

Government of India, Ministry of Home Affairs
Directorate General, Border Security Force
IT Wing, Comn & IT Dte
10, CGO Complex, Lodhi Road, New Delhi - 110003
(Tele: PBX 24364850 to 55, Extns. i 431/438) Fax No. 24367684

TE No. 1/39/2007/IT/BSF/3549-51

Dated 13th July 2009

1. On behalf of the President of India, DG BSF invites you to tender in two bid system for the supply of SERVER, LAPTOP COMPUTERS/ SOFTWARE ITEMS FOR ESTABLISHMENT OF TOLL FREE HELP LINE FOR PROJECT KALYAN SEWA detailed in the schedule.

2. The complete Tender Set is available on BSF web site www.bsf.nic.in & tenders.Gov.in. The Tenderers can download the tender set from this web site.

3. This tender enquiry has Schedules and appendices as following:-

(I) SCHEDULES

- (i) Schedule-I = Condition of tender
- (ii) Schedule-II = Special instructions
- (iii) Schedule-III = List of stores
- (iv) Schedule-IV = List of consignee
- (v) Schedule-V = Specification/Qualitative Requirement
- (vi) Schedule-VI = Hardware Specifications

(II) APPENDICES (to be filled by tendered)

- (i) Appendix-1 = Offer of stores
- (ii) Appendix-2 = Details of firm/manufacture
- (iii) Annexure 2 to Appendix 2 = Compliance statement for specifications
- (iv) Appendix-3 = Questioner about manufacturer
- (v) Appendix-4 = Performance statement for last 3 years
- (vi) Appendix-5 = Proforma for equipment and quality control (Form 7)
- (vii) Annexure 5 to Appendix 5 = List of machinery installed in factory
- (viii) Appendix-6 = Bank Guarantee Proforma for EMD.
- (ix) Appendix-7 = Guarantee/Warranty clause
- (x) Appendix-8 = Proforma for Commercial bid (To be sealed in separate cover)

Encls : Aforesaid schedules & enclosures

Yours faithfully,

(Rajkumar Vishwakarma)IPS
Dy Inspector General (IT)
For and on behalf of the President of India

Copy to: -

- 1. Comdt(Proc) Prov Dte - Request check particulars of the TE and point out error if any within 5 days.
FHQ BSF NEW DELHI - 3
- 2. Head Clk (Proc) - For info please.
- 3. HC T S R Murthy - for publishing the tender on BSF Website.

(Rajkumar Vishwakarma)IPS
Dy Inspector General (IT)
For and on behalf of the President of India

CONDITION OF TENDER

1. All appendices, attached with this TE, should be duly filled in and are SACROSANCT for considering any offer as complete offer.
2. The conditions of contract, which will govern any contract made, are contained in the
 - (i) Pamphlet No. DGS&D-39 titled "Conditions of Contract, governing contracts placed by the Central Purchase Organization of the Government of India" as amended up to date.
 - (ii) Pamphlet No.DGS&D-229.
 - (iii) Any special conditions attached to this invitation to tender will also form part of the conditions.
 - (iv) DGS&D Form No.68 (Revised).
3. **Amendments:** The following amendments may be carried out in the Pamphlet entitled "Conditions of Contract Governing the contracts placed by Central Purchase Organization of Government of India" 1991 edition bearing Symbol DGS&D-39 form No.DGS&D-68 (Revised).
 - 3.1 The definition of "Government" provided in clause 1 (f) page 2 of DGS&D Conditions of Contract may be amended as under: -

"Government" means the Central Government.
 - 3.2. The definition of **Secretary** clause 1 (k)-page 3 of DGS&D Conditions of Contract may be modified as under: -

"Secretary" means Secretary of Min. of Home Affairs for the time being in the administrative charge of the subject matter of contract and included Additional Secretary. Special Secretary, Joint Secretary, or Director or Dy. Secy. in such Ministry, Director General, Inspector General (Prov), DIG (Prov), ADIG (Prov), Commandant (Proc), Procurement Cell of this Dte. and every other officer authorized for the time being to execute contracts relating to purchase and supply of stores on behalf of the President of India.
 - 3.3. Under Clause 2 (c)-page 5 of DGS&D Conditions of contract, the word "Director General of Supplies & Disposals or heads of his concerned regional offices" may be replaced by **Director General (Border Security Force) CPOs, Ministry of Home Affairs.**
 - 3.4. Clause 24 i.e. Arbitration: -

In the existing entries/clause 24 of DGS&D - 68 (Revised) substitute DG, BSF for DG, DGS&
 - 3.5. Similarly, the reference to DGS&D wherever appearing may be suitably modified,
 - 3.6. Following amendments may be carried out in the Pamphlet NO DGS&D-229 containing various instructions to tenders.

Form No.DGS&D-230.

Reference to DGS&D wherever appearing in clause No.14,33,34,35, 39 and 40 and Appendix 'A' for Form No. DGS&D-96 may be amended to read as **Deputy Inspector General (IT), BSF HQrs, Ministry of Home Affairs.**

4. The above Pamphlet and the lists of corrections thereto can be obtained on payment from the under mentioned officers: -

The Manager of Publications, Civil Lines, Delhi.
The Superintendent, Government Printing & Stationery Allahabad, U.P.
The Superintendent, Government Printing & Stationery, Mumbai.
The Superintendent, Government Press, Chennai.
The Superintendent, Government Printing & Stationery, Nagpur.
The Superintendent, Government Printing, Gulzargbag, Patna (Bihar).
DGS&D, New Delhi and its Regional offices at Mumbai, Chennai, Calcutta and Kanpur.
Government of India Book Depot, 8 Hastings Street, Calcutta.
Commandant (Proc), HQ DG BSF, 10 Block, CGO Complex, 3rd Floor, Room No.301.

5. If you are in a position to quote for supply in accordance with the requirements stated in the attached schedule to tender, all documents attached herewith should be duly filled in, signed and returned to this office.

6. Tenderers must complete the details of their plant and machinery on standard proforma enclosed with this TE irrespective of their registration status, and forwards the same with their offer. Purchaser reserves the right to get the manufacturing capacity of any tenderer re-verified through the inspecting agencies, irrespective of their registration status.

7. Firms registered with NSIC are required to undergo re-verification of their manufacturing capacity through Inspecting Agencies (QA Wing, DGS&D) before considering placement of contract. In case of denial by the firm for re-verification, the firm will be disqualified for this tender.

8. The offers from the Indian agents of foreign principal, not enlisted with DGS&D for such products which fall under the restricted list of EXIM POLICY under compulsory registration scheme on the date of opening of technical bids, will not be considered and will be ignored unless they enclose document showing that they have already applied for enlistment with DGS&D in their tender. However, offers from the Indian agents, who have applied to DGS&D for registration/enlistment before the time & date of opening of technical bid; such offers will be further processed if they can secure enlistment with DGS&D before opening of the price bids. In case the product offered does not fall under the restricted list of EXIM Policy; the documentary proof should be furnished.

9. Public sector undertaking/state undertaking or central/state owned companies are not exempted from the payment of earnest money unless registered with DGS&D/NSIC for subject stores.

10. Director General BSF reserves the right to cancel/reject any or all the tenders without assigning any reason.

11. Director General BSF reserves the right to increase or decrease the quantity at any stage.

12. Tenderers must enclose Demand Draft of tender cost in favour of DDO, FHQ BSF New Delhi payable at SBI New Delhi or any Nationalized Bank located in Delhi or New Delhi. The tender received without the required Bank Draft shall be rejected summarily

13. **EARNEST MONEY**

(a) All Firms who are not registered with NSIC or DGS&D for the subject stores for which the offers are being invited, are required to deposit **EARNEST MONEY** equivalent to the amount as mentioned in the tender schedule.

(b) For claiming exemption from depositing earnest money, tenderer should be registered with DGS&D/NSIC for the subject stores for which the offers have been invited. Firms not registered for stores indicated in the tender schedule will be treated as unregistered, and shall be required to deposit specified **Earnest Money**.

(c) **Earnest Money** can be deposited in any one of the following alternate forms:-

(i) A crossed Bank draft drawn in favour of **DDO**, FHQ BSF, 10 CGO Complex, New Delhi. The draft should be payable at SBI, (Main Branch), New Delhi.

(ii) **An irrevocable Bank Guarantee (BG)** in the name of **DDO**, FHQ BSF, 10 CGO Complex, New Delhi of any National/Schedule. The Bank guarantee should be payable at SBI (Main branch), New Delhi. The format is as per appendix-6.

(iii) ~~Foreign bidders should submit earnest Money in the form of Bank Guarantee only, issued or confirmed by any Nationalized Indian Bank .~~

(iv) The Earnest Money shall be valid and remain deposited with the purchaser for the prescribed period in schedule-II. If the validity of the tender is extended, the validity of EM document submitted by the tenderer shall also be suitably extended by the tenderer, failing which his tender, after the expiry of the aforesaid period shall not be considered by the Purchaser.

(d) No interest shall be payable by the purchaser on the EM deposited by tenderer.

(e) The EM deposited is liable to be forfeited if the tenderer withdraws or amends impairs or derogates from the tender in any respect within the period of validity of his tender.

(f) The EM of the successful tenderer shall be returned after the performance security deposit as required in terms of the resulting contract is furnished by the firm.

(g) If the successful tenderer fails to furnish the performance security deposit as required in the contract within the stipulated period, the Earnest Money shall be liable to be forfeited by the purchaser.

(h) EM of the unsuccessful tenderers shall be returned within 30 days of finalization of tender. Tenderers are advised to send a pre-deposited challan along with their bids to facilitate refund of Earnest Money in time.

(j) Any tender received from firm which is not registered with DGS&D or NSIC for the tendered stores, and is not accompanied with required Earnest Money in prescribed form, is liable to be rejected. Registration with any other authority will not exempt the firm from depositing Earnest Money.

(k) All firms which are not granted registration with DGS&D/NSIC for the subject stores shall be required to deposit earnest money valid up to AS SPECIFIED IN Schedule-II. For claiming exemption from depositing E.M., the tenderers should be registered with NSIC/

DGS&D for subject stores as mentioned in the tender schedule. Firms that are not registered for the subject stores as mentioned in the tender schedule will be treated as unregistered and shall be required to deposit earnest money as above.

(l) Similarly, firms who are registered for the subject stores with NSIC/DGS&D but with a certain monetary limit will be treated as unregistered for their tender value exceeding their monetary limit of registration. Such firms shall be required to deposit earnest money proportionate to EM specified in the tender schedule over and above their monetary limit of registration subject to a maximum of amount as indicated in the tender schedule. In case such firm fails to deposit earnest money, their offer for the tender value exceeding their monetary limit is liable to be ignored

(m) Offers of those firms, who are not registered with DGS&D or NSIC for the subject stores, will not be considered unless the same are submitted along with required Earnest Money.

