



फा.सं / FILE NO: D-19016/01/2017-ISTM

भारत सरकार / GOVERNMENT OF INDIA

सचिवालय प्रशिक्षण तथा प्रबन्ध संस्थान

INSTITUTE OF SECRETARIAT TRAINING & MANAGEMENT

(आईएसओ 9001:2008 संस्था / AN ISO 9001:2008 INSTITUTION)

कार्मिक एवं प्रशिक्षण विभाग / DEPARTMENT OF PERSONNEL & TRAINING

प्रशासनिक ब्लॉक, ज.ने.वि. परिसर (पुराना) / ADMINISTRATIVE BLOCK, JNU CAMPUS (OLD),

ओलोफ पाल्मे मार्ग, नई दिल्ली - 110067/ OLOF PALME MARG, NEW DELHI - 110067

दूरभाष / TELEPHONE - 011-26104038; टेलीफैक्स / FAX - 011-26104183

दिनांक / Date: 31st March, 2017

E-Tender Notice

Subject: - E-Tender for CAMC of Computers & its peripherals at ISTM, JNU Old Campus, New Delhi-110067

On behalf of President of India, Director, Institute of Secretariat Training and Management (I.S.T.M.) invites e-Tenders on CPP Portal in two bid system (**Part-I: Technical Bid and Part-II: Financial Bid**) from eligible and reputed firms for CAMC of Computers, Printers, and other IT infrastructure at ISTM, Admn Block, Old JNU Campus, Olof Palme Marg, New Delhi on the terms & conditions enumerated in detail in the tender document. The tender can be downloaded from the website <http://eprocure.gov.in/cppp/app> or www.istm.gov.in.

2. The last date of receipt of bid is 2.00 PM on 24th April, 2017. The Technical and Financial Bids, in prescribed format and other required document as per tender notice should be submitted on CPP Portal website i.e. <http://eprocure.gov.in/cppp>. Bidders are requested to furnish/upload scanned copies of all documents in pdf. format. **EMD of Rs. 25,000/- (Rupees Twenty-Five Thousands Only)** drawn in favour of Director, ISTM, New Delhi-110067, must be delivered to the System Administrator, Room No. 213, 2nd Floor, ISTM, DOPT, New Delhi-110067 (OTel: 011-26185316) on or before last date /time of bid submission without which the bids will not be considered. The scanned copy of EMD should also be uploaded with other documents. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned documents. The technical bid will be opened on 25th April, 2017 at 4.00 PM. The financial bids are to be uploaded only in the prescribed Bill of Quantity (BOQ) and bid of any form which discloses any pricing information in technical bid stage will be summarily rejected.

3. Bidders may also contact toll free no. 18002337315 of Central Public Procurement Portal for obtaining guidance to fill online tender.

Sd/-
(R. Gayathri)
Dy. Director (Admn.)



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दिनांक / Date: 31st March, 2017

Tender Document for procurement of Computers & its peripherals at ISTM, JNU Old Campus, New Delhi-110067

Critical Dates

Bid Document download Start date	3 rd April, 2017
Clarification start date	3 rd April, 2017
Clarification end date	23 rd April, 2017
Bid submission start date	3 rd April, 2017
Bid submission end date	24 th April, 2017 at 2.00 pm
Bid opening date (Technical)	25 th April, 2017 at 4.00 pm
Financial Bid opening date	Would be informed later

Contents of Tender Document

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Scope of work and terms and conditions

Scope of Work

The successful bidder shall maintain all the equipment as listed in Chapter 5 'List of Computers & Peripherals' of the Tender document under a "Onsite Comprehensive" Annual Maintenance Agreement initially for a period of 1 (one) year. It may further be extendable beyond one year on mutual agreement on existing terms & conditions without increase in CAMC Cost based on the satisfaction of service. A formal letter from the Institute to this effect & acceptance from the vendor will be sufficient.

The **comprehensive maintenance** shall cover:

1. Maintaining of all items under CAMC in good working condition.
2. Functioning of entire network setup in the ISTM campus in a good working condition.
3. **Corrective maintenance: -**
The company has to provide the repairs/replacement of defective parts of various machines within the maintenance charges including plastic parts, printer belt, fuser assembly, Teflon paper of printer, socket of printer, printer band, logic card, printer head, Tray, Daisy wheels, Printer roller, Tray & Door, Plastic parts, Printer belt, Transparency film, Sealed Magnetic media Plastic covers, Knobs, Tractors rods, Hard Disk, Fuser Assembly, Printer knobs, buttons, gear, CPU along with mother board, FDD, CD/DVD drives, HDD, RAM, SMPS, LCD/TFT Monitor, Picture Tube, keyboard, mouse, VGA cable, speakers, etc. whichever applicable **except, printer cartridges, ink, ribbons** and other parts which are bound to go bad due to what so ever reason including technical, electrical, burn out, wear and tear etc.
4. The firms shall also be responsible for regular cleaning and replacing parts if required in respect of items not covered under CAMC. Each Computer Systems has to be regularly inspected every month till the contract is valid. The Computer Engineer will submit verification report of each item to the System Administrator by 15th of every month.
5. The firm shall be responsible for preventive and corrective maintenance of Computers & Peripherals. Any lapse in the maintenance of Computers & Peripherals shall be viewed seriously and may lead to cancellation of contract.
6. It shall be obligatory on the part of the contractor to carryout repair/maintenance of Computers & Peripherals under his direct supervision and under no circumstances the work shall be assigned to sub-contractor.
7. The firms shall maintain the equipment as per manufacturer's guidelines and shall use genuine parts for replacement and that too after proper authorization from the System Administrator. The machines have to be under operational within 24 hours of the faulty getting noticed.
8. The repair work is to be carried out in the premises of this Institute and no relaxation would be given to take out any equipment outside the premises for repairing etc.
9. The contractor shall maintain Job Cards for all Computers & Peripherals invariably

indicating date and time of complaint received, attended, nature of fault, parts replaced, if any, and the signature of user(s). The job card will be submitted to System Administrator, ISTM on monthly basis.

