assam” payable at Jorhat.

13.1 Performance Guarantee: The Vendor will be required to furnish an unconditional Bank Guarantee of an amount equivalent to 3% of contract value and valid for WARRANTY period + THREE months (invocation period) from the date of acceptance. The performance guarantee to be submitted within 7 days after letter of acceptance is provided to the bidder by NID, Assam. Purchase order for supply of items shall be issued to the contractor only after he submits the performance guarantee. The performance guarantee shall be refunded to the contractor soon after the completion of the warranty period.

## 14. Insurance

14.1 The Bidder is responsible for acquiring insurance for all components, equipment and software. The goods supplied under the Contract shall be fully insured.

14.2 The insurance shall be for an amount equal to 110 percent of the Cost, insurance, and freight (CIF) value of the Goods delivered to NID Assam covering “All Risks” (fire, burglary, act of terrorist, natural calamities such as Earthquake, floods etc.) valid for a period not less than 3 months after date of delivery. **If the vendor fails to obtain insurance cover and any loss or damage occur, the vendor will have to replace the items with new ones without any cost to NID Assam.**

14.3 Where the Supplier is required under the Contract to transport the Goods to a specified place of destination within India, transport to such place of destination in India, including insurance and storage, as shall be specified in the Contract, shall be arranged by the Supplier.

14.4 Should any loss or damage occur, the Bidder shall.

- a. initiate and pursue claim till settlement, and
- b. Promptly make arrangements for repair and/or replacement of any damaged item/s irrespective of settlement of claim by the underwriters.

## **15. Inspections and tests**

15.1 Inspection and Quality Control tests before evaluation, prior to shipment of Goods and at the time of final acceptance are as follows:

Inspection/Pre-shipment Acceptance Testing of Goods as per quality control formats including functional testing, burn-in tests and mains fluctuation test at full load, facilities etc., as per the standards / specifications may be done at factory site of the Supplier before dispatch of goods, by NID Assam /Testing Agency. The supplier should intimate NID Assam before dispatch of goods to various locations/offices for conduct of pre-shipment testing. Successful conduct and conclusion of pre-dispatch inspection shall be the sole responsibility of the Supplier;

Provided that NID Assam may, at its sole discretion, waive inspection of goods having regard to the value of the order and/or the nature of the goods and/or any other such basis as may be decided at the sole discretion of NID Assam meriting waiver of such inspection of goods.

In the event of the hardware and software failing to pass the acceptance test, as per the specifications given, a period not exceeding two weeks will be given to rectify the defects and clear the acceptance test, failing which, NID Assam reserves the right to cancel the Purchase Order.

15.2 The inspection and quality control tests may be conducted on the premises of the Supplier, at point of delivery and / or at the Goods' destination. Reasonable facilities and assistance, including access to drawings and production data, shall be furnished to the inspectors, at no charge to NID Assam. If the testing is conducted at the point of delivery or at the destination, due to failure by the vendor to provide necessary facility / equipment at his premises, all the cost of such inspection like travel, boarding, lodging & other incidental Expenses of NID Assam's representatives to be borne by the vendor.

15.3 Nothing stated herein above shall in any way release the Supplier from any warranty or other obligations under this Contract.

15.4 The Supplier shall provide complete and legal documentation of Systems, all subsystems, operating systems, compiler, system software and the other software. The Supplier shall also provide licensed software for all software products, whether developed by it or acquired from others. The Supplier shall also indemnify NID Assam against any levies/penalties on account of any default in this regard.

15.5 On successful completion of acceptability test, receipt of deliverables, etc., and after NID Assam is satisfied with the working on the system, the acceptance certificate will be signed by the Testing Agency and the representative of NID Assam.

## **16. Warranty**

16.1 The Bidder warrants that the Goods supplied under the Contract are new, unused, of the most recent or current models and incorporate all recent improvements in design and materials unless provided otherwise in the Contract.

The Bidder further warrants that all the Goods supplied under this Contract shall have no defect arising from design, materials or workmanship (except when the design and/or material is required by NID Assam's

Specifications) or from any act or omission of the Bidder, that may develop under normal use of the supplied Goods in the conditions prevailing at the final destination.