(n) Earnest money should be deposited in the form of demand draft, bank FDR or Bank Guarantee in favour of DDO, FHQ BSF, 10 CGO COMPLEX, LODHI ROAD, NEW DELHI-110003 payable AT SBI New Delhi or any Nationalized Bank located in Delhi or New Delhi.

14. **CAPACITY VERIFICATION**

If the date of registration by NSIC/DGS&D is older than 12 months on the date of opening of bid, it shall not be considered unless capacity of bidders has been re-verified by the DGS&D QA wing during 36 months preceding the date of opening of bid., For this purpose tenderers who are either not at all registered with DGS&D/NSIC or whose registration with DGS&D/NSIC is older than 12 months from the date of opening of bid and whose capacity has not been verified by DGS&D QA wing during preceding 36 months from the date of opening of bid, must provide the details of plant and machinery in the Proforma enclosed with tender enquiry in duplicate and furnish the same with their offer for the purpose of verification/re-verification of their capacity by QA wing of DGS&D, failing which, their offer shall be summarily ignored..

15. **TWO BID SYSTEM**

The offer has to comprise of two bids (in separate envelop). The two envelopes are enclosed in one envelope. The two bids are as following:-

(a) **FIRST ENVELOPE** should contain the following:

- i) Appendices (1 to 7)
- ii) Earnest Money (if applicable).
- iii) Any other relevant document which the firm wishes to submit.
- iv) Technical detail/ leaflets/ brochure of subject stores as per specifications.

(b) **SECOND ENVELOPE** should contain the following:

- (i) Details of rates, taxes, duties, if any, quoted by the bidder. These details should be submitted on the given proforma only which is attached with TE as Appendix-8.

(c) **THIRD ENVELOPE** should contain the following:-

- i) Both the above-mentioned covers should be sealed separately and super scribed with the tender no., stores and date of tender opening.
- ii) These covers should thereafter, kept in a third cover and again sealed.
- iii) This cover should also be super scribed with the Tender No., Stores and date of tender opening.
- iv) The composite bid i.e. rates indicated in the technical Bid OPENLY IN TENDER IS LIABLE TO BE IGNORED.

- (d) (i) Only the first cover shall be opened on the date of tender opening. Price bids of only those firms will be considered for opening whose offer has passed in all tender condition and technical/ physical (including field trial) evaluation.
- ii) After opening of price bids, ranking statement will be prepared and the finalization of tender will be done on L-1 (the least price) basis.

16. Any change in Address/ Telephone/ Fax/ e-mail should be immediately informed. The state of non-communication with firm will make the offer liable for rejection.

17. **TENDER SAMPLE**

i) Requirement of Tender Sample : Tender sample is not required alongwith offer/bid.

(ii) Offer received without tender sample or in case the tender sample received after the due date and time of receipt of tender, shall be ignored summarily.

(iii) The Govt/NABL approved Lab Test report (Original) submitted by the tenderer should be clear, free from any ambiguity and should give clear verdict in respect of all the tests required as per relevant specification i.e. whether the sample is meeting all the requirement or not meeting all the requirement of the governing specifications and the sample is acceptable not acceptable with reference to its governing specification.

(iii) The Lab Test Report should not be older than the date of issue of Tender Notice. The Lab Test Report obtained before issue of Tender Notice will not be considered.

(iv) The purchaser also reserves the right to carry out the lab test of the samples submitted by the tenderer at any stage.

(v) All Tender Samples should have cards affixed on it duly signed and stamped by the firm indicating the following:-

- (a) Name and address of the firm.
- (b) Tender No. with date of opening
- (c) Name of item, item No & size

(vi) SAMPLES SENT ON BASIS "FREIGHT TO PAY" WILL NOT BE ACCEPTED: Samples submitted by the tenderers whose offers are not accepted may be collected by their authorized representatives on requisition or hearing from this Dte. In case samples are not collected within given time, the samples will be disposed off.

18. **Approved Sample :-** In case of clothing item and the Inspection authority is DGS&D.
- (i) In case where Supply Order (S/O) stipulates samples to be approved by the Indenter before manufacturing bulk supply, the supplier shall submit within 10 days of receipt of supply order identical sets of samples (No of consignee plus 3) as per contract specifications for Indenters approval through the Inspecting Officer.
 - (ii) On receipt of the samples, the Inspecting Officer shall examine the samples for size, dimensions, construction (threads per dm., count of yarn, plies of yarn, strands of yarn, weave) composition (where applicable) and mass of fabrics (duly conditioned) to verify if they are as per required specification and if found satisfactory, shall forward the same to indenter for his approval in respect of the indeterminable parameters.
 - (iii) In case these parameters meet the requirement of the indenter, he shall label and seal the samples with remarks as "Approved" or "Not Approved." Indenter shall retain one set of samples with him, forward one set to the Inspecting Officer concerned and the balance one set to the supplier for his guidance. Since approval of single sample will not give adequate indication of the variation of shade etc. Approval of just one sample in a set will not be acceptable. It is, therefore, necessary that at least two of the three samples meet the approval of the indenter, to depict the acceptable variation in indeterminable parameters.
 - (iv) Samples approved as above shall be known as "Approved Samples".
 - (v) Failure to submit the sample by the stipulated date or in the event of sample being rejected by the Inspecting Authority or by the indenter, the supply order shall be liable to be cancelled at the risk and expense of the contractor without any further reference to the supplier. The purchaser shall also be entitled to take contractual, administrative and other remedial measures including short closure of the contract.
 - (vi) During manufacture/ inspection of stores before dispatch, it shall be ensured that none of the offered/ accepted lot is lighter or darker when compared with approved sample of light and dark shade respectively.

19. **Representative samples:-**

During the course of inspection, samples will be drawn for detailed examination and tests as laid down in the specifications. The Inspecting Officer shall simultaneously draw additional two samples, similar to the samples drawn for detailed tests to be sent to each of the consignees along with accepted lot. All these samples should conform to the approved samples in respect of indeterminable parameters such as shade/ tone (i.e. light, medium, dark), size, make up, feel, finish and workmanship.

These samples shall be known as: "Representative Samples".

The representative sample shall be labeled and sealed by the inspecting officer and forwarded to the consignees with the lot. The bale/packing, in which these samples are kept, shall be clearly indicated in the Inspection Note of each consignee.

The consignees will be guided by these samples to determine whether the same lot, as has been inspected and accepted by the Inspecting Officer, has been dispatched by the supplier.

20. (i) **Eligibility Criteria:-**

Tenderer should be registered with DGS&D for the items with specific reference to Eligibility Criteria stipulated in this tender. NSIC registration will be accepted only if it is based on inspection report from QA wing of DGS&D. Since this items included in the list of safety/difficult/Complaint prone items, NSIC registration should clearly indicate that the firm complies with Eligibility Criteria requirement as applicable and the registration is based on QA wing inspection report. In case the verification of eligibility criteria/ capacity report is done by the DQA concerned of DGS&D before tender opening date and the capacity report is received in DGS&D before tender opening date, the said verification of eligibility criteria/ capacity report by DQA will be deemed to have been incorporated in registration certificate issued by NSIC.

- (ii) Tenderer registered as per specification No. G/Tex/W-69/Blankets/2003 with Amdt. No.1 with Eligibility Criteria Stipulated in this tender shall be eligible for award of Contract.

21. **WOOL MARK (In case of all woolen products)**

(i) The manufacturer should have the valid licence for the wool mark blend on tender opening date from the wool mark company (operated in India Wool mark Services India Pvt. Ltd.)

(ii) The blankets shall be affixed with Wool mark Blend Logo as per the certification authorised by Wool mark Company as above.

(iii) Wool mark Blend Logo shall also be affixed in addition to the Marking on Blankets Labels as per clause No.6 of the governing specification No. G/ Tex/ W-69/Blankets/2003with amendment no.1.

22. **Packing & Marking:** As per Specification: G/Tex/W-69/Blankets/Sup/2003 with Amdt. No.1 and as per clause 12 of the general condition of contract DGS&D-68 (revised).

23 Tenderers will be fully responsible for proper installation, testing and making the equipment functional before final settlement of account.

24 The time allowed for carrying out the supply will be start from the day after the date of issue of written orders for supply of store in accordance with the schedule indicated in the tender documents.

25. The tenderer will also provide complete technical/ operating and service manual of the equipments

26. The decision of the Director General, B.S.F. shall be final as to the quality of the stores and shall be binding upon the tenderers and in case of any of the articles supplied not being found as per specification and approved sample shall be liable to be rejected or replaced and any expenses or losses caused to the suppliers, it should be borne by the supplier and ensured that articles supplied

should be best in quality and free from all defects. The acceptance of articles will be made only when the articles are inspected and found up to the standard specifications and free from all defects. The rejected items must be removed by the tenderers from the consignees' premises within 15 days from the date of the information about rejection. The incharge stores concerned will take reasonable view of such materials but in no case shall be responsible for any loss, shortage, damage that may occur to it while it is in the premises of the consignee.

27. In the event of a contract being cancelled for any breach committed and the purchaser effecting re-purchase of the stores at the risk and the cost of the contractor, the purchaser is not bound to accept the lower offer of Benami or allied or sister concern of the contractor.

28. **Liquidated Damages:** In case the firm does not complete the supply within the delivery period, action will be taken against the firm as per Para 15.7 of DGS&D Manual and Para 14.7(i) of Ministry of Commerce, Deptt of Supply of the General condition of the contract.

Fall Clause will be applicable in this contract which:-

i) The price charged for the stores supplied under the contract by contractor shall in no event exceed the lowest price at which the contractor sells the stores or offer to sell store of identical description to any persons/organization during the currency of this contract.

ii) If at any time, during the said period the contract reduces the sale price, sells or offer to sell such store to any person/ organization at a price lower than the price chargeable under the contract, it shall forthwith notify such reduction or sale or offer of sale to the Director General, BSF and the price payment.

29. In case of any defects in supply or manufacturing or not conforming to technical specifications, observed during survey at consignee location or later during the warranty period, the tenderer will be liable to replace the defective store at their cost.

30. The purchaser reserve the option to give a purchase/ price preference to offers firm public sector units and SSI units over other firms is accordance with the policies of the Govt from time to time.

31. **PERFORMANCE SECURITY**

In terms of clause 7 of condition of contract DGS&D-68 (revised) all the successful tenderers against the Tender Enquiry irrespective of their registration status with DGS&D and NSIC shall be required to furnish as specified in Schedule-II security deposit within 15 days of issue of contract for the due performance of the contract valid upto warrantee/Guarantee period.