10. No increase in contracted amount shall be considered for any unforeseen expenditure incurred by the firm for maintaining the Computers & Peripherals. Further, no interest shall be paid arising out of any delay in payment. No any other charges will be payable like transportation, fare etc. for providing the service/arranging of spare parts.

11. The contract can be terminated by the Institute at any time without assigning any reason. If the work of the contractor is found to be unsatisfactory, it would be entrusted to any other party at the risk and expenses of the defaulting contractor. In this connection, decision of the Director, ISTM shall be final and binding upon the contractor.

12. The successful bidder will have to furnish a Performance Security of an amount of 5 % of the contract value in the form of fixed deposit in any of the Public Sector Bank duly pledged in the favour of "**The Director, ISTM**" for satisfactory performance during the currency of the contract with validity period of 60 days beyond the contractual period including guarantee/warranty period, if any. This amount will be returned only after the expiry of the contract period successfully and/or to the satisfaction of the competent authority. The Government has the right to forfeit the security money, in case of non-cooperation, disobedience of the instruction, non-attending of the complaint within time or due to any damage of equipment on the part of the bidder/employees of the bidder etc.

13. All matters/disputes pertaining to the tender and the rest of the contract shall be settled by the Director, ISTM or officer nominated by her for the purpose. The contract terms are interpretable under applicable Indian Laws.

14. The Institute reserves the right to reject the quotation in whole or any part and decision of Director, ISTM in the matter will be final.

15. The payment will be made **on quarterly basis** subject to satisfactory performance as assessed by the Institute. The final installment will be paid after completion of the contract to the satisfaction of ISTM.

16. The firm black listed at any point of time by any Ministry/Department need not apply. In case, the fact is concealed and if it comes to the notice of the Institute during the period of contract, the contract will be terminated straightway and the security deposit will be forfeited. If the fact comes to notice before award of contract his bid will be rejected outright.

17. At any point Computers or Peripherals may be added/removed from the CAMC at the rate applicable as per the contract.

18. The vendor shall station one Senior Engineer (Qualification: Master / Bachelor Degree in Computer / Electronics or Diploma (Computer / Electronics)) from reputed institutions/University with at least 3 years of experience and one Junior Engineer (Qualification: Diploma (Computer / Electronics) from reputed institutions/University with at least 2 years of experience in handling the Computer Software & Hardware knowledge and one Lab Attendant (Qualification: Diploma (Computer / Electronics) from reputed institutions/University with adequate knowledge in handling the Computer Software & Hardware. The details of Senior Engineer, Junior Engineer and Lab Attendant proposed to be provided should be filled at **Annexure-VIII**. The vendor shall provide maintenance services on all working days i.e. Monday to Friday from 8.30 A.M.

to 6.30 P.M. However, if needed by ISTM, such services shall be provided by the vendor even on Saturday, Sundays and other holidays and also beyond the normal working hours (8.30 am to 6.30 pm) without any extra charges. Computers & Peripherals installed in ICT Labs, Seminar Hall class rooms, Library building class rooms & Hostel block are to be checked regularly every day at 8.30 A.M hours for operation & backup purposes. They would report to the System Administrator Daily in the Morning at 8.30 A.M.

19. A stand-by Computer, Printer, and Scanner of similar or higher capacity must be provided if the items under CAMC is down continuously for duration as given in Annexure-VIII.

20. The Senior Engineer, Junior Engineer and Lab Attendant should be accessible on their mobile all the time during working hours/beyond working hours.

21. For every quarter, performance certificate from System Administrator shall be obtained by the vendor. The bill along with the performance certificate on prescribed Performa shall be submitted to the System Administrator immediately after expiry of the quarter where after payment will be released subject to deducting penalty, if any. The vendor will maintain complaint details in respect of all user requests/ complaints. Data/ information management shall be computer based and monthly reports must be submitted to the System Administrator, ISTM, New Delhi.

22. The firm will guarantee minimum uptime of 99 % in respect of Computers & Peripherals and Networking. If the uptime of any system falls below this for any given month, services for additional one month in lieu thereof will have to be provided by the vendor without any cost. This would be in addition to the penalty clause mentioned in the document.

23. The firm will maintain item wise record of replacement / repair activities carried out on each equipment. Signature of DD (System Admin) or his/her representative may be obtained as a token of acknowledging repair / replacement activities.

24. The firm will take as deemed fit, any other action required for keeping the equipment under good working conditions.

Terms and Conditions

1. Financial Bid

- I. **ISTM will select the vendor on the basis of overall lowest bid quoted by technically short-listed bidder.** The decision of the ISTM 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 ISTM tenders in future for a further period of three years.
- II. ISTM shall have no obligation to convey reason for rejection of any bid. It shall be open for ISTM to reject even the lowest bidder, in the interest of the Institute and no reason need to be given thereof

2. Clarification of Bids

To assist in the examination, evaluation and comparison of bids the ISTM 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.

