

Request for Proposal

For

**Comprehensive Annual Maintenance Contract
of
Computer and Peripherals with Resident Service Engineer
(OPEN TENDER)**

Tender Ref No: EdCIL/IS/CAMC/COMPUTER/2026-27/01

Dated 13/03/2026



EdCIL (India) Limited
(A Government of India Enterprise)
(A Mini Ratna Company)

**(An ISO 9001-2008 & 14001-2004 Certified Company) EdCIL House, 18-A, Sector 16-A,
NOIDA – 201301 (U.P.)**

Request for Proposal

For

Comprehensive Annual Maintenance Contract of Computer and Peripherals with Resident Service Engineer

Tender Ref. No. EdCIL/IS/CAMC/COMPUTER/2026-27/01 dated: 13/03/2026	
Place for opening of the bid	Convention Hall EdCIL (India) Limited (EdCIL) [A Government of India Enterprise) EdCIL House, 18-A, Sector-16-A NOIDA - 201301 (Uttar Pradesh), India
Last Date & Time of Submission of Bid	02/04/2026 upto 1500 hrs
Date & Time of Opening of Technical Bid	02/04/2026 at 15.30 hrs

The RFP Document may be downloaded from the EdCIL's website: www.edcilindia.co.in. The complete Tender document may be sent to the CGM(DES), EdCIL (India) Limited, 18A, Sector 16A, Noida – 201 301 (U.P) so as to reach the office on or before **02/04/2026 up to 15:00 hrs.**

Table of content

S.No	Description of Item	Page
<i>Chapter-1</i>	<i>Instructions</i>	<i>6-10</i>
<i>Chapter-2</i>	<i>Evaluation of Technical Bids</i>	<i>11-12</i>
<i>Chapter-3</i>	<i>Scope of Work</i>	<i>13</i>
<i>Chapter-4</i>	<i>Conditions of contract</i>	<i>14-18</i>
<i>Chapter-5</i>	<i>List of Computer and Peripherals for CAMC</i>	<i>19-21</i>
	PRE CONTRACT INTEGRITY PACT	<i>22-27</i>
Annexure(s)		
<i>1</i>	<i>Bid proposal sheet/forward letter(Annexure-I)</i>	<i>28-29</i>
<i>2</i>	<i>Check List(Annexure-II)</i>	<i>30-31</i>
<i>3</i>	<i>Quality of service to be offered(Annexure-III)</i>	<i>32</i>
<i>4</i>	<i>Financial Bid (Annexure-IV)</i>	<i>33-35</i>
<i>5</i>	<i>Performance Bank Guarantee Format (Annexure-V)</i>	<i>36-38</i>
<i>6</i>	<i>Undertaking for Non-Blacklisting (Annexure-VI)</i>	<i>39</i>
<i>7</i>	<i>List of Authorised Banks for BG_(Annexure-VII)</i>	<i>40</i>
<i>8</i>	<i>Performa for declaration on proceedings under insolvency and bankruptcy code (Annexure -VIII)</i>	<i>41</i>

INTRODUCTION

EdCIL (India) Limited, a Mini Ratna CPSE (Central Public Sector Enterprise) and ISO 9001:2008 & 14001:2004 Certified Company was incorporated in 1981, under the Ministry of Education having its Corporate office, EdCIL House, 18A, Sector 16A, Noida. It is a continuously dividend paying and profit making company and the only PSU (Public Sector Undertaking) mandated to serve the education sector over the three decades of education sector experience and a large number of satisfied clients spanning across Govt. of India, State Governments, Foreign Missions, Autonomous Bodies, Centres of Excellence (IITs, IIMs, IIITs, IISERs etc.) and large corporate.

EdCIL currently runs Project Management Units (PMUs) known as Technical Support Groups (TSGs) for Pan India Mega projects of MHRD covering SSA, MDM, NMEICT, NLMA, RMSA, HESPIS, PMMMMNMIT, etc.”

The Request for Proposal is issued by the EdCIL India Limited to obtain bids from reputed and experienced service providers for comprehensive annual maintenance contract for computers & peripherals at its Corporate Office, NOIDA.

Schedule for invitation to Tender

1.	Name of the issuing office	EdCIL (India) Ltd. Plot No. 18A, Sector-16 A Noida-201308 (U.P.)
2.	Submission of Bid Document and Contact person	Dr. Pawan Kumar Sharma, CGM(DES) EdCIL (India) Ltd. Plot No. 18A, Sector-16 A Noida-201301 (U.P.)
3.	Date of BID document to be available on the website www.edcilindia.co.in	13/03/2026
4.	Last date of Submission of Queries through e-mail	18/03/2026 till 16:00 Hrs
5.	Last date and time for submission of Bid Documents	02/04/2026 (upto 1500 hrs.)
6.	Date and time of opening of Technical Bid	02/04/2026 at 1530 hrs
7.	Date and time of opening of Financial Bid	To be informed separately.
9.	Place of opening of Bid Document	EdCIL (India) Ltd. Plot No. 18A, Sector-16 A Noida-201301 (U.P.)

Chapter-1
(Instructions to Bidder)

1.1 ABOUT EdCIL (INDIA) LIMITED

EdCIL (India) Limited, a Mini Ratna Category – I CPSE (Central Public-Sector Enterprise) Company, registered at Amba Deep Building, 7th Floor, 14 KG Marg, New Delhi-110001 (India), was incorporated in 1981, under the Ministry of Education. It is an ISO 9001:2015 & 14001:2015 Certified Company. It is a continuously dividend paying and profit-making company and the only PSU (Public Sector Undertaking) under Ministry of Education to serve the education sector.

1.2 General Instructions

The offers complete in all respect, in prescribed formats, should be submitted on or before the time and date fixed for the receipt of offers as set forth herewith in the tender documents. Offers received after stipulated time and date shall be summarily rejected.

2 Deposit of Earnest Money

- 2.1 Tenders submitted without Earnest Money deposit shall be rejected.
- 2.2 The Bidder shall be required to deposit Earnest Money of Rs 10,000 (Rupees Ten Thousand only) through Bank Draft/Pay Order drawn in favour of EdCIL (India) Limited, Payable at NOIDA drawn on any Nationalized Bank. The EMD must accompany the Technical Bid otherwise the offer shall not be considered. However, Bidder registered with NSIC and MSMEs are exempted from payment of EMD (Copy of the Exemption Certificate must be attached if exemption from EMD is claimed otherwise the bids are liable to be rejected.).
- 2.3 The EMD of the successful tenderer shall be returned after the performance bank guarantee is furnished by him
- 2.4 The EMD will return to all bidders except successful bidder after issue of CAMC order. If the successful bidder is exempted from EMD deposit, he should furnish performance security for an amount equal to 3% of the total order value within Fifteen (15) days of issue of Job Order from any Nationalized bank The performance security will be returned to bidder after 90 days of completion of CAMC period.
- 2.5 No interest will be payable by EdCIL on the EMD/Performance Security deposited.
- 2.6 The amount remitted towards EMD is liable to be forfeited if the bidder withdraws the offer or not interested to undertake/execute the work after submission of the tender or after the acceptance of offer by EdCIL or fails to sign the contract or to remit the security deposit.
- 2.7 If the successful tenderer fails to furnish performance bank guarantee of 3% of total annual contract value, the EMD shall be liable to be forfeited by EdCIL. EdCIL will cancel the order and provide an opportunity to the L2 bidder to match the L1 price, after which the order will be issued to the L2 bidder.

3 Submission of Quotation

3.1 The Bidder should submit Bids in two parts viz. 'Technical Bid' and 'Financial Bid'. The Technical Bid should be sealed in a separate sealed envelope along with DDs for EMD, subscribing 'Technical Bid for Comprehensive AMC of Computers and Peripherals' and the 'Financial Bid' should be sealed in a separate sealed envelope subscribing 'Financial Bid for Comprehensive AMC of Computers and Peripherals'. Both Technical and Financial Bid envelopes should be enclosed and sealed in a separate envelope marked as 'Bid for Comprehensive AMC of Computers & Peripherals'. The Bid should be addressed to: CGM(DES) , EdCIL (India) Limited, 18A, Sector 16A, Noida – 201 301 (U.P.) with the Name, Address & Phone No. of the Bidder on it and sent to the addressee so as to reach on or before the prescribed date and time.