32. Tenderers should submit their performance statement in the enclosed proforma at Appendix-4 of Tender Enquiry. The decision on the assessment of the past performance of the tenderer by DG BSF is final. Foreign suppliers should also submit certificate/report from the chamber of commerce of country of origin of the manufacturers indicating the technical, production and financial capability etc. of the manufacturer. In case, it is found that information furnished is incomplete or incorrect, their tender will be liable to be ignored.

33. **LAW GOVERNING THE CONTRACT**

This contract shall be governed by the laws of India for the time being in force. The contract shall be interpreted in accordance with these laws.

Jurisdiction of Court: The Courts of the New Delhi shall alone have jurisdiction to decide any dispute arising out of or in respect of the contract.

34. In the case of dispute or difference arising between the purchaser and the supplier relating to any matter arising out of or connected with the contract, such dispute or difference shall be settled in accordance with the Indian Arbitration and Conciliation Act, 1996.

35. Arbitration proceedings shall be held at New Delhi, India and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.

36. Sole Arbitration will be by Secretary, Ministry of Home Affairs, Govt. of India or by some other person appointed by him. As provided in clause 24 of General Condition of Contract form DGS&D -68 Ministry of Commerce Department of supply.

37. **PENALTY FOR USE OF UNDUE INFLUENCE**

The Seller undertakes that he has not given, offered or promised to give directly or indirectly any gift, consideration, reward, commission, fees brokerage of inducement to any person in service of the Purchaser or otherwise in procuring, the Contracts or Forbearing to do or for having done or forborne to do any act in relation to the obtaining or execution of the Contract or any other Contract with the Government for showing or forbearing to show favour or disfavour to any person in relation to the Contract or any other Contract with the Government. Any breach of the aforesaid undertaking by the seller or any one employed by him or acting on his behalf (whether with or without the knowledge of the seller) or the commission of any offers by the seller or any one employed by him or acting on his behalf, as defined in Chapter IX of the Indian Penal Code, 1860 or the Prevention of Corruption Act, 1947 or any other Act enacted for the prevention of corruption shall entitle the Purchaser to cancel the contract and all or any other contracts with the seller and recover from the seller the amount of any loss arising from such cancellation. A decision of the Purchaser or his nominee to the effect that a breach of the undertaking had been committed shall be final and binding on the seller

Giving or offering of any gift, bribe or inducement or any attempt at any such act on behalf of the seller towards any officer/employee of the Purchaser or to any other person in a position to influence any officer/employee of the Purchaser for showing any favour in relation to this or any other contract, shall render the Seller or such liability/penalty as the Purchaser may deem proper including but not limited to termination of the contract, imposition of penalty damages, forfeiture of the Bank Guarantee and refund of the amounts paid by the Purchaser.

38. **AGENT AND AGENCY COMMISSION**

The sale confirms and declares to the purchaser that the seller is the original manufacturer of the stores referred to in this contract and has not engaged any individual or firm, whether Indian or Foreign whatsoever, to intercede, facilitate or in any way to recommend to the Government of India or any of its functionaries, whether officially or unofficially, to the award of the contract to the seller, nor has any amount been paid, promised or intended to be paid to any such individual or firm in respect of any such intercession, facilitation or recommendation. The Seller agrees that if it is established at any time to the satisfaction of the purchaser that the present declaration is in any way incorrect or if at a later stage it is discovered by the purchaser that the seller has engaged any such

individual / firm, and paid or intended to pay any amount gift, reward, fees, commission or consideration to such personal party, firm or institution, whether before or after the signing of this contract the seller will be liable to refund that amount to the purchaser. The seller will also be debarred from entering into any supply contract with the Government of India for a minimum period of five years. The purchaser will also have a right to consider cancellation of the contract either wholly or in part, without any entitlement or compensation to the seller who shall in such eventuality be liable to refund all payment made by the Buyer in terms of the contract along with interest at the rate of 2% per annum above **LIBOR** rate. The purchaser will also have the right to recover any such amount from any contracts concluded earlier with the Government of India.

39. ACCESS TO THE BOOKS OF ACCOUNT

In case it is found to the satisfaction of the purchaser that the seller has engaged an Agent or paid commission or influenced any person to obtain the contract as described in clauses relating to Agent / Agency Commission and penalty for use of undue influence, the Seller, on a specific request of the purchaser shall provide necessary information / inspection of the relevant financial documents / information.

40. PATENT AND OTHER INDUSTRIAL/INTELLECTUAL PROPERTY RIGHT

The prices quoted in the present tender shall be deemed to include all amounts payable for the use of patents, copyright, registered charges, trademarks and payment for any other industrial property rights.

The tenderer shall indemnify the Purchaser against all claims from a third party at any time on account of the infringement of any or all the rights mentioned in the previous paragraphs, whether such claims arise in respect of manufacture or the use. The tenderer shall be responsible for the completion of the supplies, irrespective of the fact of infringement of any or all the rights mentioned above.

41. TRANSFER AND SUB-LETTING

The tenderer has no right to give, bargain, sell, assign or sublet or otherwise dispose of the resultant contract or any part thereof, as well as to give or to let a third party take benefit or advantage of the resultant contract or any part thereof.

42. FORCE MAJEURE CLAUSE

If at any time, during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract shall be prevented or delayed by reason of any war, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts or act of God (hereinafter referred to as events) provided, notice of the happening of any such event is given by either party to the other within 21 days from the date of occurrence thereof, neither party shall by reason of such event, be entitled to terminate this contract nor shall either party have any claim for damages against the other in respect of such non-performance or delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist, and the decision of the Purchaser as to whether the deliveries have been so resumed or not, shall be final and conclusive, PROVIDED FURTHER that if the performance in whole or part or any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 60 days, either party may at its option terminate the contract provided also that if the contract is terminated under this clause, the purchaser shall be at liberty to take over from the contractor at a price to be fixed by the Purchaser, which shall be final, all unused, undamaged and acceptable materials, bought out components and stores in course of manufacture in the possession of the contractor at the time of such termination or such portion thereof as the purchaser may deem fit excepting such materials, bought out components and stores as the contractor may with the concurrence of the purchaser elect to retain.

43. **TERMINATION OF CONTRACT**

Time shall be the essence of the contract. The Purchaser shall have the right to terminate this Contract without any notice in part or in full in any of the following cases:

- a). The delivery of the material is delayed for causes not attributable to **Force Majeure** after the scheduled date of delivery.
 - b). The Seller is declared bankrupt or becomes insolvent.
 - c). The delivery material is delayed due to causes of **Force Majeure** by more than 60 days.
 - d). In case Performance Security is not furnished within 15 days from the date of issuing of AT.
44. Bulk supplies in the case of successful Tenderers should conform to tender samples accepted in trial evaluation in all respect besides specifications mentioned in **Schedule-V**
45. Any query / Representation be addressed to **DIG(IT), HQ DG BSF, Block No.10, CGO Complex, Lodhi Road, New Delhi - 110003.**
46. For any change in terms and condition of tender / tender specification, the Tenderers are requested to visit our websites **www.bsf.nic.in & tenders.gov.in** regularly.
47. Custom exemption certificate will not be given.
48. Photo copy of Tender Enquiry be enclosed
49. Tender documents to be dropped in Tender Box marked IT WING, HQ DG BSF, repeat IT WING, HQ DG BSF, kept at the Reception Counter, BSF HQrs, 10, CGO Complex, Lodhi Road, New Delhi-110003. LATE TENDERS DUE TO ANY REASON WHATSOEVER SHALL NOT BE CONSIDERED.

(Rajkumar Vishwakarma)IPS
Dy Inspector General (IT)
For and on behalf of the President of India

SPECIAL INSTRUCTIONS

(If any instruction contained in this tender is contrary to instruction mentioned in special instructions, the special instruction will prevail.)

1. Stores : SERVER, LAPTOP COMPUTERS/
SOFTWARE ITEMS FOR ESTABLISHMENT
OF TOLL FREE HELP LINE FOR PROJECT
KALYAN SEWA
2. Time and date of receipt of tender : **04 Aug' 2009** by 1100 hrs.
3. Time and date for opening of Tender : **04 Aug' 2009** at 1130 hrs.
4. Tender Cost : **Rs. 500/-**
5. Validity of offer : 180 days (from date of opening of Tender
Enquiry).
6. Inspecting Authority : DIG (IT) or his authorized Rep.
7. EMD/Validity : Rs. 25,000/- (Six months validity) from date
of opening of Tender Enquiry.
8. Terms of Delivery : Free delivery to consignee
9. Delivery period : 04 months including installation from the date
of issuing of AT.

i) No lead period will be provided.

ii) No grace period will be provided
10. Performance Security : 10 % of contract value for Delivery period
and 5 % for Guarantee/ Warranty period.
11. Guarantee / Warranty : 01 Years

(i) Guarantee/Warrantee will be comprehensive
i.e inclusive of spare parts and will be
implemented as under :-

a) Response time after information will be
one day.

b) Maximum for repair/ replacement will
be 02 days.

c) Penalty for repair/replacement beyond
02 days will be @ 0.5% of the cost
of the equipment per week or part thereof

12. PDI / JRI : (i) **PRE-DESPATCH INSPECTION**
pre- dispatch inspection (PDI) will be carried out by a board of Officers in order to check its compliance with Specification. The seller shall provide all facilities including weapon firing range, accessories and assistance to the Buyer's representative for safety and convenience in the performance of their duties in seller's country.
- (ii) **JOINT RECEIPT INSPECTION**
Joint receipt inspection (JRI) shall be completed within 30 days of receipt of stores.
(iii) If any lot is rejected in final inspection as not confirming to Specification before acceptance, the same lot must be replaced. Alternatively at purchaser's option, money refund positively within 30 days of issue of notice of such rejection. The consignee's right of rejection in this regard will be final and absolute
13. Option Clause : The purchaser reserves the right to place order on the successful tenderers for additional quantity up to 25% of the quantity offered by them at the rates quoted in the contract.
14. Tender Sample : Not required However, the sample from the tenderer, whose offer complies all the pre qualification of tender technical specification will be called for Physical evaluation. The said sample should be sent to Commandant (Comn-Eqpt) FHQ BSF CGO Complex, New Delhi within 15 days from the date of issue of letter, failing which offer of the firm is liable to be rejected.
15. **PAYMENT TERMS** :
(a) 60% payment of the project cost of hardware will be released on receipt of store in good working condition by the consignee against the bank guarantee.
(b) 20% payment of the project cost will be released on installation, implementation and acceptance of application software against bank guarantee.
(c) Remaining 20% payment will be released only after 10 months support against bank guarantee.

16. **MANUFACTURERS /AUTHORISE DEALER**

Only those firms should respond who are the manufacture of the store or their authorized dealers of store specified in the tender. The list of machinery & equipment(for manufacturer only)be enclosed as per annexure to Appendix-5.