3. Effect and Validity of Offer

- I. 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 ISTM for rejection of his offer. ISTM 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.
- II. The offer shall be kept valid for acceptance for a minimum period of **90** (ninety) calendar days from the date of opening of Financial Bid.
- III. 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 ISTM to the tenderer. While the offer is under consideration, if necessary, ISTM may obtain clarification on the offer by requesting for such information from any or all the tenderers in writing. Tenderer shall not be permitted to change the substance of their offer, after the offer has been opened.
- IV. ISTM 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.
- V. 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 ISTM 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/WCT/TIN/PAN number allotted by the Sales Tax/ Income Tax authorities shall invariably be given in the tender. **ISTM reserves the right to award the contract to any of the bidders irrespective of not being lowest, taking into consideration the interest of ISTM and in this respect, decision of ISTM shall be final.**

4. Tender Opening and Selection of Service Provider

Technical bids will be evaluated and after technical evaluation of the offer received, the financial bids of only those vendors who are found technically acceptable shall be opened. Bidders will be selected by adopting the following steps:

- (i) Short-listing of eligible vendors satisfying the technical qualification requirements laid in this Tender document. Preference will be given to those bids which quote the manpower with higher qualification and experience among all the technically qualified bids received.
- (ii) Selection of bidder as the Service Provider who offers the lowest price and meets the financial qualification requirements from the technically qualified short listed vendors.

- (iii) Vendors will be short listed by a duly constituted Tender Evaluations Committee (TEC). If considered necessary, TEC will visit and inspect the infrastructure for service-providing-facilities of the vendor. The TEC may examine strength of the service support in terms of qualified engineers, spare parts stock, repair facilities, quality data and MIS at vendor's place. The short-listed vendors may be called for detailed discussion at a specified date, time and venue if needed, by the TEC.

5. Acceptance of offer

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

6. Signing of Agreement

The successful bidder(s) shall execute a CAMC based on this Tender Document and agreed Terms and Conditions. The CAMC can be further extended for beyond one year, on mutual agreement on existing terms & conditions based on satisfactory performance without increase in CAMC cost. Formal Agreement along with Performance Security is required

7. Earnest Money Deposit (EMD)

- (i) EMD of Rs. 25,000/- (Rupees twenty-five thousand) in the form of bank guarantee/Fixed Deposit only drawn in favour of Director, ISTM payable at New Delhi as the non-interest bearing EMD must be submitted to the System Administrator, ISTM, Room No. 201, JNU Old Campus, New Delhi on or before last date of bid submission without which the quotations will not be considered. The scanned copy of EMD should also be uploaded with other documents. Tenders without EMD shall be rejected.
- (ii) The EMD of the unsuccessful tenderers will be returned, after the acceptance of the successful tender, within reasonable time.
- (iii) Cheques, Demand Draft will not be accepted towards EMD.
- (iv) On opening of Technical Bid, if it is found that EMD is not enclosed, then the Tender offer will be summarily rejected; unless any category of Tenderer specially exempted by the Government from the payment of EMD.
- (v) **Forfeiture of Earnest Money Deposit-** The Earnest Money Deposit / Security Deposit will be forfeited:
 - a) If the Successful Tenderer (referred as "Tenderer") fail to act according to the Tender Conditions or Backs out after the Tender has been accepted, the Earnest Money of the tenderer will be forfeited.
 - b) Tenderer fails to remit the Performance Security.

- c) In case the successful tenderer fails to execute necessary agreement within 10 days from the date of receipt of Letter of acceptance of the tender and the tender will be held as non-responsive.
 - d) Tenderer violates any of the conditions prescribed in the Tender Document.
 - e) Tenderer revises any of the terms quoted during validity period
- (vi) **Refund of Earnest Money Deposit-** EMD shall be refunded to the unsuccessful tenderer. For this purpose, the tenderer is advised to send along with the original tender itself, an Advance Stamped Receipt for the EMD amount, so as to avoid any delay in refund. The advance stamped receipt shall be in favour of the Deputy Director (Administration), ISTM.
8. The successful bidder will be required to provide a Performance Security of 5% value of the total purchase orders placed with the firm payable through Bank Guarantee/Fixed Deposit drawn in favour of Director, ISTM, New Delhi only upon award of the contract. Performance Security should remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the supplier including warranty obligations. Security deposit will be refunded only after the expiry of the contract, this deposit is liable to be forfeited, if during the period of contract, the services of the contract are found to be unsatisfactory in any respect, and/or if any of the conditions of the contract is contravened/breached, and/or towards any damage caused due to negligence of the contractor of his employees.
 9. The Performance Security will not bear any interest. The Performance Security furnished by the Tenderer in respect of his/her Tender will be returned to him after the warranty period.
 10. The prospective bidders are requested to go through the enclosed terms & conditions of the contract carefully. **The Bid documents (Technical and Financial) are to be submitted as per Annexure III and VIII.** The rates quoted in the Bill of Quantities (BOQ) should be inclusive of all charges such as labor, transportation, storage, taxes etc. Any disclosure of financial bid in the technical bid documents will lead to summary rejection of the bid. No correction either in the technical bid or financial bid is permitted. Incomplete or ambiguous bids without documentary proof will not be considered. If any column/information sought is left blank, the bid will be rejected.
 11. The contract will be awarded for a period of one year which can be extended further subject to satisfactory performance of the contractor on year to year basis for a maximum of two years excluding the first year.
 12. ISTM reserves the right to award the contract to one or more tenderer depending upon L-I rates quoted in the tender.
 13. ISTM reserves the rights to accept or reject any or part of the items found inferior in quality of workmanship or/and the quality of materials/goods.
 14. Under no circumstances shall the successful firm appoint any sub-contractor or

sub-lease the contract. Firms with single proprietorship are also eligible for participation in the tender.