3.2 Last date for Submission of Tender Documents: - Sealed Technical and Financial Bids placed Separately in a single sealed envelope complete in all respects, along with the earnest money should reach to :

CGM (DES)
EdCIL (India) Limited,
Plot No. 18A, Sector 16A, Noida – 201301 (U.P)
On or before **02/04/2026** up to 15.00 hrs.

3.3 The quotations received afterwards will be rejected.

3.4 EdCIL shall not be responsible for non-receipt/non-delivery of the tender documents due to any reasons whatsoever. Tenders received after due date or in unsealed condition will not be taken into consideration under any circumstances.

3.5 Each page of the bids shall be numbered. It must bear the signature and seal of the tenderer at the bottom. All offers shall be either typewritten or written neatly in indelible ink. Any correction should be properly authenticated.

3.6 All prices and other such information like discounts etc. having a bearing on the price shall be written both in figures and words in the prescribed form. All the papers submitted with the bids as above for Technical and Financial Terms and Conditions must be signed by the tenderer. The Excise Duty, VAT, Service Tax or any other Govt. duties etc. as applicable should be quoted separately, failing which, EdCIL shall have no liability to pay these charges, and the liability shall be that of the tenderer.

5. Technical Bid

5.1 The Technical bid must be submitted in a spiral bind report format containing the documents arranged and labelled as per the following index. It may be noted that if the documents of Technical Bid are found without spiral binding, the same shall be summarily rejected.

5.2 Covering letter duly signed by the authorized person (Annexure –I).

5.3 DD/Pay Order towards Earnest money.

5.4 Company Profile.

5.5 Documentary evidences in respect of eligibility criteria. Each document should be labelled on the top right so as to indicate the eligibility criteria serial number.

- 5.6 Compliance to all terms and conditions laid down in this Tender Document.
- 5.7 Details of the Resident Service Engineer proposed to be located at EdCIL, Noida, for rendering CAMC services.
- 5.8 Quality of Service Offered.
- 5.9 Arrangements proposed by the bidder for ensuring replacements of parts with non-spurious items i.e. original equipment.
- 5.10 Any deviation to the scope of work or terms and conditions

Failure of submission of any of the documents in Technical bid will make the bid rejected as non-responsive. EdCIL will have the option to treat some documents as mandatory/optional in the benefit of the Institute.

Note: Technical Bid with loose or unlabeled papers will be summarily rejected.

6. Financial Bid

- 6.1 The Financial Bid should be according to the format given in the Tender Document (**Annexure-IV**). It should be ensured that no required value against an item is missed. If the Bidder does not want to be charged for an item the value must be filled as NIL. All totals should be correct. The Financial Bid should contain the following:
 - 6.2 Covering Letter from the Bidder duly signed.
 - 6.3 Unit rate of maintenance charges on yearly basis against the machines as indicated in **Chapter-5**.
 - 6.4 Taxes, if any must be indicated.
 - 6.5 Total Bid amount in terms of INR for a year covering all the machinery as indicated in the **Chapter-5**.
- 6.6 The Financial Bid shall be opened only for the technically short-listed vendors on specified date and time in EdCIL. One representative from the company may be present, if they desire so, at the opening of the Financial Bid.
- 6.7 EdCIL will select the vendor on the basis of overall lowest Bid quoted by technically short-listed Bidder. The decision of the EdCIL arrived at as above shall be final and representation of any kind shall not be entertained on the above. Any attempt by any vendor to bring pressure of any kind may disqualify the vendor for the present tender and the vendor may be liable to be debarred from Bidding for the EdCIL tenders in future for a period of three years.
- 6.8 EdCIL shall have no obligation to convey reason for rejection of any Bid. It shall be opened for EdCIL to reject even the lowest Bidder, in the interest of the Institute and no reason need to be given thereof.
- 6.9 No advance payment will be made for maintenance contract to successful Bidder. The successful Bidder shall be required to submit performance security @ 3% of annual contract value as security Deposit

This will be done within 15 days from the date of issue of Work Order. No interest shall be paid on security deposit. The performance security shall remain with EdCIL for 90 days and also no interest will be paid for the same.

- 6.10 After the award of the Contract, the Firm will be required to maintain & submit the month wise reports indicating equipment wise work undertaken on the 7th of the every month at EdCIL Office.
- 6.11 The Resident Service Engineer should be in possession of mobile phone at their own cost and the detail of the same has to be intimated to EdCIL

7. Clarification of Bids

- 7.1 To assist in the examination, evaluation and comparison of bids the EdCIL may, at its discretion, ask the Bidder(s) for clarification(s) of the bid. The request for clarification and the response shall be in writing.

8. Effects and Validity Offer

- 8.1 The submission of any offer connected with these specifications and documents shall constitute an agreement that the tenderer shall have no cause of action or claim, against EdCIL for rejection of his offer. EdCIL reserves the right to reject or accept any offer or offers at its sole discretion and any such action will not be called into question and the tenderer shall have no claim in that regard against the maintenance service.
- 8.2 The offer shall be kept valid for acceptance for a minimum period of 90 (ninety) calendar days from the date of opening of Bid.
- 8.3 The offer shall be deemed to be under consideration immediately after they are opened and until such time the official intimation of award of contract is made by EdCIL to the tenderer. While the offer is under consideration, if necessary, EdCIL may obtain clarification on the offer by requesting for such information from any or all the tenderers either in writing or through personal contacts as may be considered necessary. Tenderer shall not be permitted to change the substance of their offer, after the offer has been opened.
- 8.4 EdCIL shall not be responsible for any delay in submission of the tender bids. The offer submitted by the bidder through telex/telegram/fax or e-mail would not be considered as a valid offer. No further correspondence will be entertained in this matter
- 8.5 In the event, the vendor's company or concerned division of the company is taken over by another company, all the obligation under the agreement with EdCIL shall be passed on to the new company/division for compliance by the new company on the negotiations. The Registration number of the firm along with CST/GST/VAT/TIN/PAN number allotted by the Tax authorities shall invariably be given in the tender.
- 8.6 In case of tenderers whose tenders are not considered for placing order, the earnest money deposit shall be refunded without any interest within one month of the decision. In the case of tenderers whose tender are accepted for placing the order, tenderers shall give performance security equivalent to 3% of the value of the annual contract, which will be valid for the entire period of the contract plus two months.
- 8.7 In case EdCIL notices that the market rates have come down from the time when rates were finalized in the rate contract/order or there is a need for re-asking the offer based on market trends, EdCIL, may ask the technically short-listed vendors to re-quote the maintenance cost and the vendor shall be selected on the basis of procedure given earlier. The time difference between such re-quotes shall be minimum 3 months except in case of the Union Government budget.
- 8.8 In the evaluation and comparison of Bids, EdCIL reserves the right to reject any or all tenders

9. Acceptance of Offer

9.1 The tender shall be processed as per standard procedure. EdCIL, however, reserves the right to reject any tender without disclosing any reason. EdCIL would not be under obligation to give any clarifications to those vendors whose tenders have been rejected.

10. Queries

10.1 The bidders are requested to submit any queries in writing by email. The queries shall be addressed to CGM (DES) at the email id: edcilsupport@edcil.co.in. Queries received from the bidders regarding bidding conditions, bidding process, evaluation criteria, etc., in writing, or through email (preferably in an excel or word file), up till the deadline for pre-bid query submission, shall be addressed. The queries can be sent to EdCIL through email at edcilsupport@edcil.co.in addressed to CGM (DES).

10.2 Only those pre-bid queries which are received in the following prescribed format shall be entertained:

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

10.3 EdCIL is not bound to clarify any query received after the day as described above. EdCIL will review every query and on due consideration will issue corrigendum (if required). However, EdCIL does not undertake to answer each individual query(ies). Bidders shall not assume that their unanswered queries have been accepted by EdCIL.