17. **Pre-bid conference: - It will be held on 04th Aug' 2009 at 1530 hrs, at BAWA Room, Ground Floor BSF HQ Block No.10, CGO Complex, Lodhi Road, New Delhi-110003.**

18. Minimum quantity to be offered : Full quantity

19. **PRICE**

Prices be quoted in figures as well as in words in Indian Rupees. However breakup of price like basic, Tax any and other charges etc quoted be mentioned. Price bid placed at Appendix-8.

20. **ANNUAL MAINTENANCE CONTRACT**

The AMC constitute of following :-

- (a) Tenderer should quote for AMC of 05 years separately.
- (b) AMC period will start after expiry of Guarantee/ Warrantee period.
- (c) AMC will be comprehensive i.e. inclusive of spare parts.
- (d) The final price will be compared by adding AMC charges.
- (e) It will be at the option of the purchaser to enter into AMC.
- (f) Response time after information will be 1 day.
- (g) Maximum time for repair will be 02 days.
- (h) Penalty for Non-repair beyond the repair time i.e 02 days will be @ 0.5% of the cost of Eqpt per day.
- (j) 10% of the AMC amount to be deposited as Performance Security during AMC period.

21. **DISPATCH INSTRUCTIONS AND DOCUMENTATION.**

The seller shall intimate to the purchaser, by telex or fax and Speed post 2 weeks in advance, the mode of transport and anticipated date of delivery of each consignment.

22. **LIQUIDATED DAMAGE FOR DELAY IN SUPPLIES.**

In case the firm does not complete the supply within the delivery period, action will be taken against the firm as per Para 15.7 of DGS&D Manual and Para 14.7(i) of Ministry of Commerce, Deptt of Supply of the General condition of the contract.

(Rajkumar Vishwakarma)IPS
Dy Inspector General (IT)
For and on behalf of the President of India

SCHDULE-III

LIST OF STORES

S.No	Description of store	Quantity
1	Server two processors Intel Xeon Quad Core Configuration: Rack 1 U	01
2	Laptop computer Intel Core 2 Duo Configuration with T8400 chipset	05
3	MS DYNAMICS Server CRM with 5 User License	01
4	SQL Server Software Standard Edition 2005 IA 64 English MOLP with Media & Manual license with CAL	01
5	SQL CAL 2005 English Device CAL	05
6	Headsets & Dialpads freemate	06
7	30 Channel E-1 Voice Processing Card	01
8	Analogue / IP Voice Logger (8 Ports)	01
9	Customized IVR Software for Help Line telephony Licenses	01

(Rajkumar Vishwakarma)IPS
Dy Inspector General (IT)
For and on behalf of the President of India

LIST OF CONSIGNEES

Name & Address of Consignee	Description of store	Qty
(Rajkumar Vishwakarma) IPS Dy Inspector General (IT) IT Wing, HQ DG BSF, 1 st Floor, CGO Complex Lodhi Road, New Delhi - 110003	Server two processors Intel Xeon Quad Core Configuration: Rack 1U	01
	Laptop computer Intel Core 2 Duo Configuration with T8400 chipset	05
	MS DYNAMICS Server CRM with 5 User License	01
	SQL Server Software Standard Edition 2005 IA 64 English MOLP with Media & Manual license with CAL	01
	SQL CAL 2005 English Device CAL	05
	Headsets & Dialpads freemate	06
	30 Channel E-1 Voice Processing Card	01
	Analogue / IP Voice Logger (8 Ports)	01
	Customized IVR Software for Help Line telephony Licenses	01

(Rajkumar Vishwakarma)IPS
Dy Inspector General (IT)
For and on behalf of the President of India

SPECIFICATIONS/ QUALITATIVE REQUIREMENTS

Toll Free Helpline Addressing Health and Welfare Of All Central Police Forces

SCOPE OF WORK

Kalyan Sewa :

1. Background

Central Police Organizations such as BSF, ITBP, SSB, NSG, CRPF, CISF and Assam Rifles are deployed across the country to perform security related duties such as guarding borders, maintaining law & order, counter insurgencies & terrorisms, protection of vital installations, provide support during natural or unnatural calamities etc.etc. For performing such duties mobility, good health & hygiene, alert mind, stress free environment etc are the key components of prime importance.

1.1 Mobility, work environment and age are among the key factors which make uniformed service personnel, especially the young recruits more vulnerable to the risk of HIV and Sexually Transmitted Infections. Effective interventions are therefore required to reduce the vulnerability of the force to HIV infection. Accurate information made available at the right time and place is very effective in empowering people to make the right decision.

1.2 Timely information about monthly pay, GPF, CPF, other welfare scheme, type of loans availability, provision for taking different loans etc can help the young men and women of these Forces to plan their finances and home administration. Efficient mechanism to resolve their grievances which require immediate attention of the concerned authorities of the Forces can help to reduce their stress level.

2. Objective of the Help Line

To install a 24X7 toll free helpline service addressing health & welfare of all CPMFs at BSF Med Dte, R K Puram to cater to all police and paramilitary personnel in India as Kalyan Sewa Center.

The helpline with toll free number will provide awareness about HIV/AIDS/ Welfare Scheme/ e-Sammelan Counseling and Information etc. The helpline aims at providing critical transformational information which will bring about behavioural change in communication and help in prevention of HIV/AIDS. It will facilitate in raising awareness levels of large number of serving personnel and families & contribute to their capacity building. Through the helpline, clients can receive personalized counseling, referral services and other information, which would enable them to adopt healthy behaviors.

One such software is functional in CRPF at CGO Complex. This toll free helpline has a dual function i it has an animated helpline that utilizes an Interactive Voice Response System (IVRS) to provide knowledge about HIV/AIDS to the general public. In addition it will be manned by two professional counselors who will share information about the various services available and in a way empower people to make the right decisions. It is available in two languages i English and Hindi.

3. **Brief Description of the system**

The software will be exclusively designed to produce, store, process, disseminate and exchange information. This toll free helpline will have a dual function:-

- (a) It will be an automated helpline that utilizes an Interactive Voice Response System to provide knowledge about HIV/AIDS, Welfare Scheme & pay related information & e-Sammelan to the employee.
- (b) In addition, it will be manned by professional counselors who will share information about the various services available and in a way empower people to make the right decisions.

In the initial phase the information will be available in two languages - English and Hindi. The software programme will be manned by five operators of different CPOs. The data bank will have all the information pertaining to the prevention, treatment, care and support related to HIV, legal issues and rights of people living with HIV/AIDS (PLWHA) etc.

3.1 **Provision for a Data Bank**

The software program would comprise of a data bank with a comprehensive list of possible questions and appropriate responses which enables counselors to answer questions promptly and correctly. In addition, it will have a contact list of health and social services to refer clients to for further support and medical attention.

3.2 **Creation of knowledge base**

The software programme will be manned by a counselor /technical person. The data bank will have all the information pertaining to the Prevention, treatment, Care and Support related to HIV, legal issues, and rights of PLHAs etc. The knowledge base in the data bank should be up-datable by a simple to use content management system. The help line will serve as an comprehensive one stop shop which will provide maximum possible HIV/AIDS related information varying from prevention – treatment care and support.

3.3 **System should have scope to handle multi-lingual data in future**

The system should be capable of handling multilingual data and user menus. To begin with, the information will be in English and Hindi, and the software should provide easy switching over.

The screen should display a comprehensive list of questions clients could ask along with appropriate responses. The counselors can also search for answers based on broad or sub topic categories as well as by keywords. All the information provided will be authentic and approved before putting on the computer.

3.4 **Confidentiality of Caller**

Confidentiality of the caller to be maintained – only a number will be allotted to the caller. No names will be asked, no addresses will be taken from the caller. If there are any specific

questions on medical problems that cannot be answered through the IVRS, the information will be collated from expert doctors and passed on to the clients.

In case there are queries which the counselor does not have the answers, a no. will be allotted to the caller and s/he will be requested to call at a stipulated time the next day. The caller has to give his code no and access the information he had requested for the previous day, including through IVRI.

3.5 Provision for E-Sammelan.

The Helpline system should have the capability to call an online meeting with the respective Admin Officer, dealing hand etc of the force who is responsible to resolve the problem, if required by the complainant to get the latest feedback about his complaint. The system should be able to record the entire meeting conversation for future reference to improve the service.

3.6 Provision for Reports/Queries

At the end of every week, a report will be generated based on the queries to monitor the trend of the information accessed, and other similar analysis on the basis of logs detailed by the vendor and requested later by the user.

4. Helpline database to have the following information:-
 - List of VCCT Centre (Voluntary Confidential Counseling & Testing Centre) across the country.
 - State specific/district specific HIV test Centres – Govt recognized centres.
 - Information about District State AIDS Control Societies.
 - Data base of all organizations working on HIV/AIDS.
 - Information about NACO project directors of SACS/NGO advisors in SACS.
 - Support groups/positive networks –across the country.
 - A comprehensive list of health and social services available are available along with different care home in the country – State specific.
 - Specialized doctors (Doctors referral information includes contact information, tests available, and their fees).
 - Health care facilities etc.
 - Legal professionals/organization advocating for PLWHA rights.
 - Accessing information materials
 - Place where one can get condoms and other precautionary methods.
 - Information about common STDs / STIs to be available

5. Provision for IVRS

IVRS will also resolve the following queries related to the monthly salary slips:-

- (i) **GPF/CPF information**
- (ii) **Whereabout of a specific personnel if Regt No & IRLA No is given**
- (iii) **Whereabout of the salary remittance**
- (iv) **Queries about pay recoveries etc**
- (v) **On-line Grievance Redressal by the Welfare Officers of the Force.**

6. **AIDS Awareness & Knowledge Management System**

This is a significant tool for spreading awareness about this catastrophic disease and helping people take precautions against it. It also acts as a tool to gauge the statistics of callers (male/female), specific queries thus helping organization take strategic steps to strengthen their further activities.

It builds an integration path between telephone networks, computer networks and messaging systems that allows you to service your callers through a wide spectrum of devices.