16.2 On-site comprehensive warranty: The warranty would be on-site and comprehensive in nature and back to back support from the OEM. The vendor will warrant all the hardware and software including battery/charger for laptops against defects arising out of faulty design, materials and media workmanship etc. for a period of five years from the date of acceptance of the hardware. The vendor will provide support for Operating Systems\Recovery media and other pre-installed software components during the warranty period of the hardware on which these software & operating system will be installed. Defective hardware shall be replaced by the vendor at his own cost, including the cost of transport. Vendor's hardware engineer will report at NID Assam offices within one day of reporting of breakdown through telephone/ email or Fax or courier at the vendor's nearest office and repair the same at the earliest.

**SLA:** The downtime of a machine at any location should not exceed 5% in a month. The monthly downtime percent of a machine should be calculated as under:

Downtime % = (Unavailable hours due to breakdown - PM hours) X 100  
(Available Hours)

Available hours = No. of working days X 8

If the downtime percentage exceeds 5% in a month, proportionate amount for all such breakdowns during the warranty period, may be claimed/ adjusted while releasing the Performance Bank Guarantee or the warranty period for the hardware will be extended accordingly. If claimed, the vendor has to pay the penalty amount as directed in the claim letter.

If the downtime percentage exceeds 5% in a month, penalty will be charged for shortfall and amount of penalty will be calculated quarterly as per the table given below, subject to maximum of 10% of cost of Hardware. Shortfall in SLA target/Compliance by	Penalty (%)
<= 1%	1
> 1% and <= 3 %	2
> 3% and <= 5 %	3
> 5% and <= 6 %	3
> 6% and <= 8 %	4
> 8% and <= 10 %	5

16.3 During the Warranty period, the Bidder will have to undertake system maintenance and replacement or repair of defective parts or systems.

16.4 NID Assam shall promptly notify the Bidder in writing / e-mail / fax of any claims arising under this warranty.

16.5 Upon receipt of such notice the Bidder shall, as mentioned below, repair or replace the defective goods or parts thereof, without any cost to NID Assam.

Item Description	Resolution Time	Compliance Level	Calculation Window
PC/ Laptop/ Monitor/Workstation/Printers	Same Business Day if calls logged by 11 am otherwise NBD (Next Business Day)	95%	Monthly

16.6 The Bidder must provide the following warranties:

- (a) The equipment proposed is complete in every way.
- (b) The hardware / software specification, capabilities and performance characteristics are as stated in the Bidder's proposal and accompanying documentation.

16.7 In case an equipment, peripheral or components (such as CPU, SMPS, Circuit Boards, monitors, etc.) are taken away for repairs, the vendor shall provide a similar standby equipment so that the equipments can be put to use in the absence of the originals/ replacements without disrupting NID Assam's regular work.

16.8 If during operation, the down time of any piece of equipment or component thereof does not prove to be within reasonable period, the Supplier shall replace the unit of component with another of at least the same performance and quality, at no cost to NID Assam.

16.9 Free **on-site maintenance** services shall be provided by the Supplier during the period of warranty.

16.10 Further provided that NID Assam may, during the currency of the warranty or AMC, shift the goods wholly or in part to other location(s) within the Country and in such case the Supplier undertakes to continue to warrant or maintain the goods at the new location without any other additional cost to NID Assam.

## **18. Patent Rights**

In the event of any claim asserted by a third party of infringement of copyright, patent, trademark, industrial design rights, etc. arising from the use of the Goods or any part thereof in India, the Supplier shall act expeditiously to extinguish such claim. If the Supplier fails to comply and NID Assam is required to pay compensation to a third party resulting from such infringement, the Supplier shall be responsible for the compensation including all expenses, court costs and lawyer fees. NID Assam will give notice to the Supplier of such claim, if it is made, without delay.

## **19. Force majeure**

If the performance as specified in this order is prevented, restricted, delayed or interfered by reason of Fire, explosion, cyclone, floods, War, revolution, acts of public enemies, blockage or embargo, pandemic (COVID-19), Any law, order, proclamation, ordinance, demand or requirements of any Government or authority or representative of any such Government including restrict trade practices or regulations, Strikes, shutdowns or labour disputes which are not instigated for the purpose of avoiding obligations herein, or Any other circumstances beyond the control of the party affected, then notwithstanding anything here before contained, the party affected shall be excused from its performance to the extent such performance relates to prevention, restriction, delay or interference and provided the party so affected uses its best efforts to remove such cause of non-performance and when removed the party shall continue performance with utmost dispatch.

If a Force Majeure situation arises, the Bidder shall promptly notify NID Assam in writing of such condition, the cause thereof and the change that is necessitated due to the conditions. Until and unless otherwise directed by NID Assam in writing, the Bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.