15. Tenderers may please quote the unconditional rates. The price quoted at the time of submission of tender should remain valid for 90 days from the date of tender opening and the rate finalized on the basis of these prices shall remain in force during the currency of the contract which will normally be for a period of one year. It may specifically be noted that no changes/escalations in the accepted rates shall be allowed during currency of the contract. The rates should be inclusive of Service tax, VAT and all other taxes, freight charges from Dealers shop to ISTM, etc. Nothing shall be paid extra except rates quoted in Price Bid.
16. The contractor shall be responsible for payment of wages/settlement of dues with workers engaged by the firm as per prevailing labour / wage laws in force in NCT of Delhi and the ISTM shall not be party to any dispute between the contractor and the workers.
17. The prospective bidders are free to seek any clarification/see the kind of requirements of ISTM is looking for. System Administrator, Room no.201 ISTM, New Delhi (Ph- 011-26185316) may be contacted with prior appointment on any working days before tender opening.
18. The contract shall normally be awarded to the lowest evaluated bidder to the successful bidder who fulfills the evaluation criteria, whose bid has been found to be responsive and who is eligible/ qualified to perform the contract satisfactorily as per the terms and conditions incorporated in the tender document. ISTM reserves the option to select more than one firm for award of contract to ensure uninterrupted supply during the currency of the contract. In case of anytime in the final selection, performance would be given to that firm who has been associated with ISTM/any Govt. agency/institution of similar type for longer no. of years and has provided successful service.
19. If any of the bidders have any objection with regard to the terms and conditions of the tender, the same may be pointed out within 10 days of the issue of the tender documents, before opening of the tender.
20. The earnest money shall be returned to the successful bidder only after receipt of performance security and will not carry any interest.
21. The bills in duplicate for the services prepared on the basis of rates will have to be submitted in favour of Deputy Director(Administration), ISTM, New Delhi for effecting payment together with the copies of job works carried out duly signed by the System Administrator. No advance payment shall be made for the services. The payment will be released through ECS system only.
22. The job carried out shall be to the satisfaction of the ISTM, else no payment will be made. Further, depending upon the severity of negligence, ISTM reserves the right to blacklist the agency for a suitable period or from further participation in any of this departments contracts. The decision of the competent authority of the ISTM shall be final and binding on the firm /agency.
23. If it is found that the contractor has violated these conditions, the contract will be terminated forthwith without any notice.
24. The Director, ISTM reserves the right to accept the whole tender or any part thereof or reject all the tenders, in the interest of the ISTM so require, without

assigning any reasons whatsoever and to waive any minor discrepancy in the tenders received.

25. If the successful Tenderer fails to execute the agreement and / or deposit the required security Deposit within the time specified or withdraws the tender after intimation of the acceptance of the tender or fails to comply with the conditions above or owing to any other reason, tenderer is unable to execute the contract, the Earnest Money Deposit by tenderer, will be forfeited along with liability for all damages sustained by the ISTM.
26. **Tender Evaluation Criteria**
 - I. Tenderers who satisfy the conditions stipulated in the tender document and who have supplied all the documents/materials required will alone be considered as qualified Tenderers. The tenders of such qualified Tenderers alone will be considered for "Opening the Price Bid or BOQ". **ISTM will select the vendor on the basis of overall lowest bid quoted by technically short-listed bidder.**
 - II. **Preference will be given to those bids which quote the manpower with higher qualification and experience among all the technically qualified bids received.**
 - III. The expenses incidental to the execution of agreement shall be borne by the successful tenderer. The conditions stipulated in the agreement form should be strictly adhered to and violation of any of the conditions will entail termination of the contract without prejudice to the ISTM to recover any consequential loss from the successful Tenderer.
27. **Jurisdiction for legal proceeding:** Dispute or any legal proceedings in regard to this matter arising in any respect under this contract shall be instituted in any court of Delhi only.
28. Tenders with incomplete information, subjective and conditional offers as well as partial offers will be liable for rejection.
29. 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.
30. It will be imperative on each tenderer to fully acquaint him of the entire local conditions and factors which would have effect on the performance of the contract and cost. ISTM 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.
31. In the evaluation and comparison of bids, ISTM reserves the right to reject any or all tenders.
32. ISTM 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.
33. ISTM shall not be responsible for any delay, loss or non-receipt of tender documents or any other related document sent by post.
34. The maintenance shall be done in the Institute 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 by the Resident Engineer from System Administrator, ISTM.

35. In case the repair of equipment takes more than 24-hours standby equipment should be made available to the user concerned immediately.
 36. In case, replacement of part become necessary, the part of the same make shall be replaced. A document containing details of all such replacements is to be maintained separately.
 37. The maintaining agency shall provide, at its cost, complete required tool kit and accessories for maintaining Computers & Peripherals to deputed engineer & Lab Technician.
 38. The ISTM reserves the right to depute a third party to audit the replacements made in the equipment under CAMC or take any other such action as it may deem fit necessary to evaluate and control the quality of services rendered by the selected bidder.
39. **Saving Clause**
- (i) The Vendor shall take all precautionary measures in order to ensure the safety of their personnel (his representative, agent, workmen) working in the office while executing the work.
 - (ii) 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.
 - (iii) The vendor shall assume all liability for and give to ISTM 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 ISTM property sustained due to the act or omissions of the vendor irrespective of whether such liability arises under the Workmen Compensation Act 1923 or any other statute in force from time to time.
 - a) In case any doubt arises on interpretation or otherwise of any point in this tender document, ISTM shall be referred for clarification.
 - b) At any time after the issue of the tender documents and before the opening of the tender, the Tender Inviting Authority may make any changes, modifications or amendments to the tender documents and shall send intimation of such change to all those who have purchased the original tender documents, if any.
 - c) In case anyone tenderer asks for a clarification on the tender documents before 48 hours of the opening of the Tender, the Tender Inviting Authority shall ensure that a reply is sent and copies of the reply to the clarification sought will be communicated to all those who have purchased the tender documents without identifying the source of the query.