System will allow callers to receive and retrieve information using telephone technology. The system would

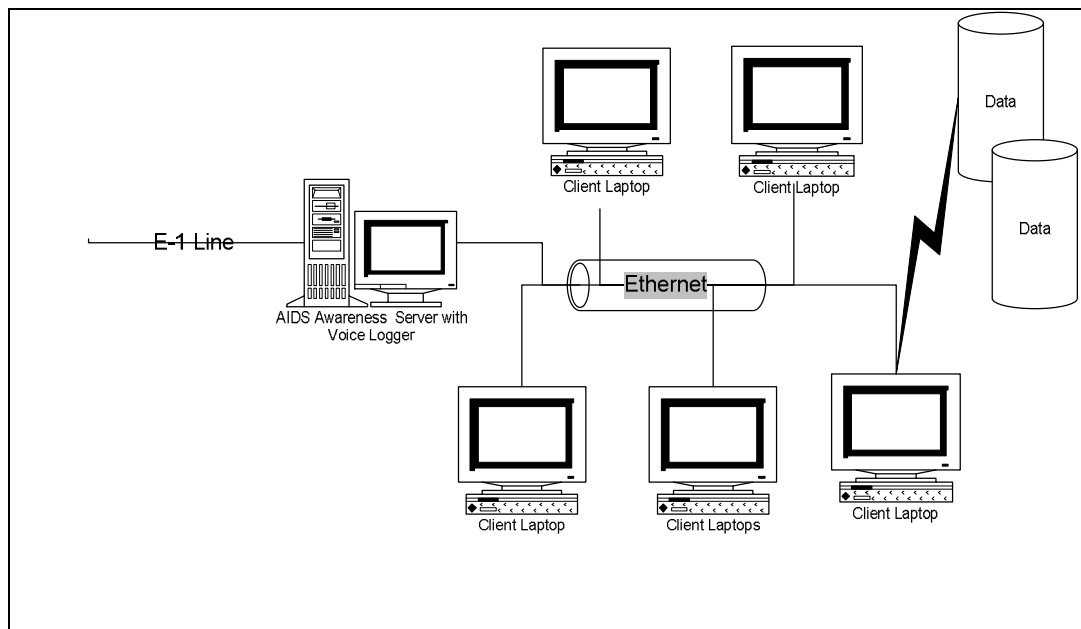
- Provide timely and precise intimation on various subjects – what is AIDS, Symptoms of AIDS, Testing centers, Services, lifestyles of people suffering, precautions and counselor transfer (optional) etc.
- Offer a platform for callers to ask specific questions to councilors without disclosing their identity.
- Helps the organization in analysis and improvement of activities about AIDS awareness through well designed reports.
- A dynamic knowledge bank (optional) can be built using the optional web enabled Knowledge Management software in Hindi or English.
- The architecture of the system should be modular so that further upgradation and customization can be done.
- The system should be functional in multiple languages – Hindi and English
- Flexibility in modules of the system whether it is workflow based, whether workflow can be modified, whether call conversation can be recorded.
- The system should sort out the callers by the kind of question they have asked

7. **Features of IP voice card**

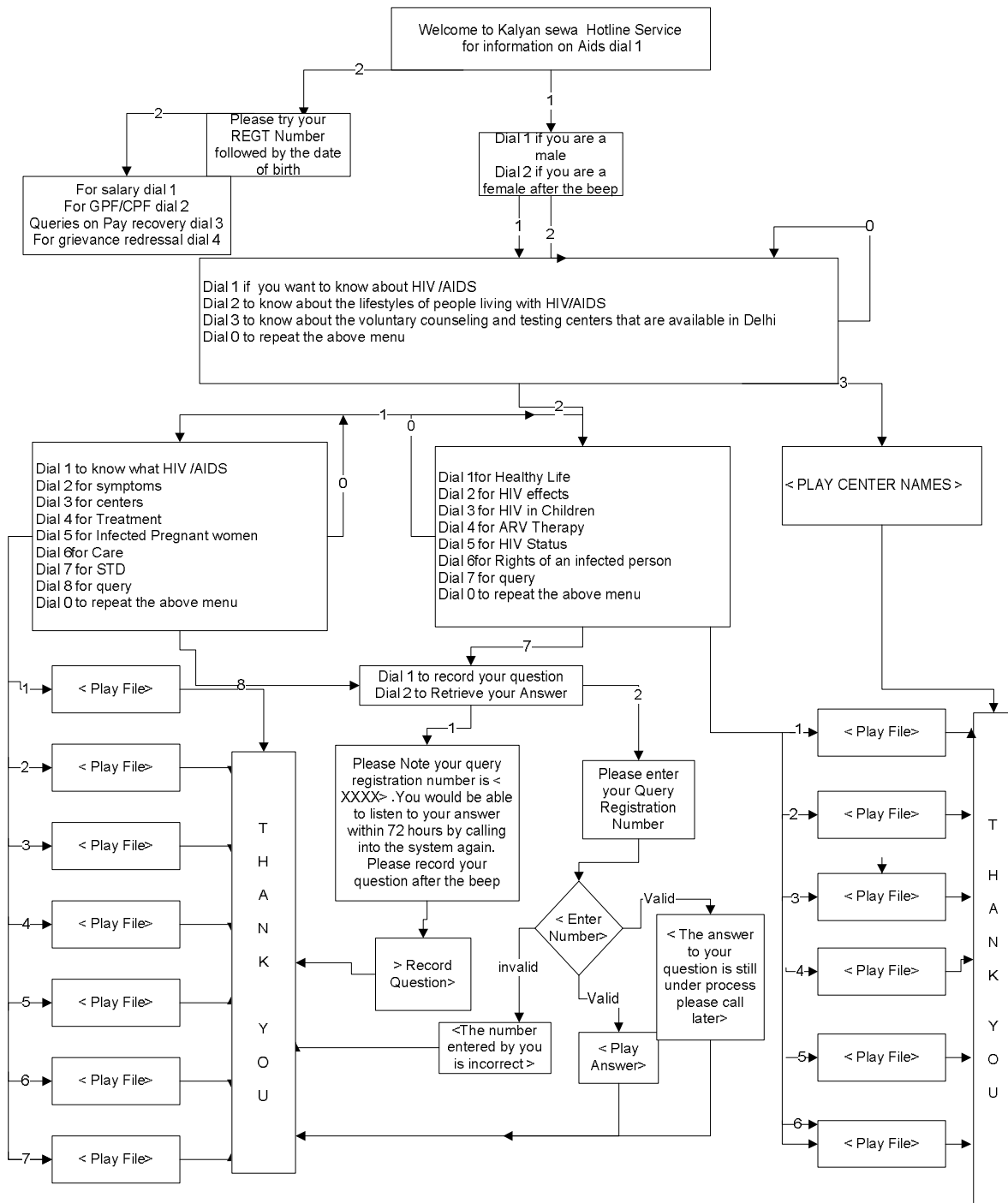
- a) One T1/E1 port with optimum PCI or PCI-Express interface for high performance voice and data applications.
- b) Support for Asterisk®, FreeSwitch®, and Yate as well as other Open Source and proprietary PBX, Switch, IVR, and VoIP gateway applications.
- c) All of Sangoma's AFT products use the same base PCI interface card. Fully compatible with all commercially available motherboards's proper PCI-standard interrupt sharing without manual tuning.

- d) Dimensions: 1U Form factor: 120 mm x 55 mm for use in restricted chassis. Includes high-quality, tested RJ45 cables and short 1U mounting clips for installation in 1U rack-mount servers. Includes high-quality, tested RJ45 cables and short 1U mounting clips for installation in 1U rack-mount servers. Intelligent hardware: Downloadable FPGA programming with multiple operating modes. Add new features related to voice and/or data when they become available.
- e) Autosense compatibility with 5 V and 3.3 V PCI busses.
- f) Line decoding: HDB3, AMI, B8ZS.
- g) Framing: CRC-4, Non CRC4, ESF, SF, D4. Also compatible with Japan's J1.
- h) A101E and A101DE PCI Express: 1 Lane PCI Express bus. Power: 800 mA peak, operational 300 mA max at 3.3 V or 5 V. Temperature range: 0 to 50 °C.
- i) 32-bit bus master DMA data exchanges across PCI interface 132 Mbytes/sec for minimum host processor intervention.
- j) Ring buffer DMA handling for minimum host intervention and guaranteed data integrity on high volume systems.
- k) Supports Robbed Bit Channel Associated Signaling (CAS) and ISDN PRI. T1/E1 and fractional T1/E1, multiple channel HDLC per line for mixed data/TDM voice applications.

8. Network Diagram of AIDS awareness System



9. Proposed Call Flow



10. **Counselor/ Agent transfer**

At any point during the call if the caller feels dissatisfied with the response from System and wish to speak to a counselor to get a clarity or better understanding on that he can press 9. As soon he presses 9 the call gets transferred to the agent's landline number or mobile number.

11. **Knowledge Management**

The software program would comprise of a data bank with a comprehensive list of possible questions and appropriate responses which enables counselors to answer questions promptly and correctly. In addition, it will have a contact list of health and social services to refer clients to for further support and medical attention. One of the unique features of this system would be protecting confidentiality of the clients seeking information. No names will be asked, no addresses will be taken from the caller. If there are any specific questions on medical problems that cannot be answered through IVRS, the information will be collated from expert doctors and passed on to the clients.

As soon as the counselor gets a call from a caller, who wishes to speak to him for getting some information related to AIDS a screen will pop-up on the window of the counselor hereby displaying the following information:-

- The number from which the call has come
- The time
- The call duration
- The location

While the counselor is interacting with the caller he can put the other details such as :-

- Name of the person
- Sex-Male or Female
- His/Her Query
- The response given

12. **Information Retrieval**

The data bank will have all the information pertaining to the prevention, treatment, care and support related to HIV. The knowledge base in the data bank is updatable by a simple to use content management system. The user would also be given an interface through which he could retrieve information from the knowledge database based on certain words like hospital, blood banks etc.

13. **Updation of the knowledge:**

An interface would be provided to the user through which he could update the knowledge database. Auto Dialer is a fully featured outbound dialing system, which strategically automates key processes such as Camps, surveys, reminder calls, announcements, campaigning, emergency notifications etc using this feature, customer can send bulk messages (voice/fax) to defined people updating them of new service.

14. **Integration of Text to Speech technology:**

The system automatically reads out the information (without prerecorded files) in a synthesized voice.

15. **Features and Technologies (used for upgration)**

- Outbound Notification (Voice) – To remind callers of the latest news status by calling them out on a mobile / landline
- Outbound Notification (SMS) – Callers to receive SMS alerts against the requests they drop in the system
- Outbound Notification (E-mail) – Caller to receive e-mail alerts/messages against the information they are looking for.
- Voice Mail – The caller can record a voice message. After recording the system shall provide for playing back the voice message and delete, re-cord or add to it before making it available to the administrator. All recorded messages are to be compressed @ 1KB per second
- Performance Monitoring (Recording of conversation) - This should be made available at the beginning so as to keep a track on system's efficiency and accuracy

16. **Additional Features and Technologies (used for up-gradation)**

Redundancy is a key feature as the entire system is built using the IP standard and components can be deployed on multiple platforms to get the right level of system up time.

The system will support large increases in traffic and customer base. And it will do so cost effectively. There is no proprietary hardware or software within and applications are highly customizable to meet customer needs.

The system architecture is well structured and consistent that allows natural expansion & efficiency in further developments and new applications.