## **21. Repeat Order**

NID Assam reserves the right to place repeat order for additional requirement (Max. 20% of items that were originally ordered) of PCs, printers, scanners, ups etc. at the final price within eight months of placing the order.

## **22. Forfeiture of performance security**

NID Assam shall be at liberty to set off/adjust the proceeds of the performance security towards the loss, if any, sustained due to the supplier's failure to complete its obligations under the contract. This is without prejudice to NID Assam's right to proceed against the Supplier in the event of the security being not enough to fully cover the loss/damage.

## **23. Penalty for Default Delivery**

If the vendor fails to deliver the items within stipulated period, NID Assam will impose a penalty of **1% of the order value for the late delivered item for each week's delay or part thereof, subject to maximum of 5% of value of the late delivered items.**

In case the delay exceeds five weeks, NID Assam reserves the right to cancel the order. In such an event vendor will not be entitled to or recover from NID Assam any amount by ways of damages, loss or otherwise. If orders are cancelled due to non-delivery, the vendor will be debarred by NID Assam for participating in any future tenders floated by NID Assam.

## **24. Termination**

NID Assam may at any time terminate the contract by giving written notice to the Bidder if the Bidder becomes bankrupt or otherwise insolvent. In this event, termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to NID Assam.

NID Assam reserves the right to cancel the contract in the event of happening one or more of the following Conditions:

Failure of the successful bidder to accept the contract and furnish the Performance Guarantee within specific days of receipt of letter of acceptance

Delay in offering equipment's for pre-delivery Inspection;

Delay in delivery beyond the specified period.

Delay in completing installation / implementation and acceptance tests / checks beyond the specified periods;

Serious discrepancy in hardware noticed during the pre-dispatch factory inspection; and

In addition to the cancellation of purchase contract, NID Assam reserves the right to appropriate the damages through encashment of Performance Guarantee given by the Bidder.

## **25 Resolution of Disputes**

It will be NID Assam's endeavor to resolve amicably any disputes or differences that may arise between NID Assam and the Bidder from misconstruing the meaning and operation of the Tender and the breach that may result.

In case of Dispute or difference arising between NID Assam and a Supplier relating to any matter arising out of or connected with this agreement, such disputes or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996. The Arbitrators shall be chosen by mutual discussion between NID

Assam and the Supplier OR in case of disagreement each party may appoint an arbitrator and such arbitrators may appoint an Umpire before entering on the reference. The decision of the Umpire shall be final.

The Bidder shall continue work under the Contract during the arbitration proceedings unless otherwise directed in writing by NID Assam or unless the matter is such that the work cannot possibly be continued until the decision of the Arbitrator or the umpire, as the case may be, is obtained.

Arbitration proceedings shall be held at Jorhat, Assam, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English; Notwithstanding anything contained above, in case of dispute, claim & legal action arising out of the contract, the parties shall be subject to the jurisdiction of courts at Jorhat, Assam, India only.

Any notice given by one party to the other pursuant to this Contract shall be sent to the other party in writing or by email and confirmed in writing to the other party's specified address. The same has to be acknowledged by the receiver in writing. A notice shall be effective when delivered or on the notice's effective date, whichever is later.

## **Section -4 Special Terms and Conditions**

### **1. Cost Details**

The price should include all levies/ taxes like GST, Transportation, Customs, traveling charges, support service during warranty etc. Item wise breakup of all applicable taxes must be mentioned in the Invoice. NID Assam will not be in a position to supply Form-C or Form-D and vendor will have to arrange for any permit, if required, on its behalf.

### **2. Terms of Delivery**

All items should be delivered within eight weeks from the date of purchase order at NID Assam's location/office. Vendor will have to verify all the items within one week from the date of delivery in the presence of NID Assam officials at respective location/offices.