11. Amendment of RFP Document

11.1 At any time prior to the last date for receipt of bids, EdCIL, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the tender documents through an amendment/corrigendum. The amendment will be notified through EdCIL website, which will be binding on all prospective bidders to consider the amendment and accordingly submit their proposal/ quotation.

11.2 In order to give prospective bidders reasonable time to take the amendment into account in preparing their bids, EdCIL may, at its discretion, extend the last date for the receipt of bids.

11.3 The bidders are requested to read carefully and understand the terms and conditions of the maintenance contract in the foregoing paragraphs before submitting their quotations. No violations of the aforesaid terms and conditions shall be permitted once EdCIL accepts your quotations. In case of any doubt, clarification may be sought through consultation. All pages of the tender document should be signed by the authorized signatory of the company confirming that bidder is abiding to all the terms and conditions.

Chapter-2

Evaluation of Technical Bid

Bidder shall have to enclose documentary evidence in support of the following mentioned Eligibility Criteria. In the absence of such supporting documents as mentioned against each criteria, the bid will be rejected summarily. The financial bid of only those bidders who qualify in the Technical bid will be evaluated as laid down in the subsequent section.

Eligibility Criteria

S. No.	Qualification	Documentary Evidence to be attached
1	The bidder should be an Indian registered company/Limited Liability Partnership (LLP) engaged in the job of maintenance of computers & peripherals during last 3 years in India as on 31-03-2025	Certificate of incorporation or Certificate of Commencement or Certificate consequent to change of name, if applicable has to be submitted
2	The bidder should have executed satisfactorily minimum one Annual Maintenance Contract of more than 200 Computers of any Govt. Dept/PSU for last three years as on 31-03-2025	Copy of work/service orders and Completion certificate.
3	The Bidder should have the minimum Annual Turnover of Rs.30 Lakhs for the last three financial years as on 31-03-2025	A certificate of Turnover from Chartered Accountant with self-attested audited balance sheet and P&L A/c for the last three financial years (i.e.)
4	The firm should be in existence for over 3 years in the trade with Income from Annual Maintenance Contracts worth more than Rs. 10 Lakhs per annum during the last 3 years ending 31-03-2025.	Copy of work/service orders and Completion certificate.
5	The Bidder should have Service Centre in Delhi/NCR	Copy and Proof of the Service Centre
6	Company should be an ISO 9001:2008 & ISO/IEC 20000-1: 2011 /or the latest ISO REVISION certified for servicing	Copy of valid Certificate
7	Firm should be authorized Service Provider to execute maintenance of at least any one of the companies like HP/Lenovo/ACER, etc.	OEM Authorization Letter

8	The bidder should neither have been Debarred and / or blacklisted by any Central / State Govt. Department / Universities / Educational Institutions/Organization etc. nor should have any litigation enquiry pending and / or initiated by any of these Department or Court of Law.	Undertaking as per proforma The bidder shall furnish an undertaking duly attested by notary in a non-judicial stamp paper of value Rs. 100/-)
9	PAN No., TAN No. GST No., EPF Registration No. ESIC No.	Copy of valid certificates
10	Resident Engineer under the contract must have qualified as MCA/B.Tech(IT/Electronics/Computer Science) with 2 years' experience in maintenance of Hardware & Software. Along with MCSE and CCNA Certification	Copy of self-attested Bio-data of Resident Service Engineer and Experience Certificate.

Chapter-3

(Scope of Work)

1. Scope of Work

The successful Bidder shall maintain all the equipment's in good working condition as listed in Chapter-5 of the Tender Document under "On site" Comprehensive Annual Maintenance Contract initially for a period of 1 (one) year. It may further be extendable for second and Third year on mutual agreement without increase in CAMC Cost, if so desired. A formal letter from the EdCIL to this effect and acceptance from the vendor will suffice.

2. Corrective Maintenance

Any System failure shall be attended to promptly by the company's specialists within 24 hours depending upon the nature and complexity of the faulty machine. Failure shall be rectified with least possible delay. CAMC shall cover maintenance of all items in good condition.

The company has to provide for repairs/ replacement of defective parts of various machines (with OEM make only) within the maintenance charge including Plastic Parts, Printer belt, Teflon Paper of Printer, Socket of Printer, Logic card, Lamp of Scanner, Printer Band, Printer head, Tray, Daisy Wheels, Printer roller, Tray & door, Transparency film, Magnetic media, Plastic covers, Knobs, Tractor rods, Hard disk, Fuser Assembly, Printer Knobs, Online buttons, Gears, CPU along with Mother Board, SSD, HDD, RAM, DVD, SMPS, Monitor Picture Tube, Logic Card, LCD/LED Panel, Prism/Lamp, VGA Cable (Computer, Printer, Power) Keyboard, CPU, mouse, Camera, Bluetooth, Wi-Fi etc. whichever applicable. Also replacement of defective parts at short notice irrespective of any cost should be done. This is a comprehensive maintenance contract excluding consumables such as floppies, CDs/DVDs, Printer Ribbons, Toner, Ink Cartridge, Batteries, etc.

Any other action required for keeping the equipment under good working condition.

The vendor will be required to maintain all the equipment's (PCs, Servers, Laptops, Printers, Scanner, Switches, Router, etc. In good working order and will be required to perform preventive maintenance of these equipment's every month.

CHAPTER 4
(CONDITIONS OF CONTRACT)

1. Performance Bank Guarantee

- a) The successful bidder shall be required to deposit Performance security equivalent to 3% of work order value to EdCIL within 15 days from the date of issue of Work Order. The Performance Security should be issued in favour of "EdCIL (India) Limited" to be valid for a period of 90 days beyond the date of completion of O&M period & contractual obligations.
- b) This Performance Bank Guarantee should be retained throughout the currency of the contract and shall be extended by the bidder from time to time, as required by EdCIL. The list of bank from where the Performance security is acceptable is at Annexure VII.
- c) PBG shall be returned to the successful bidder only after 90 days of the successful completion of the Contract. In case of any shortfall of any activity/ specification/ other terms and conditions of the contract, EdCIL reserves the right to recover damages or loss from the due the payment or by the encashment of PBG
- d) On performance and completion of the contract in all respects, the Performance Bank Guarantee will be returned to the vendor without any interest.
- e) In case supplier fails to submit PBG within stipulated time, EdCIL reserves the right to Terminate the contract without any further notice.

2. Deployment of Resident Service Engineer

The Bidder shall depute qualified, well cultured resident-engineer at the Information Systems Unit (IS). In case of absence of an engineer, suitable substitute shall be provided by the successful Bidder on day-to-day basis. The successful Bidder shall furnish name, designation, qualifications, experience and mobile numbers of such engineer. Deputed engineers should be well experienced in maintenance of all types of PCs, peripherals, software such as Windows, Linux, Anti-Virus etc. The engineers must report every working day at 9:30 a.m to 6.00 p.m. to the IS Unit and mark attendance. The engineer shall be changed only with the prior approval of In-charge (IS Unit), EdCIL during maintenance period. The engineer may be assigned duties depending on the requirements. The Bidder shall comply to all labour law.

3. Delivery of Services

- a) The vendor shall deliver/provide the services at EdCIL, Noida by deputing qualified resident service engineer.
- b) The vendor will have to do preventive maintenance of Computer/Printers etc at least once in each quarter. Reports to this effect will be submitted by the vender to the In-charge, IS Unit in each quarter.
- c) The resident service engineer provided by the vendor should be well qualified and expert in the area of Computer, Printers, Scanner, server, repairing/replacement of all parts of computer system. They will also be required to provide such services for events like conferences, presentation etc organized by EdCIL.
- d) The vendor will collect faulty equipment from the site and deliver/install the rectified equipment on site at their own cost.
- e) The Computer Peripherals (Printers, Switches etc. are normally required to be repaired in EdCIL only. In case of exceptional cases when the Computer Peripherals cannot be repaired in the office

premises and required to be taken to the workshop/service centers for repairs, EdCIL will not make any extra payment.