The architecture allows the easy addition of new application through the use of standard protocols that helps to communicate between various servers like Auto Dialer, TTS (Text To Speech), Automatic Speech Recognition Notification and Alerts over the net. Scalability of the software is not a problem. We can have 240 simultaneous connections on a server and this can handle about 200000 calls a day assuming the system is operational for 24X7 hours in a day ad each message size is one minute. The component based architecture of the system allows it to be deployed on a different machines linked on IP. This is possible because of a service centric system design. Implementation of the system uses the highest standards of network grade equipment, so the reliability of the system increases to the maximum.

17. **Hardware, Software and Networking Requirement**

To begin with customer can start with a system servicing five simultaneous callers. The system can grow as the need be with proper addition of telephony resource and licenses.

18. **System Brief**

This 24X7X365 system (in Male/Female voice) is meant to spread awareness on AIDS to general public and answer their specific queries to help them understand better the consequences of this disastrous disease.

18.1 The system shall offer bilingual option (English, Hindi & Regional language) and gender option to caller (whether the caller is male or female). The main menu shall have three main options to choose:-

- Know about HIV
- Know about life
- Know about testing centers around

18.2 The above first two menus shall again have 7 different information categories to be played to caller on demand and the last one shall have only one. In the first two menus there would be a choice to leave in a query/ concern. The system shall take the callers request and generate a random numeric query number. The query is stored in the system as a voice file for further processing.

18.3 The councilors logs in to the system with an ID and password. He then listens to the queries left by callers. They respond to the query through the system and their answer gets tagged along with the query.

18.4 The caller who had left query earlier calls in again and keys in his query number to get the response. The listens to the councilor's answers.

18.5 The system shall generate the following reports:-

- Total number of calls (daily, monthly)
- Language wise calls
- Gender wise calls
- Option wise calls
- Number of queries left
- Number of queries answered (Councilor wise)
- Number of queries unanswered

19. **Eligibility Criteria of the firm**

- (i) The firm/vendor should be an ISO certified company.
- (ii) The firm/vendor should be in Software Development, Software Implementation/Integration company.
- (iii) The firm/vendor should have financial turnover of more than 1 Crore in last financial year.
- (iv) The firm/vendor should have completed at least one IVR based project.
- (v) The firm/vendor should have at least 10 employees on its pay roll.

HARDWARE SPECIFICATIONS

S No.	Specification	Requirement
1	Server two processors	
	CPU	Intel Xeon E 5310, 1.6 GHz 2 Processor Quad Core (to be supplied with one Quad Core processor as standard) 8 MB L, 2 cache supplied with two processors
	Motherboard	Intel E5000 or better on Intel
	Slots	3 PCI/PCI Express
	Memory	2 GB 533 MHz DDR2 RAM upgradable upto 16 GB
	Hard Disk Drive	3 X 72 GB, 10,000 rpm SAS 320 Hot Plug
	RAID Controller	3 G SAS Controller with 128 MB cache
	Monitor	43 cm (17") SVGA Digital colour monitor (support 1024 x 768 NI Resolution) MPRII compliant or TCO -03 certified
	Video controller	To support XGA resolution
	Keyboard	101 keys keyboard
	Mouse	Optical Mouse
	Bays	8 Hot Plug bays
	Ports	2 USB Port, 1 Serial Port
	Cabinet	Rack Mounted (1U)
	DVD ROM	8x or better DVD ROM Drive
	Power supply	Redundant Power supply
	Networking features	Dual LAN (10/100/1000) Network Card with asset tracking and security management, remote wake up
	Power Management	Screen blanking, hard disk and system idle mode in power on, set up password, power supply surge protected, automatic server reboot
	Preloaded software	Norton, McAfee, ETrust or equivalent antivirus (latest version) with 60 days license
	Certifications	Windows, Red Hat or Novell certified, compliance and support
2	Laptop computer	
	Processor	Mobile Intel Core 2 Duo Processor T8400, 2.26 GHz qith 3 MB L2 cache1066 MHz FSB or better
	Chipset & Motherboard	GM 45 or higher chipset on OEM Motherboard
	Memory	1 X 2 GB DDR 2 RAM expandable upto 4 GB
	Hard Disk Drive	250 GB 5400 rpm (min) SATA
	Monitor	39.1 cm (15.4") TFT active Matrix wide screen display
	Resolution	1280 x 800 WXGA
	Video controller	Integrated GMA 900 series with 128 MB shared memory
	Modem Ethernet	Integrated 56 KBPS Modem (FAX/DATA) and 10/100
	Wireless connectivity	Integrated wireless Intel 802.11 a/b/g, Integrated Blue tooth
	DVD Writer speaker	Integrated DVD Writer 8X and Integrated stereo
	Keyboard	Keyboard with touch pad
	Expansion Port	2 USB, 10/100 Ethernet card, RGB or S Video or VGA, PCMCIA/ PCI Express slot, 3 in one card reader
	Microphone	Stereo headphone & other standard features
	Operating system and other software preinstalled	Microsoft windows Vista Business & Norton/McAfee/e-trust Antivirus software latest version with 60 days license
	Power supply	230V, 50 Hz AC supply with rechargeable battery pack comprising of LI-ION battery suitable for approx 4 operation

		complete with battery charger/adaptor
	Carry case	To be provided
3.	Software- CRM	MS DYNAMICS Server CRM with 5 User License
4	Software	SQL Server Software Standard Edition 2005 IA 64 English MOLP with Media & Manual license with CAL
5	Software	SQL CAL 2005 English Device CAL
6	Headsets & Dialpads freemate	Digital USB to headset adapter with fingertip call control on/off button for quick and easy access for VoIP communication. ➤ On/Off button for call control ➤ Receiving volume control switch ➤ Mute switch for microphone ➤ Connects to any FreeMate brand headset ➤ Provides crisp and superior sound quality for user of MS Office communicators or any other voice drive application
7	30 Channel E-1 Voice Processing Card	• One T1/E1 port with optimum PCI or PCI-Express interface for high performance voice and data applications. • Support for Asterisk®, FreeSwitch®, and Yate as well as other Open Source and proprietary PBX, Switch, IVR, and VoIP gateway applications. • All of Sangoma's AFT products use the same base PCI interface card. Fully compatible with all commercially available motherboards's proper PCI-standard interrupt sharing without manual tuning. • Dimensions: 2U Form factor: 120 mm x 55 mm for use in restricted chassis. Includes high-quality, tested RJ45 cables and short 2U mounting clips for installation in 2U rack-mount servers. • Includes high-quality, tested RJ45 cables and short 2U mounting clips for installation in 2U rack-mount servers. • Intelligent hardware: Downloadable FPGA programming with multiple operating modes. Add new features related to voice and/or data when they become available. • Autosense compatibility with 5 V and 3.3 V PCI busses. • Line decoding: HDB3, AMI, B8ZS. • Framing: CRC-4, Non CRC4, ESF, SF, D4. Also compatible with Japan's J1. • A101E and A101DE PCI Express: 1 Lane PCI Express bus. • Power: 800 mA peak, operational 300 mA max at 3.3 V or 5 V. • Temperature range: 0 to 50 °C. • 32-bit bus master DMA data exchanges across PCI interface at 132 Mbytes/sec for minimum host processor intervention. • Ring buffer DMA handling for minimum host intervention and guaranteed data integrity on high volume systems. • Supports Robbed Bit Channel Associated Signaling (CAS) and ISDN PRI. • T1/E1 and fractional T1/E1, multiple channel HDLC

		per line for mixed data/TDM voice applications.
8	Analogue / IP Voice Logger (8 Ports)	➤ Rack mounted multiple application server that supports 8 IP Logging ➤ Processors with complete Redundancy ➤ Recording and Scheduling Wizard ➤ Storage option (HDD/tape/NAS) ➤ Administrator Console with multilevel password ➤ Telephone lines should support at least eight IP extension Logging ➤ Remote play back server for monitoring or listening offline ➤ Advanced Reporting Module and Alarm Fault Logs ➤ SMS alert and FAX Logging Module (Optional) ➤ Telephony high impedance cards ➤ Configurable compression rate ➤ Archive unlimited volumes to DVD-R or CD-R based on user defines parameters like number of hours, date, time, percentage ➤ Self-aware hardware monitoring system ➤ Optional SNMP module for remote health monitoring ➤ 64 KBPS GSM 13.3 KBPS suitable Gain.
9	Customized IVR Software for AIDS Help Line telephony Licenses	Complete IVR software will be customized and it will work based on the Qualitative Requirements in Schedule ÿ V
10.	AMC 1 ST Year 2 nd Year 3 rd Year 4 th Year 5 th Year	

(Rajkumar Vishwakarma)IPS
 Dy Inspector General (IT)
 For and on behalf of the President of India

FORM – 68-A

TENDER NO. _____

Full name & address of the tenderer in addition to post Box No. if any, should be quoted in all communication to this office

Contractor's
Telegraphic address/
Tele No./FAX No.

From :

TENDER NO. _____

Dear Sir,

I/We hereby offer to supply the stores detailed in the schedule hereto or such portion thereof as you may specify in the acceptance of Tender at the price given in the said schedule and agree to hold this offer open till _____, I/We shall be bound by a communication of acceptance within the prescribed time.

2. I/We have understood all the instructions to Tenderers contained in Schedule I to V in the Tender Enquiry and willfully comply with these. I/we have thoroughly examined the specification, drawing and/or pattern quoted in the schedule hereto and am/are fully aware of the nature of the stores required and my/our offer is to supply stores strictly in accordance with the requirements.

3. I have understood all the tender condition in the Tender Enquiry and will comply with them.

4 All the appendices from I to VII in Technical bid envelope & appendices no VIII in price bid envelope have been submitted duly filled in & signed.

5. The following pages from page No.1 to Page No. _____ have been added to and will form the part of this tender .

Yours faithfully

SIGNATURE OF TENDERER)

ADDRESS _____
DATED _____

SIGNATURE OF WITNESS .

ADDRESS _____
DATED _____

DETAILS OF MANUFACTURER

1. Details of manufacturer.

(a) Name :

(b) Office :

(i) Address :

(ii) Telephone :

Land line :

Mobile :

(iii) Fax :

(iv) e-mail :

(b) Works :

(i) Address :

(ii) Telephone :

(iii) Fax :

(c) Contact person :

(i) Office :

(ii) Address :

(iii) Telephone :

Land line :

Mobile :

(iv) Fax :

(v) e-mail :

2. In case of foreign firm, contact person in Delhi/ India.

(a) Name :

(b) Address :

(c) Name of company :

Signature of tenderer

Date

Name of tenderer

- (d) Telephone :
- Land Line :
- Mobile :
- (e) e-mail :
- (f) Fax :
3. Please confirm that you have offered packing as per tender enquiry requirements. If not indicate deviations.
4. Gross weight of consignment. (Net weight of each item)
5. PAN
6. Confirm whether you have attached photocopy of PAN Card duly attested.
7. Status
- (a) Indicate whether you are LSU or SSI.
- (b) Are you registered with DGS&D for the item quoted? If so, indicate whether there is any monetary limit on registration.
- (c) If you are a Small Scale Unit registered with NSIC under Single Point Registration Scheme, whether there is any monetary limit.
- (d) In case you are registered with NSIC under Single Point Registration Scheme for the item quoted, confirm whether you have attached an attested photocopy of the registration certificate indicating the items for which you are registered.