Condition of Contract

1. Delivery of Services

- (i) The vendor shall, as may be required by ISTM, deliver/provide the services at the ISTM, which includes all blocks / buildings of ISTM.
- (ii) The vendor will have to submit Preventive Maintenance report of Computers & Peripherals etc. on quarterly basis along with CAMC bill.
- (iii) The Resident Senior Engineer (with minimum qualification of Diploma with at least 3 years of experience) & Junior Engineer (minimum qualification of Diploma at least 1-2 years of experience) and one Lab Attendant (Qualification: Diploma (Computer /Electronics) from reputed institutions/University proposed to be deputed by the vendor of experience having Computers & Peripherals hardware knowledge (i.e. Systems repairing/replacement of parts). Engineers being deputed at ISTM must come regularly. In case of any change of engineer, a prior communication and approval is to be obtained by the vendor. Further, proper handing / taking over is to be done between both engineers. They will also be required to provide such services for the Computers, Printers, Scanners & Networking items which are under warranty. The services will however remain limited to formatting of PCs, installation of commonly used software including AV, OS and configuring network, Email, etc. and laying of internet cable (CAT-6) without any extra cost to ISTM. Software and related procedures however will be provided by ISTM.
- (iv) **The vendor will rectify the faulty equipment at site itself and will not be allowed to carry the hard disk etc. outside the Institute.**
- (v) The Senior Engineer, Junior Engineer and lab Attendant will submit monthly report on their activities towards CAMC to his office with a copy to System Administrator, ISTM, New Delhi. This will be mandatory for processing of bills.
- (vi) In case the equipment is down continuously for duration more than as given in **Annexure VIII** 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 ISTM. If, however, replacement is not done by the vendor then the penalty will levy as per Call Attendance & penalty Para 3 unless genuine and convincing reason is submitted to the System Administrator, ISTM.

2. Call attendance and Penalty

After the placement of call, the company has to provide the service/solution to keep the machine up as per the time period expected by ISTM / offered by bidder (whichever is lower) as mentioned in Annexure-III.

The company will provide replacement (i.e. standby) of machine of same or higher configuration when machine is not working after the period mention in Annexure III. If not done in the specified period (i.e. lowest time period of expected / offered), the following

penalty charges will be applied:

Period & Penalty Charges for Computers & Peripherals after the expiry of maximum time as per Annexure VIII: -

S.No	As per equipment/ Machine	Penalty stage from expected/offered time (as per Annexure-III)	Penalty amount / day
01	Desktop	First 24 hours	₹.500/-
		Second 48 hours	₹.750/-
		Every further 24 hours	₹.1000/-
02	Printer & Scanner	First 24 hours	₹.500/-
		Second 48 hours	₹.750/-
		Every further 24 hours	₹.1000/-
03	Network (Per node)	First 24 hours	₹.500/-
		Second 48 hours	₹.750/-
		Every further 24 hours	₹.1000/-

Note: In case Engineer(s) do not attend complaints at site for more than 7 (seven) days continuously or the penalty amount exceeds the actual CAMC amount, the contract between ISTM and the vendor may be considered as breached and the CAMC may be considered by ISTM to be awarded to next lowest bidder.

3. Payment of CAMC Charges

No part of the contract price shall become due or payable until the vendor has delivered and provided service to the complete satisfaction of ISTM. Payment for the contract will be processed **on quarterly basis** only after receiving bill from the service provider attached with performance report from the System Administrator, ISTM. Processing will be effective after the expiry of said period as per the rates quoted in financial terms and (agreed mutually) on the basis of report of **actual working Computers & Peripherals**. Review of such cases of addition/deletion of items/equipment's listed in the tender documents will be on the basis of mutual agreement and decision of ISTM will be final. The payment is subject to necessary deduction towards penalty for downtime of Computers & Peripherals as Para 3 for 'Call attendance and Penalty' in the Tender Document. A pre-receipted bill shall be submitted in duplicate to the Deputy Director (Admin), ISTM, Administrative Block, JNU Old Campus, New Delhi - 110067. The Bill must accompany the 'Preventive Maintenance Report', as above.

4. Freight and Taxes

The prices should be inclusive of all taxes, freight etc if applicable. Octroi Duty/WCT if any shall be borne by the vendor.

5. Extension of CAMC Period

The CAMC can be further extended for beyond one year, on mutual agreement on existing terms & conditions based on satisfactory performance without increase in CAMC cost. Formal Agreement along with Performance Security is required.

6. Termination of Agreement

The ISTM may terminate the agreement by giving a written one-month advance notice to

the Service Provider, without compensation to the Service Provider and/or other suitable action, if:

- (a) The Service Provider becomes bankrupt or is otherwise declared insolvent;
- (b) The Service Provider being a company is wound up voluntarily or by the order of a court or a receiver, or manager is appointed on behalf of the debenture holders or circumstances occur entitling the court or debenture holders to appoint a receiver or a manager, provided that such termination will not prejudice or affect any right of action or remedy accrued or that might accrue thereafter to the Purchaser.
- (c) The quality of services rendered to ISTM gets degraded and/or not up to satisfaction of ISTM.
- (d) If at any stage, it is found that the parts supplied by the maintaining agency are duplicate or of inferior quality, the CAMC may be summarily terminated and ISTM may take any other suitable action.
- (e) The Service Provider may request for termination of agreement by giving three-month Advance notice to ISTM.