- f) The deputed engineer will submit monthly report on his activities towards CAMC to In-charge IS Unit by 7th of every month. This will be mandatory for processing of bills.
- g) In case the equipment is down continuously for duration more than as given in Annexure III because of faulty parts in a system, vendor shall have to replace the faulty system by another working system having similar or higher configuration without any further cost to EdCIL, Noida. If however, replacement is not done by the vendor then penalty will levied as per the Clause laid down in this tender document unless genuine and convincing reason is submitted to EdCIL, Noida. In case the engineer does not attend complaints at site for more than 7 (seven) days continuously, the contract between EdCIL and the vendor may be considered as breached and the CAMC may be considered by EdCIL to be awarded to next lowest bidder.
- h) The Computer Peripherals (Printers, Switches etc. are normally required to be repaired in EdCIL only. In case of exceptional cases when the Computer Peripherals cannot be repaired in the office premises and required to be taken to the workshop/service centers for repairs, EdCIL will not make any extra payment.
- i) The C-AMC provider should use only original/genuine spare parts of OEM (HP, Acer, Lenovo and DELL etc.) during repairs and replacement of spare parts, components, sub-assemblies and assemblies.
- j) EdCIL reserves the right to increase/Decrease the quantity of items as mentioned in this tender document at the time of award of work or at a later stage, In case of decrease of the quantity the CAMC charges will be deducted accordingly.
- k) No Travel expense will be borne by EdCIL.
- l) In case, replacement of part become necessary, the part of the same make and at least the same configuration as in the original hardware shall be used. A document containing details of all such replacement is to be maintained separately.

4. Call attendance and Penalty

The company has to rectify the call within 24 hours of call placement and provide the service/solution to keep the machine up. The company will provide replacement of machine of same or higher configuration when machine is not working after the period mentioned. User of the machines will have the sole authority to certify such cases whenever applicable. Penalty charges will be as follows.

- a. Penalty Charges for computer, printer, laptop and peripherals after the expiry of maximum time i.e. 7days Rs. 500/- (Rupees Five Hundred only)per will be deducted from the bill submitted by the vendor.
- b. Penalty for absence of Engineers @ Rs. 500/- Per day will be deducted from the bill submitted by the vendor.

5. Payment of CAMC Charges

- a) Payment for the contract will be processed on quarterly basis only after satisfactory performance report for the quarter given by In-charge, IS Unit, EdCIL, Noida. Processing will be effective after the expiry of said period as per the rates quoted in commercial terms and (agreed mutually)

on the basis of actual working machines. Review of such cases of addition/deletion of items/equipment listed in the tender documents will be on the basis of mutual agreement and decision of EdCIL will be final. The payment is subject to necessary deduction towards penalty for downtime of machines as per clause for 'Call Attendance and Penalty' in this Tender Document. A pre-receipted bill shall be submitted in duplicate to the office of In-charge, IS Unit, EdCIL, Noida. The Bill must accompany the 'Performance Report', as above.

- b) All payments shall be made only through RTGS/NEFT/Bank Transfer.

EdCIL reserves the right to increase/decrease the quantity of items as mentioned in this tender document at the time of award of work or at a later stage.

6. Extension of CAMC Period

“On site” Comprehensive Annual Maintenance Contract initially for a period of 1 (one) year. It may further be extendable for second and Third year on mutual agreement without increase in CAMC Cost. Fresh Agreement may be entered in to in case of extension.

7. Termination of Contract

EdCIL may terminate the Contract by giving a written one-month advance notice to the Service Provider, without compensation to the Service Provider and/or other suitable action, if :

- The Service Provider becomes bankrupt or is otherwise declared insolvent.
- The quality of services rendered to EdCIL gets degraded and/or is not up to satisfaction of EdCIL.

(a) If at any stage, it is found that the parts supplied by the maintaining agency are duplicate or inferior quality, the AMC may be summarily terminated and the Bank Guarantee may be revoked and EdCIL may take any other suitable action.

(b) The Service Provider may submit request for termination of Contract by giving at least three months advance notice to EdCIL.

(c) EdCIL is not bound to accept the lowest Tender and reserves the right to accept or reject any quotation/ tender in whole or in parts without assigning any reason thereof and also for termination of contract without notice if C-AMC services are found to be unsatisfactory.

(d) In the evaluation and comparison of Bids, EdCIL reserves the right to reject any or all tenders.

(e) In case supplier fails to submit PBG within stipulated time, EdCIL reserves the right to terminate the contract without any further notice.

8. Travel Expense

No travel expense will be borne by EdCIL. The company is bound to provide these services at EdCIL, Noida.

9. Other Terms and Conditions

Overwriting in the Bid, if any, should be supported by signatures. Illegible writing may lead to rejection of Bids.

- The tenderer must ensure that the conditions laid down for submission of offers detailed in the Bid document are completely and correctly fulfilled. Tenders, which are not complete in all respect as stipulated above, may be summarily rejected.
- It will be imperative on each tenderer to fully acquaint himself of the entire local conditions and factors which would have effect on the performance of the contract and cost. EdCIL shall not entertain any request for clarification from the tenderer regarding local conditions. No request for the enhancement in price shall be entertained after the Bidder has accepted the offer.
- In the evaluation and comparison of Bids, EdCIL reserves the right to reject any or all tenders.
- EdCIL reserves the right to increase/decrease the quantity of items as mentioned in this tender document at the time of award of work or at a later stage. In case of decrease of the quantity the CAMC charges will be deducted accordingly.
- EdCIL shall not be responsible for any delay, loss or non-receipt of tender documents or any other related document sent by post.
- The maintenance shall be done in EdCIL premises. However, if it becomes necessary to take out the faulty equipment to the workshop a Gate pass for shifting of equipment should be obtained from IS Unit, EdCIL, Noida.
- In case the repair of equipment takes more than 24-hours standby equipment should be made available to the user concerned.
- In case, replacement of part become necessary, the part of the same make and at least the same configuration as in the original hardware shall be used. A document containing details of all such replacements is to be maintained separately.
- The vendor shall provide, at its own cost, complete required tool kit and accessories for maintaining hardware, software to deputed service engineer.

10. Safety Measures

- a. The Vendor shall take all precautionary measures in order to ensure the safety of their personnel (his representatives, agent, workmen) working in the office while executing the work.
- b. The vendor shall ensure that unauthorized, careless or inadvertent operation of installed equipment, which may result in accident to their staff and /or damage to the equipment does not occur.
- c. The vendor shall assume all liability for and give to EdCIL the complete indemnity against all actions, suits, claims, demands, cost charges or expenses arising out of and in connection with any accident, death or injury, sustained by any of their person or persons within the office premises and any loss or damage to EdCIL's property sustained due to the act or omissions of the vendor irrespective of whether such liability arises under the workmen compensation act or any other statute in force from time to time.

11. Arbitration

- a) Any dispute arising out or in connection with this contract, including any question regarding its existence, validity or termination, shall be referred to and finally resolved by arbitration administered by the Indian International Arbitration Centre (IIAC) in accordance with the Indian International Arbitration Centre (conduct of arbitration) Regulations (IIAC regulations) for the time being in force, which regulations are deemed to be incorporated by reference in this clause.
 - b) The place/seat of arbitration shall be New Delhi India. The tribunal shall consist of one arbitrator(s).
 - c) The law governing the arbitration agreement shall be Indian law. The language of the arbitration shall be English. The governing law of the contract shall be Indian law.
 - d) The arbitration cost shall be borne by the supplier.
11. The service provider shall also be required to ensure the functionality of the computers and peripherals which are under warranty.
12. EdCIL reserves the right to reject Technical Bid(s) or Financial Bid(s) and also terminate the contract at any stage without assigning any reason thereof.

13. Risk Purchase Clause

In event of failure of completion of work within the stipulated delivery schedule, the consignee has all the right to purchase the item/equipment/service from the other source on the total risk and cost of the successful bidder under risk purchase clause.