### **3. Warranty**

The vendor to provide **comprehensive on-site warranty of FIVE YEARS (include batteries\charger for laptops)** from the date of acceptance for all the hardware items.  
**The Warranty should be BACK-TO-BACK from OEM.**

Annexure I

Technical Specification of Computer Hardware

1. Technical Specification for Laptop/Notebook

Features	Qualifying Minimum requirements	Vendor Response	Deviations (if any)
Processor	Intel® Core i7-1165G7 with (up to 4.7 GHz with Intel® Turbo Boost Technology, 12 MB L3 cache, 4 cores)		
Chipset	Chipset integrated with processor		
Wireless	Intel® AX201 Wi-Fi 6 (2x2) and Bluetooth® 5 combo,		
Memory	16 GB LPDDR4x-4266 MHz RAM		
Hard Disk Drive	512 GB/1 TB PCIe® NVMe SSD		
Graphics	Intel® IRIS X Graphics		
Display	33.8 cm (13.3") diagonal, FHD (1920 x 1080), touch, IPS, anti-glare, 1000 nits, 72% NTSC, Sure View Reflect integrated privacy screen, Pen		
Webcam	720P HD		
Keyboard	backlit and spill resistant		
Pointing Device	Click Pad with Multi Touch		
Ports	2 x Thunderbolt™ 4 with USB4 Type-C® 40Gbps signaling rate (USB Power Delivery, DisplayPort); 2 x SuperSpeed USB Type-A 5Gbps signaling rate; 1 x headphone/microphone combo; 1 x HDMI 2.0		
Weight	not more than 1.42 Kgs with battery		
Security	Hardware TPM 2.0 Embedded Security Chip, Nano Security Lock Slot, Integrated Finger print sensor		

Speaker / Microphones	2 Integrated Stereo Speakers Integrated microphone		
Battery	Internal Long Life 4-cell, 53 Wh Li-ion supporting Fast Charge		
Operating System	Preloaded Genuine Windows 10 Pro 64 bit		
OS Certification	Must be certified for Windows		
Carry bag	OEM Bag pack		
AC Adapter	Standard Indian Adaptor		
Mandatory Industry Standard Certifications	UL, FCC Compliance, EPEAT-, Energy Star, BIS		
Form factor	NA		
Warranty	5 Year Comprehensive Warranty including battery		

**2. Workstation with Monitor**

Features	Qualifying Minimum requirements	Compliance Yes/No	Reference	Remarks
Processor	Intel i9 10900X 3.7 GHz 2933MHz 10 Core 165W or Higher			
Chipset	Intel X299 or Higher			
RAM	32 GB NON ECC, DDR4-2933 MHz memory or higher; Total 8 DIMM Slots upgrade up to 256GB or Higher.			
BIOS	BIOS of the Workstation to have tool for Enhanced security features like self-healing, regular checks.			
Drive Controllers	On-board 6-Channel SATA @ 6Gbps (RAID 0,1,5,10)			
Hard Disk	512GB M.2 PCIe NV Me SSD & 1TB SATA 7200 RPM HDD			

	Option for future expansion of additional at least 2 SATA/SSD Hard drives.			
Graphics Card	NVidia Quadro P1000 4GB with mDP to DP, with require cable(DP,HDMI)			
Bays	Minimum Requirement 2 x Internal 3.5'' or 2.5 1 x M.2 PCIe x4 Gen3 Slot for SSDs			
Slots	Minimum requirement 2 x PCIe x16 Gen3 1 x PCIe x8 Gen3 1 x PCIe x4 Gen3			
Security	BIOS controlled electro-mechanical internal chassis lock for the system.			
Ports	Minimum 6 X USB 3.1,2 X USB 3.1 Type C 1 x RJ-45 integrated Gigabit LAN. Audio Line-In, Audio Line-Out, Microphone			
Keyboard and Mouse	USB wired Keyboard & Optical Mouse-Same make that of WS			
Audio	High Definition Integrated Audio with Internal speaker.			
Power Supply	Minimum 950 Watts, active Power Factor Correction, 90% Efficient Power supply EPEAT Silver certification or Higher for the system model. Power supply should support standalone self-test.			
Chassis	Tool less chassis with easy access. Provision for Kensington lock and Panel lock required. Integrated handles on the chassis. System should be rack-mountable			
Operating System	Pre-loaded Windows 10 Professional 64 bit for workstation, OEM Self-Declaration on Microsoft Pre-loaded operating systems from OEM factory. The Quoted model Hardware Drivers must be available in OEM website for easy download. System			