7. General

The tenderer while uploading their tender should ensure that Tender Documents with the conditions stipulated duly certified and attested by them in token of having accepted the Tender conditions that they understood and accepted them fully. The Tenderer should enclose, proof for carrying out supplies, as specified, to various customers during the last three years, i.e. 2014-15 , 2015-16 and 2016-17.

8. Signature and seal

The Tenderer must sign and affix their Seal on every page of the Tender Document and the complete Signed Original Tender Documents must be submitted online.

I/We _____ have gone through the terms and conditions and will abide by them as laid down above.

ELIGIBILITY /TECHNICAL QUALIFICATION CRITERIA

The Contractor/Firms shall furnish the following documents attached with the quotation for Technical Bid failing which the bid will be rejected summarily.

1. The bidder should be registered with the Registrar of Companies and Sales/Trade tax department. Copies of PAN Number/Tan number/Sales tax number along with registration certificate/Service tax number along with registration certificate and Income-tax clearance certificate>Returns for last 03 years must be attached. (Readable copy of documents also should be Uploaded).
2. The bidder should have at least three (03) years (2014-15, 2015-16 and 2016-17) of experience in providing Comprehensive Annual Maintenance support for Computers & Peripherals setup with consistent good record with Central Govt. Ministry/department/organization and PSU along with satisfactory report of work value not less than Rs. 5.00 lakhs. Document in support of the claim signed by an officer of the level of Section Officer or above may be uploaded with the tender. (work order with performance/completion report should be enclosed).
3. The bidder must have annual turnover of Rs. 10.00 lakhs per annum during each year of the last 3 financial years. i.e. 2014-15, 2015-16 and 2016-17. Documents in support of turnover (along with Income Tax Returns and Audit Report Tax Audit Report of the relevant years) must be uploaded with the tender.
4. The bidder must have authorized service provider certificate from any one of these firms ie., HP, DELL, HCL, WIPRO, Zenith, IBM etc.
5. The bidder should have **at least one of its service center located in Delhi/NCR**
6. Earnest Money Deposit (EMD) of an amount of Rs. 25,000/- (Rupees twenty-five thousand) in the form of Fixed Deposit/Bank Guarantee drawn in favour of Director, ISTM, payable at New Delhi. This Earnest Money Deposit will not bear any interest.
7. The firm should not have been black listed from any Govt. Ministries/Departments/PSUs organization. (A certificate in this regard will be enclosed with the tender).
8. The participating firms are required to upload the required documents as per the details given in Annexure III for consideration and evaluation of their technical bids.
9. The Technical bids should have index (with proper page no.) of all documents uploaded as per Annexure III.
10. The financial bids are to be uploaded only in BOQ in the CPPP Portal. The rate quoted against each item in the BOQ will be excluding taxes, which will be

paid as per rules by the firm selected.

11. Adequate infrastructures to satisfactorily execute the CAMC Contract for Computers & Peripherals.

12. It is cautioned that any firm which discloses its rates in the technical bid will be summarily rejected.

Note: The firm/contractor must submit documentary evidence in support of fulfilling eligibility criteria mentioned above.

Technical Bid

Proforma for submission of Technical Bid

Note: The documents to be uploaded should be legible and proper index should be there with page no. In case the uploaded documents are not readable, the tender cannot be examined and the Technical Bids can be rejected, thereby rejecting the Tender of that firm.

Sl. No.	Description	Document to be uploaded
1	a) Name of the company /Firm, b) Address (with phone & Email), c) Contact Person's Name with mobile number	
2	The bidder should be registered with the Registrar of Companies and Sales/Trade tax department. Copies of PAN Number/Tan number/Sales tax number along with registration certificate/Service tax number along with registration certificate.	Copy should be uploaded
3	Income Tax Return for the last three years (2014-15, 2015-16 & 2016-17)	Income Tax return sheet should be uploaded.
4	Proof of Annual Turn Over not less than Rs. 10.00 lakh Every year for the last three years. 2014-15 2015-16 2016-17	(i) C.A. Certificate, or (ii) Audited Balance Sheet, or (iii) Annual turn Over to be Clearly mentioned for 2014-15, 2015-16 & 2016-17
5	The bidder must have authorized service provider certificate from any one of these firms ie., HP, DELL, HCL, WIPRO, Zenith, IBM etc.	Copy should be enclosed
6	Whether bidder should have at least one of its service center located in Delhi/NCR	Copy of the documents should be uploaded.
7	Proof of three annual contracts for the last three years with Govt. Ministries/Departments/PSUs etc. for last three years (2014-15, 2015-16 and 2016-17) along with satisfactory report for providing Comprehensive Annual Maintenance support for Computers & Peripherals setup value not less than Rs. 5.00 lakhs of work annually	Copy of experience certificate, Award letter, annual contracts for supply of similar furniture items for last three years along with performance certificate from Govt. Ministries/Departments/PSUs etc. for having completed. satisfactory report for providing Comprehensive Annual Maintenance support for Computers & Peripherals setup value not less than Rs. 5.00 lakhs of work for last

		three years (2014-15 , 2015-16 and 2016-17)
8	Details of EMD	Scanned copy of EMD to be uploaded
9	Declaration duly signed by the tenderer. (Annexure VII & VIII)	should be uploaded

I hereby certify that the information furnished above is full and correct to the best of my knowledge. I understand that in case any deviation in the above statement at any stage, the company will be blacklisted and will not have any dealing with the ISTM in future.