Chapter-5

(List of Computers and Peripherals for CAMC)

Sl. No.	Items	Specification	Make/Model	Qty.	Year of Purchase
1.	Servers	Xeon Processor 2.40GHz (2 Processor),8GB RAM,500GB HDD with RAID 5.	IBM / X3650 M3	02	2011-12
		Xeon Processor E-214G @3.20GHz, 16GB RAM,1 TB HDD	Lenovo ST50 (ThinkSystem)	01	2019-2020
2.	Computer Desktop	Core – i5/8GB RAM/1 TB HDD/DVD_+RW/18.5” TFT-Monitor/KBD/Mouse	DELL Optipex 3050	01	
		Core – i5/8GB RAM/1 TB HDD/DVD_+RW/21.1” TFT-Monitor/KBD/Mouse	DELL Vostro 3470	03	
		Core – i5/8GB RAM/240GB SSD/1TB/HDD/DVD_+RW/21.1” TFT-Monitor/KBD/Mouse	DELL Vostro 3710	07	
		Core – i7/8GB RAM/1TB GB HDD/DVD_+RW/18.5” TFT-Monitor/KBD/Mouse	DELL Vostro 3268	01	
		Core i5/8GB RAM/1TBGB HDD/DVD_+RW/21.1” TFT- Monitor /KBD/Mouse	Acer Veriton	02	
		Core i5/8GB RAM/1TBGB HDD/DVD_+RW/21.1” TFT- Monitor /KBD/Mouse	Acer Veriton	03	
		Core i5/8GB RAM/1TB HDD/DVD_+RW/18.5” TFT- Monitor /KBD/Mouse	Acer Veriton	05	2010-11
		Core i5/8GB RAM/500 GB HDD/DVD_+RW/18.5” TFT- Monitor /KBD/Mouse	Acer Veriton	09	
		Core i5/8GB RAM/1TB HDD/DVD_+RW/18.5” TFT- Monitor /KBD/Mouse	HP Pro Desk 600 G3	03	
		Core i5/8GB RAM/1TB HDD/DVD_+RW/18.5” TFT- Monitor /KBD/Mouse	HP Desktop 280 G9	02	
		Core i5/8GB RAM/1TB HDD/DVD_+RW/18.5” TFT- Monitor /KBD/Mouse	HP Desktop 280 G3/G4/G8	07	
		Core i5/8GB RAM/1TB HDD/DVD_+RW/18.5” TFT- Monitor /KBD/Mouse	HP Pro 280 G6	02	

		Core i5/8GB RAM/1TB HDD/DVD_+RW/18.5" TFT- Monitor /KBD/Mouse	HP Pro PCI	04	
		Core- i5/8GB RAM/1TB HDD/DVD_+RW/18.5" TFT- Monitor/KBD/Mouse	Workstation Z2	01	
		Core- i7/16GB RAM/1TB HDD/DVD_+RW/4GB NVIDIA Graphic card/21.1" TFT-Monitor/KBD/Mouse	Workstation Z240	01	
		Core i5/8GB RAM/1TB HDD/DVD_+RW/21.1" TFT- Monitor /KBD/Mouse	HP 280 Pro G6	02	2010-11
		Core i5, 4 GB RAM, 1 TB, TFT, KBD/ Mouse	Lenovo M10A6	01	
3.	All-in-One Desktop	Core- i7/8GB RAM/1TB HDD/DVD_+RW/4GB NVIDIA Graphic card/23.8" TFT-Monitor/KBD/Mouse	HP Pro 400 G4	01	2019-20
		Core- i5/16GB RAM/512GB SSD/DVD_+RW/24" TFT- Monitor/KBD/Mouse	HP Pro One 440 G9	02	2023-24
		Core- i5/16GB RAM/240GB SSD/1TB HDD/DVD_+RW/21.1" TFT- Monitor/KBD/Mouse	HP 200 G3	02	2019-20
		Core- i5/8GB RAM/1TB HDD/DVD_+RW/24" TFT- Monitor/KBD/Mouse	HP 24-Q252IN	01	2015-16
		Core- i5/16GB RAM/240 GB SSD/1TB HDD/DVD_+RW/4GB NVIDIA Graphic card/21.1" TFT-Monitor/KBD/Mouse	Lenovo M820Z	01	2019-20
		Core- i5/16GB RAM/240 GB SSD/1TB HDD/DVD_+RW/4GB NVIDIA Graphic card/21.1" TFT-Monitor/KBD/Mouse	Lenovo V540	01	2022-23
		Core- i5/4GB RAM/1TB HDD/DVD_+RW/4GB NVIDIA Graphic card/21.1" TFT-Monitor/KBD/Mouse	Lenovo V310Z	01	2018-19
4.	Laptops	DELL Latitude 3470,	Dell	02	2016-17
		HP 15-AC123TX	HP	01	2016-17
5.	Printers	HP LaserJet Pro M1213NF	HP	01	2010-11
		HP LaserJet MFP M128fn	HP	01	
		HP LaserJet M1005	HP	01	2016-17
		HP Colour LaserJet 252dw	HP	01	2016-17
		HP LaserJet MFP M132nw	HP	01	2016-17
		HP Laser Jet M177fw	HP	03	2016-17
		HP LaserJet M1218nfw	HP	02	2015-16
		HP LaserJet MFP 226dw	HP	01	2016-17
		HP Laser Jet MFP 132 SNW	HP	02	
		Canon Image Class MF 633 CDW	Canon	01	2017-18
		Brother MFC L2701 DW	Brother	01	
		HP LaserJet M 463nd	HP	01	2018-19

		HP LaserJet MFP 227 SDN/fdw	HP	01	
		HP LaserJet MFP M128fw	HP	01	2018-19
		HP Laser Jet 126 NW	HP	01	
		HP Office Jet Pro 9020	HP	01	2018-19
6.	Switch	D-Link Layer 2 (Manageable)	D-Link	07	
7.	Residence Engineer			01	

PRE CONTRACT INTEGRITY PACT GENERAL

This pre-bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on ___ day of the month of 2024, between, on one hand, acting through Shri/Smt. _____, Designation, EdCIL (India) Limited (hereinafter called the “Buyer”, which expression shall mean and include, unless the context otherwise requires, his successors in office and assigns) of the First Part and M/s _____ represented by Shri _____, Chief Executive Officer (hereinafter called the “BIDDER/Seller” which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

WHEREAS the Buyer proposes to procure Internet Leased Line and BIDDER/Seller is willing to offer / has offered the ILL service and WHEREAS the BIDDER is a private company /public company / Government undertaking / partnership / registered expert agency, constituted in accordance with the relevant law in the matter and the buyer is a PSU performing its functions on behalf of the EdCIL (India) Limited. NOW, THEREFORE, To avoid all forms of corruption by following a system that is fair, transparent and free from any influence / prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to: Enabling the buyer to obtain the desired said ILL service at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and Enabling BIDDERS to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the Buyer will commit to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this Integrity Pact and agree as follows:
Commitments of the Buyer

1.1 The Buyer undertakes that no official of the Buyer, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.

EdCIL (India) Ltd , EdCIL house, Sector -16A, Plot No. 18A, Noida UP -201301

1.2 The BUYER will, during the pre-contract stage, treat all BIDDERS alike, and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.

1.3 All the officials of the Buyer will report to the appropriate Government office any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.

In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the Buyer with full and verifiable facts and the same is prima facie found to be correct by the Buyer, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the Buyer and such a person shall be debarred from further

dealings related to the contract process. In such a case while an enquiry is being conducted by the Buyer the proceedings under the contract would not be stalled.

3. Commitments of BIDDERS

The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:

3.1 The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the Buyer, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

3.2 The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the Buyer or otherwise in procuring the Contract or forbearing to do or having done 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 disfavor to any person in relation to the contract or any other contract with the Government.

3.3 Bidders shall disclose the name and address of agents and representatives and Indian BIDDERS shall disclose their foreign principals or associates.

3.4 BIDDERS shall disclose the payments to be made by them to agents/brokers or any other intermediary, in connection with this bid/contract.

3.5 The BIDDER further confirms and declares to the Buyer that the BIDDER is the original manufacturer/integrator/authorized government sponsored export entity and has not engaged any individual or firm or company whether Indian or foreign EdCIL India Ltd, Noida to intercede, facilitate or in any way to recommend to the Buyer or any of its functionaries, whether officially or unofficially to the award to the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.