	should be certified for running RHEL/SLED			
Remote Collaboration Solution	Hardware or Software based Remote Collaboration solution which can help remotely access 3D data across network has to be supplied with the system should support One to One for remote work and One to many for collaboration with keyboard and mouse control. Application should be stateless and should not transfer actual data over the network. Pixel information or images should be 128 SSL encrypted. Should work on Windows, and support Linux should be inter-operable.			
Additional Software	The hardware vendor should supply an automatic system performance tuning and monitoring software on Windows. The tuning software should have modules for resource monitoring over a long period of time, and should be capable of showing GPU utilization (ex. GPU, Graphics memory and Codec activity) for both Graphics and GPU Compute cards.			
Warranty	5 years onsite comprehensive with parts and Labour warranty for systems and monitor thru OEM.			
Vendor Status	The hardware vendor should be a reputed concern, having global presence in multiple countries. Vendor should have ISO certifications. The proposed workstation system shall be in Top 3 in terms of market share as per IDC's all of the last published 4 quadrant reports			
Certification and Compliance	EPEAT Silver or higher, Energy Star, FCC ,RoHS, WINDOWS 10, UBUNTU 16 or later, SLED 12 or later, RHEL 7.5 or later , DS CATIA, Solid works, Siemens UG /NX , PTC CREO , Autodesk Application, AVID			

**2.1 Monitor**

<b>Features</b>	<b>Qualifying Minimum requirements</b>	<b>Compliance Yes/No</b>	<b>Reference</b>	<b>Remarks</b>
Monitor	24" with IPS Panel FHD Height Adjustable			
Type	23.8-inch IPS, Micro Edge LED Backlit			
Viewable Image Area (diagonal)	60.45 cm (23.8 in) widescreen; diagonally measured			
Panel Active Area (W x H)	52.7 x 29.65 cm (20.75 × 11.67 in.)			
Panel Type	IPS			
Resolution	Minimum 1920 x 1080 @ 60 Hz			
Aspect Ratio	16:09			
Viewing Angle (typical)	Up to 178° horizontal/178° vertical (10:1 minimum contrast ratio)			
Brightness (typical)	Minimum 250 cd/m <sup>2</sup>			
Contrast Ratio (typical)	1000:01 Minimum			
Dynamic Contrast Ratio (typical)	200,000:1 Minimum			
Response Time (typical)	Minimum 5ms			
Pixel Pitch	Minimum 0.2745 mm			
Backlight Lamp Life (to half brightness)	30,000 hours minimum			
Colour Support	Up to 16.7 million colours with the use of FRC technology			



Colour Gamut	NTSC 72%, 94% sRGB			
On Screen Display	Brightness, Contrast, Color Control, Input Control, Image Control, Power Control, Menu Control, Management, Language, Information, Exit			
Flicker Free	Yes			
Anti-Glare	Yes			
Video Inputs	At least 1 Display Port 1 HDMI, 1 VGA, HDCP Support			
USB Ports	At least USB 3.0 ports (2 downstream and 1 upstream)			
Detachable Stand	Yes			
Tilt Range	At least -5° to + 23° vertical			
Swivel Range	At least 45°L to 45°R			
Display height adjustment	Adjustment Range: 150 mm			
Pivot Rotation	Yes, 90° clockwise and counter-clockwise			
VESA Mounting	Yes, 100 mm with integrated mount			
Security Lock- Ready	Yes			
Certification and Compliance	ENERGY STAR, EPEAT Gold4, Microsoft WHQL Certification (Windows 7,8 and 10), TCO Certified Edge			

**3. All in One AiO desktop**

<b>Features</b>	<b>Qualifying Minimum requirements</b>	<b>Compliance Yes/No</b>	<b>Reference</b>	<b>Remarks</b>
Form Factor	All in one with Height Adjustable Stand			
Display	<b>23.8" IPS, antiglare with Minimum resolution of 1920x1080, 16:9 aspect</b>			

	ratio,1000:1 Contrast ration, 250 nits brightness, viewing angle of 178/178,			
Viewable Image Area (diagonal)	4 MP or Higher IR webcam & microphone;			
Panel Active Area (W x H)	TCO Certified			
Chipset	Commercial Class Intel® Q470 chipset or higher			
Processor	<b>Intel® 10th Generation</b> Core i7-10700 Processor with 2.9 GHz base frequency Up to 4.8 GHz max. turbo frequency 16 MB cache, 8 cores, 16 threads, <b>vPro Enabled</b> or higher			
Memory	16 GB DDR4-2933 Memory expandability up to 64 GB with 2 DIMM Slots or higher			
Storage	1 TB M.2 PCIe NVMe SSD or higher			
Graphics	Minimum 2GB or higher dedicated Graphic			
Audio	Integrated audio controller with internal stereo speaker			
Operating System	Pre-loaded Windows 10 Professional 64 bit for workstation, OEM Self-Declaration on Microsoft Pre-loaded operating systems from OEM factory. The Quoted model Hardware Drivers must be available in OEM website for easy download.			
ODD	Integrated DVD Writer Drive			
Networking	Integrated Intel Gigabit 10/100/1000 Ethernet Controller			
Backlight Lamp Life (to half brightness)	Intel® Wi-Fi 6 AX201 802.11ax 2x2 with Bluetooth® M.2 Combo			
Ports	Minimum Requirement 1 RJ-45 port 10/100/1000 Mbps			