Technical Specifications

Details of Hardware i.e. Computers & Peripherals to be maintained under CAMC

I. SERVERS		
Sl. No.	Item Details	Qty.
1	HP Blade Server	01
2	HP Proliant ML-350 G6 server (Tower model)	01
II. COMPUTERS		
Sl. No.	Item Details	Qty.
1	HP Compaq SG3550IL	04
2	HP Pavilion A6740IN	01
3	HCL Infiniti PRO BL 1230	32
4	HCL Infiniti TRU BL 1280	40
5	HCL Infiniti PRO SL 1280	70
6	HP Compaq 8100 Elite Convertible Minitower	06
7	HP Compaq 8200 Elite Micro Tower	15
III. PRINTERS		
1	Samsung ML1610	01
2	HP Colour Laser Jet CP 1515N	02
3	HP Colour Laser Jet 2605	03
4	HP LaserJet P1008	04
5	HP LaserJet P1007	23
6	Canon LBP 3500	01
7	HP LaserJet P1106	01
8	HP LaserJet P-1505	06
9	Samsung ML2851	02
10	HP Laser Jet P2055d	02
11	HP Photo smart C410d All in One	01
12	HP LaserJet P3015	02
13	HP LaserJet Pro P1566	01
14	HP DeskJet 1510 (All in one) printer	01
15	HP LaserJet Pro M401DN	09
16	HP LaserJet Pro M425DN MFP	06
17	Konica Minolta C224e	01
IV. SCANNERS		
1	HP ScanJet G4050	01
2	HP ScanJet 5590	05
3	HP ScanJet N6350	01
4	HP Scan Jet G3110	01

Cont...

Computers & Peripherals to be maintained under CAMC**Cont...**

V. LAPTOPS		
Sl.No.	Item Details	Qty.
1	HCL Infiniti Powelite 9100 PT ME Laptop	02
2	HP BU RCTO 6730b Laptop	06
3	HCL Infiniti Powelite 9100 BT ME Laptop	17
4	Dell Latitude E6400	10
5	HP Compaq Laptop (Presario CQ62-105)/HCL	02

Note:

- ✓ Model / Quantity of Computers, Printers & Scanners may be increased / decreased during award of CAMC or in later stage.

Instructions for online Bid submission**Instructions to the Bidders to submit the bids online through the Central Public Procurement Portal for Procurement at <http://eprocure.gov.in/eprocure/app>**

1. Possession of valid Digital Signature Certificate (DSC) and enrollment/registration of the contractors/bidders on the e-Procurement/ e-tender portal is a pre-requisite for E-tendering.
2. Bidder should do the enrollment in the e-Procurement site using the "Online Bidder Enrollment" option available on the home page. Portal enrollment is generally free of charge. During enrollment/ registration, the bidders should provide the correct/ true information including valid email id. All the correspondence shall be made directly with the contractor/bidders through email id provided.
3. Bidder need to login to the site through their user ID/ password chosen during enrollment/ registration.
4. Then the Digital Signature Certificate (Class II or Class III Certificate with signing key usage) issued by SIFY/TCS/Code/e-Mudra or any Certifying Authority recognized by CCA India on e-Token/Smart Card, should be registered.
5. The DSC that is registered only should be used by the bidder and should ensure safety of the same.
6. Contractor/Bidder may go through the tenders published on the site and download the required tender documents/ schedules for the tenders he/ she is interested
7. After downloading / getting the tender document/ schedules, the Bidder should go through the contact details. Bidder should take into account the corrigendum published before submitting the bids online
8. If there are any clarifications, this may be obtained online through the tender site, or through the contact details. Bidder should take into account the corrigendum published before submitting the bids online
9. Bidder then logs in to the site through the secured log in by giving the user id/ password chosen during enrolment/registration and then by giving the password of e•Token/Smartcard to access DSC
10. Bidder selects the tender which he/ she is interested in by using the search option & then moves it to the 'any tenders' folder
11. From my tender folder, he selects the tender to view all the details indicated

12. It is construed that the bidder has read all the terms and conditions before submitting their offer. Bidder should go through the tender schedules carefully and upload the documents as asked; otherwise, the bid will be rejected
13. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender documents/schedule and generally, they can be in PDF/xls/rar/jpg/dwf formats. If there is more than one document, they can be clubbed together and can be provided in the requested format. Bidders Bid documents may be scanned with 100 dpi with black and white option. It is advisable that each document to be uploaded through online for the tenders should be less than 2 MB. If any document is more than 2MB, it can be reduced through rar and the same can be uploaded, if permitted. However, if the file size is less than 1 MB the transaction uploading time will be very fast.
14. If there are any clarifications required, this may be obtained through the site, or during the pre-bid meeting if any. Bidder should take into account the corrigendum published from time to time before submitting the online bids
15. The Bidders can update well in advance, the documents such as certificates, annual report details etc., under My Space option and these can be selected as per tender requirements and then send along with bid documents during bid submission. This will facilitate the bid submission process faster by reducing upload time of bids
16. Bidder should submit the Tender Fee/EMD as specified in the tender. The original should be posted/ couriered/ given in person to the Tender Inviting Authority, within the bid submission due date & time for the tender or as indicated in the tender. Scanned copy of the instrument should be uploaded as part of the offer
17. While submitting the bids online, the bidder reads the terms & conditions and accepts the same to proceed further to submit the bid packets
18. The bidder has to select the payment option as offline to pay the Tender FEE/EMD as applicable and enter details of the instruments.
19. The details of the EMD any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise submitted bid will not be acceptable or liable for rejection
20. The bidder has to digitally sign and upload the required bid documents one by one as indicated. Bidders to note that the very act

of using DSC for downloading the bids and uploading their offers shall be deemed to be a confirmation that they have read all sections and pages of the bid document including General conditions of contract without any exception and have understood the entire document and are clear about the requirements of the tender requirements.