3.6 The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the Buyer or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.

3.7 The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.

3.8 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.

3.9 The BIDDER shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the Buyer as part of the business relationship, regarding

plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.

3.10 The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.

3.11 The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.

3.12 If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative of any of the officers of the Buyer, or alternatively, if any relative of an officer of the Buyer has financial interest / stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filing of tender.

3.13 The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the Buyer.

4. PREVIOUS TRANSGRESSION

4.1 The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this integrity pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify BIDDER's exclusion from the tender process. EdCIL India Ltd.

4.2 The BIDDER agrees that if it makes incorrect statement on this subject. BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

5. EARNEST MONEY (SECURITY MONEY)

5.1 . While submitting the Technical Bid, the BIDDER shall deposit an amount of Rs. _____/-as Earnest Money with the EdCIL through Account Payee Bank Demand Draft /BG in favour of EdCIL (India) Limited.

5.2. The instrument for security Deposit made shall be valid up to the specified period and the bidder shall be liable to keep the said instrument valid for such extended period as the case shall be for satisfactory performance of the terms of Bidder above referred till the complete conclusion of the contractual obligations to the complete satisfaction of both the BIDDER and the EdCIL including O&M/AMC Period, whichever is later.

5.3 In case of the successful BIDDER a clause would also be incorporated in the Article pertaining of Performance Bond in the Purchase Contract that the provisions of Sanctions for Violation shall be applicable for forfeiture of Performance Bond in case of a decision by the Buyer to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

5.4 No interest shall be payable by the Buyer to the BIDDER on Earnest Money / Security Deposit for the period of its currency.

6. SANCTIONS FOR VIOLATIONS

6.1 Any breach of the aforesaid provisions by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the buyer to take all or any one of the following actions, wherever required:

To immediately call off the pre contract negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.

The Earnest Money Deposit (in pre-contract stage) and/or Security Deposit / Performance Bond (after the contract is signed) shall stand forfeited either fully or partially, as decided by the Buyer (EdCIL) and the BUYER (EdCIL) shall not be required to assign any reason therefore. To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER. To recover all sums already paid by the Buyer, and in case of an Indian BIDDER with interest thereon at 2% higher than the prevailing Prime Lending Rate of State Bank of India, while in case of a BIDDER from a country other than India with interest thereon at 2% higher than the LIBOR. If any outstanding payment is due to the BIDDER from the Buyer in connection with any other contract for any other ILL service, such outstanding payment could also be utilized to recover the aforesaid sum and interest. To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the Buyer, along with interest. To cancel all or any other Contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the Buyer resulting from such cancellation/rescission and the Buyer shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER. To debar the BIDDER from participating in future bidding processes of the Government of India for a minimum period of five years, which may be further extended at the discretion of the Buyer. To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.

In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the Buyer with the BIDDER, the same shall not be opened. Forfeiture of Performance Bond in case of a decision by the Buyer to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

6.2 The Buyer will be entitled to take all or any of the actions mentioned at Para 6.1(i) to (x) of this Pact also on the Commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of any offence as defined in Chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.

6.3 The decision of the Buyer to the effect that a breach of the provisions of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent Monitor(s) appointed for the purposes of this Pact.

7. FALL CLAUSE

7.1 The BIDDER undertakes that it has not supplied / is not supplying similar product/systems or subsystems at a price lower than that offered in the present bid in EdCIL India Ltd respect of any other Ministry / Department of the Government of India or PSU and if it is found at any stage that similar product/systems or sub systems was supplied by the BIDDER to any other Ministry/Department of the Government of India or a PSU at a lower price, then that very price,

with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the Buyer, if the contract has already concluded.

8. INDEPENDENT MONITORS

An Independent monitor(s) shall be appointed by EdCIL, in case of the provisions of the pact. The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact. The Monitors shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently. Both the parties accept that the Monitors have the right to access all the documents relating to the project / procurement, including minutes of meetings. As soon as the Monitor notices, or has reason to believe, a violation of this Pact, he will so inform the Authority designated by the Buyer. The BIDDER(s) accept that the Monitor has the right to access without restriction to all Project documentation of the Buyer including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality. The Buyer will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties. The parties will offer to the Monitor the option to participate in such meetings. The Monitor will submit a written report to the designated Authority of BUYER/Secretary in the Department/within 8 to 10 weeks from the date of reference or intimation to him by the Buyer / BIDDER and, should the occasion arise, submit proposals for correcting problematic situations.

9. FACILITATION OF INVESTIGATION

In case of any allegation of violation of any provisions of this Pact or payment of commission, the Buyer or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination. EdCIL India Ltd., Noida.

10. LAW AND PLACE OF JURISDICTION

This Pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the Buyer.

11. OTHER LEGAL ACTIONS

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

12. VALIDITY

12.1 The validity of this integrity Pact shall be governed by the terms of the Bid No. EdCIL/IS/CAMC/COMPUTER/2026-27/01 towards complete execution of the contract to this satisfaction of both the EdCIL and the Bidder/seller, including the O&M/AMC period. Whichever

is later. In case BIDDER is unsuccessful, this integrity Pact shall expire after six months from the date of the signing of the contract awarding the Bidder with the successful bidder.

12.2 Should one or several provisions of this Pact turn out to be invalid; the remainder of this /Pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

13. The parties hereby sign this Integrity Pact at _____ on _____.

EdCIL (India) Limited
Name of the Officer
OFFICER
Designation

BIDDER
CHIEF EXECUTIVE

Witness

1. _____

2. _____

Witness

1.

2.

BID PROPOSAL SHEET/FORWARDING LETTER

Tenderer's Proposal Reference No. & Date:

Tenderer's Name & Address:

Person to be contacted:

Designation:

Telephone No.:

Fax No.:

E-Mail Id:

To,

CGM(DES)

EdCIL (India) Limited

18A, Sector 16A

Noida – 201 301 (U.P)

Subject: CAMC of PCs and Peripherals at EdCIL, Noida

Dear Sir,

We, the undersigned Tenderer, having read and examined in detail the specifications and scope of the work as specified in the tender document and all other Bidding documents in respect of CAMC of PCs, Laptops, Printers and other Peripherals at EdCIL, Noida do hereby propose to provide the maintenance services as in the Bidding document.

PRICE AND VALIDITY

All the prices mentioned in our proposal are in accordance with the terms as specified in Bidding documents. All the prices and other terms and conditions of this proposal are valid for a period of 180 calendar days from the date of opening of financial Bids.

EARNEST MONEY

We have enclosed the required earnest money in the form of Demand Draft/Pay Order in the Technical Bid. The details are as under:

Earnest Money Amount: Rs. _____

DD/Pay Order No.: _____

Date

Bank and Branch

DEVIATIONS

We hereby declare that all the services shall be performed strictly in accordance with the Technical specifications and terms mentioned in the Tender document. No Technical deviation will be acceptable and any technical deviation is liable to the rejection of tender.

BID PRICING

We further declare that the prices stated in our proposal are in accordance with your Terms & Conditions in the Bidding document. We further understand that the quantities as specified in this Tender may increase or decrease at the time of Award of Contract Order or at a later stage as per the requirements of EdCIL, Noida.

QUALIFYING DATA

We confirm that we satisfy the qualifying criteria and have attached the requisite documents as documentary proofs. In case you require any further information/documentary proof in this regard during evaluation of our Bid, we agree to furnish the same in time to your satisfaction.

CONTRACT PERFORMANCE SECURITY

We hereby declare that in case the contract is awarded to us, we shall submit the Performance Bank Guarantee in the form of Bank Guarantee for the amount of 10% of the total order value of Annual Contract Value from a nationalized/commercial bank.

We hereby declare that our proposal is made in good faith, without collusion or fraud and the information contained in the proposal is true and correct to the best of our knowledge & belief.

We understand that the EdCIL is not bound to accept the lowest or any Bid that it may receive.