Signature of tenderer

Date

Name of tenderer

8. Banker :-
- (a) Name :
 - (b) Address :
 - (c) Telephone :
 - (d) e-mail :
 - (e) Fax :
9. Business name and Constitution of the firm. Is the firm registered under :-
- (i) The Indian Companies Act, 1956
 - (ii) The Indian Partnership Act, 1932.
(Please also give name of partners)
 - (iii) Any Act; if not, who are the owners.
(Please give full names and address.)
10. Whether the tendering firm is Manufacturer of the store specified in the tender.
11. If stores offered are manufactured in India, please state whether all the raw materials, components etc used in their manufacture are also produced in India. If not give details of materials components etc, that are imported and their break up of the Indigenous and Imported components together with their value and proportion it bears to the total value of the store should also be given.
12. State whether raw materials are held in stock sufficient for the manufacture of the stores.

Signature of tenderer

Date

Name of tenderer

13. Please indicate the stocks in hand at present time.:
- i) Held by you against this Enquiry.
 - (ii) Held by M/s._____ over which you have secured an option.
14. For Partnership firms state whether they are registered or not registered under Indian Partnership Act, 1932. Should the answer to this question by a Partnership firm be in the affirmative, please state further :-
- (a) Whether by the partnership agreement, authority to refer disputes concerning the business of the partnership to arbitration has been conferred on the partner who has signed the tender.
 - (b) If the answer to (a) is in the negative, whether there is any general power of attorney executed by all the partners of the firm authorizing the partner who has signed the tender to refer dispute concerning business of the partnership to arbitration.
 - (c) If the answer to either (a) or (b) is in the affirmative, furnish a copy of either the partnership agreement or the general power of attorney as the case may be.

Signature of tenderer

Date

Name of tenderer

N.B.: (1) Please attach to the tender a copy of either document on which reliance is placed for authority of partners or the partner signing the tender to refer disputes to arbitration. The copy should be attested by a Notary Public or its execution should be admitted by Affidavit on a properly stamped paper by all the partners.

(2) Where authority to refer disputes to arbitration has not been given to the partner signing the tender the tenders must be signed by every partner of the firm.

15. Here state specifically :

- (i) Whether the price tendered by you is to the best of your knowledge and belief, not more than the price usually charged by you for stores of same nature/class or description to any private purchaser either foreign or as well as Govt. purchaser. If not state the reasons thereof if any. Also indicate the margin of difference.
- (ii) In respect of indigenous items for which there is a controlled price fixed by law, the price quoted shall not be higher than the controlled price, and if the price quoted exceeds the controlled price the reasons thereof should be stated.

Signature of tenderer

Date

Name of tenderer

16. Are you.

- (i) Holding valid Industrial Licence(s)/Registration Certificate under the Industrial Development and Regulation Act, 1981. If so, please give particulars of Industrial Income Registration Certificate.
- (ii) Exempted from the licencing Provision of the Act for the manufacture of item quoted against this tender. If so, please quote relevant orders and explain your position.
- (iii) Whether you possess the requisite licence for manufacture of the stores and/or for the procurement of raw materials belonging to any controlled category required for the manufacture of the store ? In the absence of any reply it would be assumed that no licence is required for the purpose of raw materials and/or that you possess the required licence.

17. State whether business dealings with you have been banned by Min./ Deptt. of Supply/Min. of Home Affairs?

18. Please confirm that you have read all the instructions carefully and have complied with them accordingly.

19. Sale Tax office Address.

Signature of tenderer

Date

Name of tenderer

20. Income Tax office Address.

Signature of Witness:	Signature of Tenderer:
Full name (Block letters) Address:-	(1) Full name (Block letters). (2) Address
	(2) Whether signing as Proprietor/ Partner/ Constituted Attorney/ duly authorized by the Company.

N.B:- **TENDERERS SHOULD FURNISH SPECIFIC ANSWERS TO ALL THE QUESTIONS . TENDERERS MAY PLEASE NOTE THAT IF THE ANSWERS SO FURNISHED ARE NOT CLEAR AND/OR ARE EVASIVE, THE TENDER WILL BE LIABLE TO BE IGNORED**

Signature of tenderer
Date
Name of tenderer

COMPLIANCE STATEMENT FOR SPECIFICATION

S No.	Specification	Requirement/ Parameter	Make & Model	Page at which Technical Attach	Complied	Not Complied	remarks
1	Server two processors						
	CPU	Intel Xeon E 5310, 1.6 GHz 2 Processor Quad Core (to be supplied with one Quad Core processor as standard) 8 MB L, 2 cache supplied with two processors					
	Motherboard	Intel E5000 or better on Intel					
	Slots	3 PCI/PCI Express					
	Memory	2 GB 533 MHz DDR2 RAM upgradable upto 16 GB					
	Hard Disk Drive	3 X 72 GB, 10,000 rpm SAS 320 Hot Plug					
	RAID Controller	3 G SAS Controller with 128 MB cache					
	Monitor	43 cm (17") SVGA Digital colour monitor (support 1024 x 768 NI Resolution) MPRII compliant or TCO -03 certified					
	Video controller	To support XGA resolution					
	Keyboard	101 keys keyboard					
	Mouse	Optical Mouse					
	Bays	8 Hot Plug bays					
	Ports	2 USB Port, 1 Serial Port					
	Cabinet	Rack Mounted (1U)					
	DVD ROM	8x or better DVD ROM Drive					
	Power supply	Redundant Power supply					
	Networking features	Dual LAN (10/100/1000) Network Card with asset tracking and security management, remote wake up					
	Power Management	Screen blanking, hard disk and system idle mode in power on, set up password, power supply surge protected, automatic server reboot					

	Preloaded software	Norton, McAfee, ETrust or equivalent antivirus (latest version) with 60 days license					
	Certifications	Windows, Red Hat or Novell certified, compliance and support					
2	Laptop computer						
	Processor	Mobile Intel Core 2 Duo Processor T8400, 2.26 GHz with 3 MB L2 cache 1066 MHz FSB or better					
	Chipset & Motherboard	GM 45 or higher chipset on OEM Motherboard					
	Memory	1 X 2 GB DDR 2 RAM expandable upto 4 GB					
	Hard Disk Drive	250 GB 5400 rpm (min) SATA					
	Monitor	39.1 cm (15.4") TFT active Matrix wide screen display					
	Resolution	1280 x 800 WXGA					
	Video controller	Integrated GMA 900 series with 128 MB shared memory					
	Modem Ethernet	Integrated 56 Kbps Modem (FAX/DATA) and 10/100					
	Wireless connectivity	Integrated wireless Intel 802.11 a/b/g, Integrated Blue tooth					
	DVD Writer speaker	Integrated DVD Writer 8X and Integrated stereo					
	Keyboard	Keyboard with touch pad					
	Expansion Port	2 USB, 10/100 Ethernet card, RGB or S Video or VGA, PCMCIA/ PCI Express slot, 3 in one card reader					
	Microphone	Stereo headphone & other standard features					
	Operating system and other software preinstalled	Microsoft windows Vista Business & Norton/McAfee/e-trust Antivirus software latest version with 60 days license					
	Power supply	230V, 50 Hz AC supply with rechargeable battery pack comprising of LI-ION battery suitable for approx 4 operation					

		complete with battery charger/adaptor					
	Carry case	To be provided					
3.	Software-CRM	MS DYNAMICS Server CRM with 5 User License					
4	Software	SQL Server Software Standard Edition 2005 IA 64 English MOLP with Media & Manual license with CAL					
5	Software	SQL CAL 2005 English Device CAL					
6	Headsets & Dialpads freemate	Digital USB to headset adapter with fingertip call control on/off button for quick and easy access for VoIP communication. ➤ On/Off button for call control ➤ Receiving volume control switch ➤ Mute switch for microphone ➤ Connects to any FreeMate brand headset ➤ Provides crisp and superior sound quality for user of MS Office communicators or any other voice drive application					
7	30 Channel E-1 Voice Processing Card	• A One T1/E1 port with optimum PCI or PCI-Express interface for high performance voice and data applications. • Support for Asterisk®, FreeSwitch®, and Yate as well as other Open Source and proprietary PBX, Switch, IVR, and VoIP gateway applications. • All of Sangoma's AFT products use the same base PCI interface card. Fully compatible with all commercially					

		available motherboardsø proper PCI-standard interrupt sharing without manual tuning. Å Dimensions: 2U Form factor: 120 mm x 55 mm for use in restricted chassis. Includes high-quality, tested RJ45 cables and short 2U mounting clips for installation in 2U rack-mount servers. Å Includes high-quality, tested RJ45 cables and short 2U mounting clips for installation in 2U rack-mount servers. Å Intelligent hardware: Downloadable FPGA programming with multiple operating modes. Add new features related to voice and/or data when they become available. Å Autosense compatibility with 5 V and 3.3 V PCI busses. Å Line decoding: HDB3, AMI, B8ZS. Å Framing: CRC-4, Non CRC4, ESF, SF, D4. Also compatible with Japan's J1. Å A101E and A101DE PCI Express: 1 Lane PCI Express bus. Å Power: 800 mA peak, operational 300 mA max at 3.3 V or 5 V. Å Temperature range: 0 to 50 °C. Å 32-bit bus master DMA data exchanges across PCI interface at 132 Mbytes/sec for minimum host processor intervention. Å Ring buffer DMA handling for minimum host intervention and					
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		guaranteed data integrity on high volume systems. • Supports Robbed Bit Channel Associated Signaling (CAS) and ISDN PRI. • T1/E1 and fractional T1/E1, multiple channel HDLC per line for mixed data/TDM voice applications.					
8	Analogue / IP Voice Logger (8 Ports)	➤ Rack mounted multiple application server that supports 8 IP Logging ➤ Processors with complete Redundancy ➤ Recording and Scheduling Wizard ➤ Storage option (HDD/tape/NAS) ➤ Administrator Console with multilevel password ➤ Telephone lines should support at least eight IP extension Logging ➤ Remote play back server for monitoring or listening offline ➤ Advanced Reporting Module and Alarm Fault Logs ➤ SMS alert and FAX Logging Module (Optional) ➤ Telephony high impedance cards ➤ Configurable compression rate ➤ Archive unlimited volumes to DVD-R or CD-R based on user defines parameters like number of hours, date, time,					

		percentage ➤ Self-aware hardware monitoring system ➤ Optional SNMP module for remote health monitoring ➤ 64 KBPS GSM 13.3 KBPS suitable Gain.					
9	Customized IVR Software for AIDS Help Line telephony Licenses	Complete IVR software will be customized and it will work based on the Qualitative Requirements in Schedule -V					
10	AMC 1 ST Year 2 nd Year 3 rd Year 4 th Year 5 th Year						

Note-

- (i) The confirmation that the stores is meeting the specification should supported by documents/literature etc.
- (ii) These documents of all stores offered attached after all appendices and the numbering may be in continuation.