	4 x USB 3.1 1 Universal audio jack 2 x USB 2.0 ports or higher at least 1 HDMI in port (To be used as a display for another PC.) at least one Display Port and system should support up to 02 additional display			
Slots	2 M.2 PCIe for WLAN & Storage			
On Screen Display	1 SATA port			
Bays	At least 1 Internal Bay			
Keyboard	USB Wired Keyboard,			
Mouse	USB Optical Wired Mouse			
Power Supply (External)	Minimum 110 W with 85% average efficiency or better			
Security	Hardware based endpoint security controller TPM 2.0			
Tilt Range	Integrated Intrusion Sensor			
Swivel Range	Support for chassis cable lock devices & Support for chassis padlocks devices			
Manageability	Out of band management independent of the power state and operating system state of PC Integrated utility to enables hardware level testing outside the operating system & Drivers should be available on OEM Website for download			
Certifications	Microsoft Windows 10 FCC,CE, RoHS, UL, EPEAT, Energy Star, MIL standard ISO 9001,14001,20001,27001 for OEM			
Vendor Status & Certification	The proposed desktop system shall be in Top 3 in terms of market share as per IDC's all of the last published 4 quadrant reports			

Warranty	5 Years comprehensive onsite with parts and labour thru OEM			
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**4. All in one Printer**

<b>Features</b>	<b>Qualifying Minimum requirements</b>	<b>Compliance Yes/No</b>	<b>Reference</b>	<b>Remarks</b>
Form Factor	A4 Black and White Laser Multifunction Printer			
Type	Print, Copy, Scan and Fax, ADF, Duplex Printing			
Speed	Print speed up to 26 ppm (black) or more			
Connectivity	USB, Ethernet, Wifi			
Warranty	5 Years comprehensive onsite with parts and labor thru OEM			

**Annexure II**

**Pre-Qualification / Technical Bid**

[all fields to be filled in duly and proof of the same to be attached separately]

<b>A. Pre-qualification</b> Name of the Bidder			
Address of the Bidder			
Telephone	Fax	e-mail	Website
Name of the Principal			
Address of the Principal			
Telephone:	Fax:	e-mail:	website:
<b>1. Contact Details of the Person authorised to make commitments to NID Assam</b>			
Name			
Designation			
Mobile No.			
FAX No.			
E-mail id			
<b>2. Classification</b>			
[Tick the appropriate box and attach MAF form as per format given in Annexure III]			
OEM			
AUD			
Others, pl specify			
If, AUD or Others, specify the Name and address of OEM			
<b>3. Company Details</b> [Registration certificate to be enclosed]			
Type of Company [Govt. / PSU/ Pub. Ltd/ Pvt. ltd/ Partnership / Proprietary.]			
Registration No., and date of registration			
Year of Incorporation / Establishment			
GS TIN [copy to be enclosed]			
Income Tax Number [copy to be enclosed]			
<b>4. Financials</b> [fill in the details and attach proof of the same]			
Turnover [in lakh]			
2019-2020			
2018-2019			
2017-2018			
Profit before tax [in lakh]			
2019-2020			
2018-2019			
2017-2018			
<b>5. Service Support</b> [Refer to Annexure V]			
Information to be provided strictly as per the format given in Annexure V			

**6. References [ to attach proof]**

Names of two or more buyers (with Names of contact persons, their designations, complete postal address, telephone, tax, telex and e-mail addresses, location of installation etc) to whom similar equipment are supplied installed and commissioned in the past 2 years and to whom reference may be made by NID Assam regarding the Bidder's technical and delivery ability. Should include buyers to whom the bidder has supplied 10 laptops and 10 desktop PCs in single order or separate order for laptops and desktop PCs (AiO).