Thanking you,

Yours faithfully,

(Authorized Signatory)

Date:

Name:

Place:

Designation:

Business Address:

Seal

CHECK-LIST

S. No.	Qualification	Yes/No. with (Page No. of this RFP where the copy/certificate is attached)
1	The bidder should be an Indian registered company/Limited Liability Partnership (LLP) engaged in the job of maintenance of computers & peripherals during last 3 years in India as on 31-03-2025	
2	The bidder should have executed satisfactorily minimum one Annual Maintenance Contract of more than 200 Computers of any Govt. Dept/PSU for last three years as on 31-03-2025	
3	The Bidder should have the minimum Annual Turnover of Rs.30 Lakhs for the last three financial years as on 31-03-2025	
4	The firm should be in existence for over 3 years in the trade with Income from Annual Maintenance Contracts worth more than Rs. 10 Lakhs per annum during the last 3 years ending 31-03-2025.	
5	The Bidder should have Service Centre in Delhi/NCR	
6	Company should be an ISO 9001:2008 & ISO/IEC 20000-1: 2011 or the latest ISO REVISION certified for servicing	
7	Firm should be authorized Service Provider to execute maintenance of at least any one of the companies like HP/Lenovo/ACER, etc.	
8	The bidder should neither have been Debarred and / or blacklisted by any Central / State Govt. Department / Universities / Educational Institutions/Organization etc. nor should have any litigation enquiry pending and / or initiated by any of these Department or Court of Law.	Undertaking as per proforma The bidder shall furnish an undertaking duly attested by notary in a non-judicial stamp paper of value Rs. 100/-)
9	PAN No., TAN No., GST No., ESIC No., EPF Registration No	Copy of valid certificates

10	Resident Engineer under the contract must have qualified as MCA/B.Tech(IT/Electronics/Computer Science) with 2 years experience in maintenance of Hardware & Software.	Copy of self attested Bio-data of Resident Service Engineer and Experience Certificate.
----	---	---

Details of EMD Deposited

Date	P.O/Draft/ No.	Bank Details	Amount (Rs.)	Valid Up to

I/We hereby certify that the information furnished above is full and correct to the best of my/our knowledge.

I/We also undertake that the firm has not been barred or blacklisted by any of the central/state government/departments/organizations/central or state PSU and no such case are undergoing/pending upon the firm.

Date:
Place:

Signature of the authorised signatory
Name:
Official Seal:

Quality of service offered, suggested in this Tender document

Item	Service time in which machine functionality restored (in Hours)		Time after which standby will be provided (in Hours)	
	Expected	Offered	Expected	Offered
For PC	24 Hours		24 Hours	
For Printer	24 Hours		24 Hours	
For Laptop	24 Hours		24 Hours	
For Server	8 Hours		2 Hours	

(Authorized Signatory of the firm)

FINANCIAL/PRICE BID
FOR ON-SITE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF
COMPUTER AND PERIPHERALS WITH RESIDENT SERVICE ENGINEER FOR EDCIL
CORPORATE OFFICE

Name of the Firm :

Address of the Firm :

Telephone No. :

Mobile No. :

Land Line (If any) :

E-Mail ID :

FAX No. :

PAN No. :

Rate of Comprehensive Annual Maintenance Contract for Computer Hardware and Software and other peripherals with Resident Service Engineer.

Sl. No.	Items	Specification	Make/Model	Qty.	Unit Cost (Rs.)	Total Cost (Rs.)	Tax %	Total Cost (Rs) (including taxes)
1.	Servers	Xeon Processor 2.40GHz (2 Processor),8GB RAM,500GB HDD with RAID 5.	IBM / X3650 M3	02				
		Xeon Processor E-214G @3.20GHz, 16GB RAM,1TB HDD	Lenovo ST50 (ThinkSystem)	01				
2.	Computer Desktop	Core – i5/8GB RAM/1 TB HDD/DVD_+RW/18.5” TFT-Monitor/KBD/Mouse	DELL Optipex 3050	01				
		Core – i5/8GB RAM/1 TB HDD/DVD_+RW/21.1” TFT-Monitor/KBD/Mouse	DELL Vostro 3470	03				
		Core – i5/8GB RAM/240GB SSD/1TB/HDD/DVD_+RW/21.1” TFT-Monitor/KBD/Mouse	DELL Vostro 3710	07				
		Core – i7/8GB RAM/1TB GB HDD/DVD_+RW/18.5” TFT-Monitor/KBD/Mouse	DELL Vostro 3268	01				
		Core i5/8GB RAM/1TBGB HDD/DVD_+RW/21.1” TFT-Monitor /KBD/Mouse	Acer Veriton	02				
		Core i5/8GB RAM/1TBGB HDD/DVD_+RW/21.1” TFT-Monitor /KBD/Mouse	Acer Veriton	03				

		Core i5/8GB RAM/1TB HDD/DVD_+RW/18.5" TFT- Monitor /KBD/Mouse	Acer Veriton	05				
		Core i5/8GB RAM/500 GB HDD/DVD_+RW/18.5" TFT- Monitor /KBD/Mouse	Acer Veriton	09				
		Core i5/8GB RAM/1TB HDD/DVD_+RW/18.5" TFT- Monitor /KBD/Mouse	HP Pro Desk 600 G3	03				
		Core i5/8GB RAM/1TB HDD/DVD_+RW/18.5" TFT- Monitor /KBD/Mouse	HP Desktop 280 G9	02				
		Core i5/8GB RAM/1TB HDD/DVD_+RW/18.5" TFT- Monitor /KBD/Mouse	HP Desktop 280 G3/G4/G8	07				
		Core i5/8GB RAM/1TB HDD/DVD_+RW/18.5" TFT- Monitor /KBD/Mouse	HP Pro 280 G6	02				
		Core i5/8GB RAM/1TB HDD/DVD_+RW/18.5" TFT- Monitor /KBD/Mouse	HP Pro PCI	04				
		Core- i5/8GB RAM/1TB HDD/DVD_+RW/18.5" TFT- Monitor/KBD/Mouse	Workstation Z2	01				
		Core- i7/16GB RAM/1TB HDD/DVD_+RW/4GB NVIDIA Graphic card/21.1" TFT-Monitor/KBD/Mouse	Workstation Z240	01				
		Core i5/8GB RAM/1TB HDD/DVD_+RW/21.1" TFT- Monitor /KBD/Mouse	HP 280 Pro G6	02				
		Core i5, 4 GB RAM, 1 TB, TFT, KBD/ Mouse	Lenovo M10A6	01				
3.	All-in- One Desktop	Core- i7/8GB RAM/1TB HDD/DVD_+RW/4GB NVIDIA Graphic card/23.8" TFT-Monitor/KBD/Mouse	HP Pro 400 G4	01				
		Core- i5/16GB RAM/512GB SSD/DVD_+RW/24" TFT- Monitor/KBD/Mouse	HP Pro One 440 G9	02				
		Core- i5/16GB RAM/240GB SSD/1TB HDD/DVD_+RW/21.1" TFT- Monitor/KBD/Mouse	HP 200 G3	02				
		Core- i5/8GB RAM/1TB HDD/DVD_+RW/24" TFT- Monitor/KBD/Mouse	HP 24-Q252IN	01				
		Core- i5/16GB RAM/240 GB SSD/1TB	Lenovo M820Z	01				

		HDD/DVD_+RW/4GB NVIDIA Graphic card/21.1” TFT-Monitor/KBD/Mouse						
		Core- i5/16GB RAM/240 GB SSD/1TB HDD/DVD_+RW/4GB NVIDIA Graphic card/21.1” TFT-Monitor/KBD/Mouse	Lenovo V540	01				
		Core- i5/4GB RAM/1TB HDD/DVD_+RW/4GB NVIDIA Graphic card/21.1” TFT-Monitor/KBD/Mouse	Lenovo V310Z	01				
4.	Laptops	DELL Latitude 3470,	Dell	02				
		HP 15-AC123TX	HP	01				
5.	Printers	HP LaserJet Pro M1213NF	HP	01				
		HP LaserJet MFP M128fn	HP	01				
		HP LaserJet M1005	HP	01				
		HP Colour LaserJet 252dw	HP	01				
		HP LaserJet MFP M132nw	HP	01				
		HP Laser Jet M177fw	HP	03				
		HP LaserJet M1218nfw	HP	02				
		HP LaserJet MFP 226dw	HP	01				
		HP Laser Jet MFP 132 SNW	HP	02				
		Canon Image Class MF 633 CDW	Canon	01				
		Brother MFC L2701 DW	Brother	01				
		HP LaserJet M 463nd	HP	01				
		HP LaserJet MFP 227 SDN/fdw	HP	01				
		HP LaserJet MFP M128fw	HP	01				
		HP Laser Jet 126 NW	HP	01				
		HP Office Jet Pro 9020	HP	01				
6.	Switch	D-Link Layer 2 (Manageable)	D-Link	07				
7.	Residence Engineer			01				
	Grand Total							
	Grand Total Amount (In Words)	_____						