Signature of tenderer

Date

Name of tenderer

QUESTIONER ABOUT MANUFACTURER

1. Name & Address of contractor _____
2. a) Whether registered with DGS&D for subject stores Yes No.
- b) If yes, monetary limit Rs. (Lakh) (Without limit)
(Enclose attested photocopy of Regn. Certificate)
- c) Validity Date Permanently
3. a) Whether registered with NSIC for subject store Yes No
- b) If yes, monetary limit Rs. (Lakh) (Without limit)
(Enclose attested photocopy of Regn. Certificate)
- c) Validity Date Permanently
4. Whether you agree to submit advance sample if called upon to do so within specified period Yes No
5. Whether past supplier of subject store to DGS&D Or Min. of Home Affairs during the last 3 years. Yes No
(If yes, submit performance report in enclosed Performa)
6. Terms of delivery : FOR Destination
(Free delivery to consignee)
7. a) Delivery period in months from the date of placement of order/ approval of Advance Sample. Months
- b) Monthly rate of supply.

Signature of tenderer

Date

Name of tenderer

8. Acceptance to conditions of contract as Contained in DGS&D-68 (Revised) amended up to date and those contained in Pamphlet No. DGS&D-229 read with Annexure attached. ☐ Yes ☐ No
9. Have you enclosed required Earnest Money : ☐ Yes ☐ No
10. Do you accept tolerance clause : ☐ Yes ☐ No

Signature of Tenderer _____ :

Name in Block letters : _____

Capacity in which : _____
tender is signed

Full Address : _____

: _____

: _____

: _____

Signature of tenderer
Date
Name of tenderer

PERFORMANCE STATEMENT FOR LAST THREE YEARS

Ser.No.	Name of Firm	Contract No.	Description of Stores	Quantity on order	Value	Original D.P.	Qty. supplied within original D.P.	Final/ Ext. D.P.	Last supply position	Reasons for Delay in supplies (If any)

N.B: (I) The decision on assessment of past performance of DG BSF will be final.

(II) Copy of supply order be attached.

Signature of tenderer

Date

Name of tenderer

FORM -7**PROFORMA FOR EQUIPMENT AND QUALITY CONTROL**

(THIS PROFORMA IS REQUIRED TO BE SUBMITTED IN DUPLICATE)

Tender No. & Date _____ for the supply of _____.

1. Details of firm

(a) Name :

(i) Office :

(ii) Address :

(iii) Telephone :

(iv) Fax :

(v) e-mail :

(b) Works :

(i) Address :

(ii) Telephone :

(iii) Fax :

(iv) e-mail :

2. Location of manufacturing works/factory.

Factories owned by you (Documentary). In case you do not own the factory but utilise the factory of some other firm for the manufacture/ fabrication of the stores for which you apply for registration on lease or other base you should furnish a valid legal agreement of the _____ factory of _____

_____ (here indicate the name of the firm whose factory is being utilised) has been put at your disposal for the manufacture /fabrication of the stores for which registration has been applied for.

Signature of tenderer

Date

Name of tenderer

3. Location of manufacturing works/factory. Factories owned by you(Documentary). In case you do not own the factory but utilize the factory of some other firm for the manufacture/ fabrication of the stress for which you apply for registration on lease or other base you should furnish a valid legal agreement of the factory of_____ (here indicate the name if the firm whose factory is being utilized) has been put a your disposal for the manufacture/ fabrication of the stores for which registration has been applied for.
4. Details of plant and machinery erected and functioning in each department (Monograms and _____ descriptive Pamphlets should be supplied, if available).
5. Whether the process of manufacture in factory is carried out with the aid of power or without it.
6. Details and stocks of raw material held (state whether imported or indigenous) against each item.
7. Production capacity of each item with the existing plant & machinery:
 - (a) Normal _____
 - (b) Maximum _____
8. Details of arrangements for quality control of products such as laboratory etc.

Signature of tenderer

Date

Name of tenderer

9. (a) Details of Technical/ Supervisory Staff
incharge of production
& quality control.
- (b) Skilled labour
employed.
- (c) Unskilled labour
employed.
- (d) Maximum No. of workers (Skilled &
Unskilled) employed on any day
during the 18 months preceding the
date of application.

PLACE : _____

DATE : _____

SIGNATURE OF THE TENDERER

Designation_____

Company/ Firm_____

**N.B. : (1) Details under column 5 to 10 inclusive need to be restricted to the extent
they pertain to the item(s) under reference.**

Signature of tenderer

Date

Name of tenderer

ANNEXURE TO APPENDIX-5

MANUFACTURER WILL PROVIDE LIST OF MACHINERY INSTALLED IN THEIR FACTORY
FOR MAUFACTURING THIS ITEM.

[illegible]

Signature of tenderer

Date

Name of tenderer

BANK GUARANTEE FORMAT FOR FURNISHING EMD

Whereasé ..
 (hereinafter called the ñtendererò)
 has submitted their offer datedé ..
 for the supply ofé ..
 (hereinafter called the ñtenderò)
 against the purchaser's tender enquiry Noé é é é é é é é é é é é é é é é é ..
 KNOW ALL MEN by these presents that WEé é é é é é é é é é é é é é é é é ..
 ofé ...é é é é having our registered office at
 é ..are bound untoé é é é é é é é é é ..
 (hereinafter called the ñPurchaser)
 in the sum of é ..
 for which payment will 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
 thisé é é é é é é é é é day ofé é é é é é é é é é .2009.

THE CONDITIONS OF THIS OBLIGATION ARE:

- (1) If the tenderer withdraws or amends, impairs or derogates from the tender in any respect within the period of validity of this tender.
- (2) If the tenderer having been notified of the acceptance of his tender by the Purchaser during the period of its validity:-
 - a) If the tenderer fails to furnish the Performance Security for the due performance of the contract.
 - b) Fails or refuses to accept/ execute the contract.

WE undertake to pay 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 note that the amount claimed by it is due to it owing to the occurrence of one or both the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force upto and including 45 days after the period of tender validity and any demand in respect thereof should reach the Bank not later than the above date.

é é é é é é é é é é é é é é é é é é é
 (Signature of the authorized officer of the Bank)
 é é é é é é é é é é é é é é é é é é é ..
 é é é é é é é é é é é é é é é é é é é ..
 Name and designation of the officer
 é é é é é é é é é é é é é é é é é é é ..

Seal, name & address of the Bank and address of the Branch

GUARANTEE/WARRANTY

- i) Except as otherwise provided in the invitation to the tender the contractor hereby declares that the goods, stores, articles sold/supplied to the purchaser under this contract shall be of the best quality and workmanship and new in all respects and shall be strictly in accordance with the specifications and particulars contained/mentioned in the contract. The contractor hereby guarantees that the said goods/stores/articles would continue to conform to the description and quality aforesaid for a period of **01 years**, from the date of delivery of the said goods/stores/articles to the purchaser and notwithstanding the fact that the purchaser (Inspector) may have inspected and/ or approved the said goods/ stores/ articles, if during the aforesaid period of **01 years** the said stores/goods/articles be discovered not to conform to the description and quite aforesaid or not giving satisfactory performance or have deteriorated, the decision of the purchaser in that behalf shall be final and binding on the contractor and the purchaser shall be entitled to call upon the contractor to rectify the goods/stores/articles or such portion thereof as is found to be defective by the purchaser within a reasonable period or such specified period as may be allowed by the purchaser in his discretion on an application made thereof by the contractor and in such an event, the above mentioned warranty period shall apply to the goods/ stores/ articles rectified from the date of rectification thereof. In case failure of the contractor to rectify or replace the goods etc. within specified Time, the purchaser shall be entitled to recover the cost with all expenses from the contractor for such defective stores.
- ii) Guarantee that they will supply spare parts, if and when required on agreed basis for an agreed price. The agreed basis could be and including but without any limitation on agreed discount on the published catalogue or on agreed percentage of profit on the landed cost.
- iii) **01 years** warranty periods will commence from the date of commissioning of Project/supply of stores.
- iv) Warranty to the effect that before going out of production for the spare parts they will give adequate advance notice to the purchaser of the equipment, so that the latter may undertake the balance of the lifetime requirements.
- v) Warranty to the effect that they will make available the blue prints of drawing of the spares if and when required in connection with the main equipment.
- vi) Tenderer will supply the spare parts of the equipment for **6 years** from the date of purchase of the equipment. The following certificate should be given in the request:
It is certified that our concern/establishment will supply parts of the equipment for **6 years** from the date of purchase of the equipment.
- vii) Guarantee/Warranty will be comprehensive i.e inclusive of spare parts and will be implemented as under :-
a) Response time after information will be one day.
b) Maximum time for repair/replacement will be 02 days.
c) Penalty for repair/replacement beyond 02 day will be @ 0.5% of the cost of equipment per day or part thereof.

Signature of tenderer

Date

Name of tenderer

PROFORMA FOR PRICE BID

{ TO BE FILLED BY THE BIDDER & SEALED SEPARATELY }

Srl. No.	Name of the store.	Qty in Nos	Rates per Unit.	Excise duty if any	Sales Tax / VAT if any @	Any other leviable tax or surcharges	Net price per unit.	Total price
1.	Server two processors Intel Xeon Quad Core Configuration: Rack 1U	01						
2	Laptop computer Intel Core 2 Duo Configuration with T8400 chipset	05						
3	MS DYNAMICS CRM Server with 5 User License	01						
4	SQL Server Software Standard Edition 2005 IA 64 English MOLP with Media & Manual license with CAL	01						
5	SQL CAL 2005 English Device CAL	05						
6	Headsets & Dialpads freemate	06						
7	30 Channel E-1 Voice Processing Card	01						
8	Analogue / IP Voice Logger (8 Ports)	01						
9	Customized IVR Software for AIDS Help Line telephony Licenses	01						

- Note:
1. Tenderer will attach justification of price quoted. This also includes the recently executed contracts of the store in question with Govt/ Semi Govt. etc. Organization.
 2. Rate will be compared by adding the cost of equipment, installation, Manuals, Training and AMC.

Signature of tenderer

Date

Name of tenderer