<b>Name Desktop/Laptop/Printer/AiO/Workstation</b>	<b>Address and Contact Details</b>	<b>Hardware Supplied [Qty]</b>	<b>PO details PO No and Date [attach PO masking price]</b>

**Note :** Technical bid will be evaluated only for bidders who qualify the prequalification criteria as per [Annexure I ]

**Note: vendor to specify clearly his offering in vendor's response column (Annexure I). DO NOT SPECIFY COMPLIED, YES etc.**

**Place:** .....

**Date:** ..... **Signature with Seal**

**Note: Empanelled vendors also need to fill the details.**

**Place:** .....

**Date:** .....

**Signature with Seal**

**Annexure III**

**Manufacturers Authorisation Form**  
[To be submitted along with Technical Bid]  
Ref. No: Date:

To,  
Director, NID Assam  
Tocklai, Rajabari  
Jorhat, Assam-785014

Dear Sir,

**Sub: Dated for supply of Computer Hardware**

We \_\_\_\_\_ who are established and reputable manufacturers of \_\_\_\_\_ having factories at \_\_\_\_\_ and \_\_\_\_\_ do hereby authorise M/s \_\_\_\_\_ [Name and address of vendor] to submit a bid and sign the contract with you for the goods manufactured by us against the above bid No \_\_\_\_\_ dated \_\_\_\_\_

We hereby extend our full guarantee and warranty as per the clauses of contract based on the terms and conditions of the Bid for the goods and services offered for supply by the above firm against the bid  
Yours faithfully

[ \_\_\_\_\_ ]

**Name of the manufacturer**

**Note:** This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer. It should be included by the bidder in its bid.

**BID FORM**

[To be submitted on the letter head of the bidder along with Technical Bid]  
Ref. No. Date:

To,  
The Director NID, Assam  
Tocklai, Rajabari  
Jorhat, Assam-785014

Dear Sir,

**Sub: Bid No.....Dated..... For supply of Computer Hardware**

We, the undersigned, offer to supply and deliver equipments and services including installation and commissioning of Laptop, Desktop PCs(AiO), workstation, printers etc in conformity with the tender. We undertake, if our bid is accepted, to deliver the Goods in accordance with the delivery schedule specified in the Tender.

If our bid is accepted, we will provide Bank guarantee in your favour for a sum equivalent to 3% of the contract price for the due performance of the contract in the format prescribed by the purchaser.

We agree to abide by this bid for the period of 240 days from the last date of submission of tender document and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal contract is prepared and executed, this bid, together with NID Assam's written acceptance thereof and NID Assam's notification of award shall constitute a binding Contract between us.

We hereby undertake to produce the certificate from our OEM supplier in support of above undertaking at the time of delivery/installation. It will be our responsibility to produce such letters from our OEM supplier's at the time of delivery or within a reasonable time.

We also undertake that in respect of licensed operating system if asked for by you in the purchase order, the same shall be supplied along with the authorised license certificate [eg., product keys on certification of authenticity in case of Microsoft Windows operating system) and also that it shall be sourced from the authorised source (eg., authorised Microsoft channel in case of Microsoft operating system).

In case of default and we are unable to comply with above at the time of delivery or during installation for the IT hardware / software already billed, we agree to take back the hardware without demur, if already supplied and return the money if any paid to us by you in this regard. We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

We agree that NID Assam 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 of Bidder for Single Point of Contact .....

We understand that NID Assam is not bound to accept the lowest of any bid the bank may receive.

Dated \_\_\_\_\_ day of \_\_\_\_\_ 2021.

\_\_\_\_\_  
(Signature in the Capacity of)  
Duly Authorised to sign bid for and on behalf of  
(Name & Address of Bidder \_\_\_\_\_).



Annexure V

Service Support Details

Location	Whether local support available at the location [Yes or No]	In respect of Column 3, if response is "NO", specify location from which support extended.	Service Support OWN or through Franchise	Address and Telephone No [for response specified in column 5]	Working Days and Hours	No of S/w Engineers	No of H/w Engineers
1	2	3	4	5	6	7	8
Jorhat							

**Annexure - VII**

**Forwarding Letter  
(To be submitted on company's letter head)**

To:  
Director  
NID, Assam  
Tocklai, Rajabari  
Jorhat, Assam-785014

Dear Sir,

**Sub: Tender for supply of Computer Hardware**

This is in reference to your above mentioned tender for the procurement of PCs, Laptops , AiO, Workstations, Printers etc. Having examined the tender document, the receipt of which is hereby duly acknowledged, we the undersigned, hereby submit our proposal along with necessary supporting documents.

Further, we agree to abide by all the terms and conditions as mentioned in the tender document. We have also noted that NID, Assam reserves the right to consider/ reject any or all applications without assigning any reason thereof.