(Authorized Signatory of the firm)

(With Authorized Seal)

Date : / / 2026

PERFORMANCE BANK GUARANTEE**(For performance security)**

Date:

Name of the Bank: -----

To
EdCIL (India) Ltd

In consideration of the EdCIL acting through _____ (Designation & address of Contract Signing Authority), (hereinafter called "The EdCIL (India) Ltd") having agreed under the terms and conditions of agreement/ Contract Acceptance letter No. _____ Dt : _____ Made between _____ (Designation & address of contract signing Authority) and _____ (here in after called "the said Agency" for the work _____ (here in after called "the said agreement") having agreed for submission of a irrevocable Bank Guarantee Bond for _____ (_____ only) as a performance security Guarantee from the Agency for compliance of his obligations in accordance with the terms & conditions in the said agreement.

1. We.....(indicate the name of the Bank) hereinafter referred to as the Bank, undertake to pay to the EdCIL (India) Ltd an amount not exceeding ₹ (₹only) on demand by the EdCIL (India) Ltd.

2. We..... (indicate the name of the bank, further agree that (and promise) to pay the amounts due and payable under this guarantee without any demur merely on a demand from the EdCIL (India) Ltd through the General Manager, EdCIL (India) Ltd, Noida or ----- ----(Designation & Address of contract signing authority), stating that the amount claimed is due by way of loss or damage caused to or would be caused or suffered by the EdCIL (India) Ltd by reason of any breach by the said Service Provider of any of the terms of conditions contained in the said agreement or by reason of the Service Provider failure to perform the said agreement. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding ₹ .. (₹ Only).

3. (a) We (indicate the name of Bank) further undertake to pay to the EdCIL (India) Ltd any money so demanded notwithstanding any dispute or dispute raised by the Service Provider in any suite or proceeding pending before any court or Tribunal relating to liability under this present being absolute and unequivocal.

(b) The payment so made by us under this Performance Guarantee shall be a valid discharge of our liability for payment there under and the Service Provider shall have no

claim against us for making such payment.

4. We,..... (indicate the name of bank) to further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said agreement and that it shall continue to be enforceable till all the dues of the EdCIL (India) Ltd under or by virtue of the said agreement have been fully paid and its claims satisfied or discharged by
(Designation & Address of contract signing authority) on behalf of the EdCIL (India) Ltd, certify that the terms and conditions of the said agreement have been fully and properly carried out by the said Service provider and accordingly discharges this guarantee.
- 5 (a) Notwithstanding anything to the contrary contained herein the liability of the bank under this guarantee will remain in force and effect until such time as this guarantee is discharged in writing by the EdCIL (India) Ltd or until (date of validity/ extended validity) whichever is earlier and no claim shall be valid under this guarantee unless notice in writing thereof is given by the EdCIL (India) Ltd within validity/ extended period of validity of guarantee from the date aforesaid.

(b) Provided always that we..... (indicate the name of the Bank) unconditionally undertakes to renew this guarantee or to extend the period of guarantee form year to year before the expiry of the period or the extended period of the guarantee, as the case may be on being called upon to do so by the EdCIL (India) Ltd. If the guarantee is not renewed or the period extended on demand, we (indicate the name of the Bank) shall pay the EdCIL (India) Ltd the full amount of guarantee on demand and without demur.
6. We, (indicate the name of Bank) further agree with the EdCIL (India) Ltd that the EdCIL (India) Ltd shall have the fullest liberty without our consent and without effecting in any manner out of obligations hereunder to vary any of the terms and conditions of the said contract from time to time or to postpone for any time or from time to time any to the powers exercisable by the EdCIL (India) Ltd against the said service provider and to forbear or enforce any of the terms and conditions of the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said service provider for any bearance act or omission on the part of the EdCIL (India) Ltd or any indulgence by the EdCIL (India) Ltd to the said service provider for by any such matter or thing whatsoever under the law relating to sureties for the said reservation would relive us from the liability.
7. This guarantee will not be discharged by any change in the constitution of the Bank or the Service Provider.
8. We,----- (name of Bank) lastly undertake not to revoke this guarantee except with the previous consent of EdCIL (India) Limited in writing.
9. This guarantee shall be valid upto (Date of Completion plus Handholding Period). Unless extended on demand by EdCIL (India) Ltd. Notwithstanding anything to the contrary

contained hereinbefore, our liability under this guarantee is restricted to Rs..... (Rs.....only) unless a demand under this guarantee is made on us in writing on or before..... we shall be discharged from our liabilities under this guarantee thereafter.

Dated: the day of for

(indicate the name of bank)

Signature of Banks Authorised
official

Witness

(Name)-----

Designation with Code No. -----

1

Full Address-----

2.

SELF-DECLARATION – NON BLACKLISTING

(On Non-Judicial Stamp Paper of Rs. 100/- duly attested by the Notary Public)

To,

CGM(DES)
EdCIL (India) Limited
EdCIL House, 18 A, Sector-16 A
NOIDA – 201301 (U.P.), India

Sir,

In response to the Tender Ref No. EdCIL/IS/CAMC/COMPUTER/2025-26 datedfor **Comprehensive Annual Maintenance of Computers & Peripherals with Resident Engineer**, I/We hereby declare that presently our Company/Service provider _____ is having unblemished record and is not declared ineligible or black listed for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central Government/ PSU/Autonomous Body on the date of bid submission.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our EMD may be forfeited in full and the tender if any, to the extent accepted may be cancelled.

Thanking you,

Yours faithfully,

Name of the Bidder: -

Authorized Signatory: -

Seal of the Organization: -

Date:
Place:

LIST OF AUTHORISED BANKS FOR BG

Any Guarantee issued by PSU Bank (or) Private Bank operating in India must be operational and invocable in Noida only. For Guarantee to be operational in Noida the issuing bank must designate a specified Bank Branch in Noida.

Following banks are permissible for accepting Bank Guarantees:

I- SCHEDULED PUBLIC SECTOR BANKS

S.No.	Name of the Bank
1	Bank of Baroda
2	Bank of India
3	Bank of Maharashtra
4	Canara Bank
5	Central Bank of India
6	Indian Bank
7	Indian Overseas Bank
8	Punjab & Sind Bank
9	Punjab National Bank
10	State Bank of India
11	UCO Bank
12	Union Bank of India

II- SCHEDULED PRIVATE SECTOR BANKS

S.No.	Name of the Bank
1	HDFC Bank Ltd
2	ICICI Bank Ltd
3	Axis Bank Ltd
4	Kotak Mahindra Bank Ltd
5	Indusland Bank Ltd

Performa for declaration on proceedings under insolvency and bankruptcy code

Tender No. :
Name of Work :
Bidder 's Name :

I/ We, M/s. declare that:-

I/We am / are not undergoing insolvency resolution Process or liquidation or bankruptcy proceeding as on date.

I/We am / are undergoing insolvency resolution process or liquidation or bankruptcy proceeding as on date as per Details mentioned below. (Attached detail with technical bid)

Note: Strike out one of above which is not applicable.

It is understood that if this declaration is found to be false, EdCIL (India) Ltd. shall have the right to reject my / our bid, and forfeit the EMD, if the bid has resulted in a contract, the contract will be liable for termination without prejudice to any other right or remedy (including holiday listing) available to EdCIL (India) Ltd.

Place:

Date: Signature of Bidder Name of Signatory