Date:../...../2021

Authorised Signatory.

Name:

Designation:

**ANNEXURE VIII**

**Proforma of Indemnity**

This is to certify that M/s \_\_\_\_\_ Who have supplied  
\_\_\_\_\_ PCs, MF Printers, UPS, Scanners, Printers and related accessories to  
NID Assam, vide order no \_\_\_\_\_ dated  
\_\_\_\_\_ 2021 have all required rights for the supply of the software. The software  
supplied by us is legal/ licensed copies.  
Further, M/s \_\_\_\_\_ is willing to indemnify NID against any claims due to violation of  
any patents and copyrights for the software sold under licensing agreement from us. The above indemnity is  
limited to the software supplied by  
M/s \_\_\_\_\_ only.  
For M/s \_\_\_\_\_

Signature with seal, name, designation, and date

Annexure XI

Acceptance Criteria

The acceptance will be given after physical delivery of the items at respective location, successful installation, configuration of the Hardware / Software and Integration with existing LAN/WAN at respective Offices/locations mentioned below:

S. N	Nature of activity	Remarks
1	Physical Delivery of the hardware items as per the PO and hardware configuration.	The vendor has to deliver and install the items mentioned in the PO at OFFICE premises.
2	PC/Laptop Configuration and Installation related issues.	The vendor will configure the PC/Laptops with the existing LAN/WAN and install related drivers on user's PC/Laptops. Vendor shall hand over all the accessories, driver CDs/DVDs, manuals etc. to the OFFICE officials.
3	Acceptance Report	As a confirmation to the above activities mentioned at Sr. 1 & 2, vendor shall obtain duly signed acceptance report, from the OFFICE officials of respective locations and submit the same at the time of claiming final payment.

**Undertaking of Authenticity for Desktops, Laptops, Printers, etc  
(To be signed by authority not lower than the Company Secretary of the Vendor)**

With reference to the Desktops being quoted to you vide our quotation No.: \_\_\_\_\_ dated \_\_\_\_\_, we hereby undertake that all the components / parts / assembly / software used in the Desktops, Laptops, Printers, Scanners etc under the above like Hard disk, Memory etc., shall be original new components / parts / assembly / software only, from respective OEMs of the products and that no refurbished / duplicate / second hand components / parts / assembly / software are being used or shall be used. We also undertake that in respect of licensed operating system if asked for by you in the purchase order, the same shall be supplied along with the authorised license certificate [eg., product keys on certification of authenticity in case of Microsoft Windows operating system] and also that it shall be sourced from the authorised source (eg., authorised Microsoft channel in case of Microsoft operating system). Should you require, we hereby undertake to produce the certificate from our OEM supplier in support of above undertaking at the time of delivery/installation. It will be our responsibility to produce such letters from our OEM supplier's at the time of delivery or within a reasonable time. In case of default and we are unable to comply with above at the time of delivery or during installation for the IT hardware / software already billed, we agree to take back the Desktops, laptops and monitors without demur, if already supplied and return the money if any paid to us by you in this regard. We (*Vendor name*) also take full responsibility of both parts & service SLA as per the content even if there is any defect by our authorised service centre / reseller / SI etc.

Authorised Signatory

Name  
Designation  
Place  
Date

Annexure –XII

Commercial Bid

1. Cost of Computer Hardware:

Sr. No	Item Description	Qty	Unit Cost [in Rupees]		Amount in Rs.
			Figures	Words	
1	Laptop/ Notebook with 5 Years warranty	Nos.			
2	Workstation along with Monitor and accessories with 5 Years warranty	Nos			
3	All in One desktop with 5 Years warranty	Nos.			
4	All in One printer with 5 Years warranty	Nos.			
5	Any other item requires to complete the installation				
	TOTAL				
	GST				
	Grand Total				
	Amount in Words (Rs.)				

Date:

Signature of Authorised Signatory ...  
Name of the Authorised Signatory ...  
Designation ...  
Name of the Organisation ...  
Seal ...

Place:

**Note: Bidders are requested to note the following:**

- All the details must be provided as per format.
- Masked commercial bids must be given with technical bid.
- All the rates must be quoted in INR.
- L1 will be arrived based on total cost of computer hardware i.e., Item No.1 given above.
- All items are with Five-year warranty and warranty to be back-to-back from OEM. Warranty of laptop batteries also should be for period of 5 years.
- During Bid life cycle bidders must follow COVID-19 guidelines