21. The bidder has to upload the relevant files required as indicated in the cover content. In case of any irrelevant files, the bid will be rejected
22. If the price bid format is provided in a spread sheet file like BoQ_xxxx.xls, the rates offered should be entered in the allotted space only and uploaded after filling the relevant columns. The Priced-bid/BOQ template must not be modified / replaced by the bidder; else the bid submitted is liable to be rejected for this tender
23. The bidders are requested to submit the bids through online e-tendering system to the Tender Inviting Authority (TIA) well before the bid submission last date & time (as per Server System Clock). The TIA will not be held responsible for any sort of delay or the difficulties faced during the submission of bid online by the bidders at the eleventh hour
24. After the bid submission (i.e. after Clicking "Freeze Bid Submission" in the portal), the acknowledgement number, given by the system should be printed by the bidder and kept as a record of evidence for online submission of bid for the particular tender and will also act as an entry pass to participate in the bid opening date
25. The time settings fixed in the server side & displayed at the top of the tender site, will be valid for all actions of requesting, bid submission, bid opening etc., in the e-tender system. The bidders should follow this time during bid submission.
26. All the data being entered by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered will not be viewable by unauthorized persons during bid submission & not be viewable by any one until the time of bid opening.
27. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers' public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
28. The confidentiality of the bids is maintained since the secured Socket Layer 128 bit encryption technology is used. Data storage encryption of sensitive fields is done
29. The bidder should logout of the tendering system using the normal

logout option available at the top right hand corner and not by selecting the (X) exist option in the browser

30. For any queries regarding e-tendering process, the bidders are requested to contact as provided in the tender document. Parallely for any further queries, the bidders are asked to contact over phone:1-800-233-7315 or send a mail over to -cppp-nic@nic.in

Tender Acceptance Letter
(To be given on Company Letter Head)

Tenderer's Name & Address:

Person to be contacted:

Designation:

Mobile:

Telephone No.: Fax No.: E-Mail Id:

To,
The Dy. Director (Administration),
Institute of Secretariat Training & Management,
Department of Personnel & Training, Govt. of India
Admn Block, Old JNU Campus,
Olof Palme Marg, New Delhi-110067

Date:

Sub: Acceptance of Terms & Conditions of Tender. **CAMC of Computers & Peripherals at ISTM.**

Tender Reference No. D-19016/01/2017-ISTM dated March, 2017

Name of the Tender/Work: - Award of contract for CAMC of Computers & its peripherals installed in ISTM.

Sir/Madam,

I/We have downloaded/obtained the tender document(s) for the above mentioned 'Tender/Work' for the web site(s) namely:

_____ as per your advertisement, given in the mentioned website(s).

2. I/we hereby certify that I/we have read the entire terms & conditions of the tender documents from Page. No. _____ to _____ (including all documents like Annexure(s), schedules(s), etc.) which form part of the contract agreement and I/We shall abide hereby by the terms/conditions/clauses contained therein.

3. The corrigendum(s) issued from time to time by your department/organization too have all been taken into consideration, while submitting this acceptance letter.

4. I/We hereby unconditionally accept the tender conditions of above mentioned tender document (s)/Corrigendum(s) in its totally/entirely.

5. In case any provisos of this tender are found violated, then your Department/Organizations shall without prejudice to any other right or remedy be at liberty

to reject this tender/bid including the forfeiture of the full said earnest money deposit absolutely.

6. We, the undersigned Tenderers, 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 Computers & Peripherals at Institute of Secretariat Training & Management 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 90 calendar days from the date of opening of financial bids.

Deviations

We 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 Purchase Order or at a later stage as per the requirements of ISTM.

Qualifying Criteria

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 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 ISTM is not bound to accept the lowest or any bid that it may receive.

Signature of The Tenderer with Seal

TECHNICAL BID**UNDERTAKING/ DECLARATION**

I/We having our office at
 declare that I/we have never been blacklisted by any State Government/Central Government or any State/Central PSU.

2. Fixed Deposit/Bank Guarantee details

S.No.	FD No.	Date	Name of Bank & Place	Amount in Rs.

3. I/We, hereby declare that the particulars furnished by me/us in this offer are true to the best of my/our knowledge and I/We understand and accept that, if at any stage the information furnished by me/us are found to be incorrect or false, I/We am/are liable for disqualification from this tender and also liable for any penal action that may arise due to the above, besides being black listed.

4. I/We _____ hereby accept to provide warranty/guarantee and Free Service for a period of minimum one year from the date of supply/ installation of the materials.

5. I/We of hereby agree on the acceptance of this tender by Director, ISTM to **CAMC of Computer & its peripherals**, in accordance with the terms and conditions of contract and at the rates or price specified in financial bid (BOQ).

6. This is also certified that the rates quoted in the financial bid are not more than the rates charged from any other Institution/Department/Organization in the last six months. No Other charges would be payable by the Institute.

7. I/We _____ have gone through the terms and conditions and will abide by them as laid down above. I hereby undertake that the information provided above and elsewhere in the tender is true and the tender is liable to rejection if the same is found to be false or the information is found to have been suppressed by me.

Signature of The Tenderer with Seal

Company's Profile

1.	Name of the Proprietor/ Partners/Directors of the Organization/Firm and Address	
2	Tel/ Mobile No.	
3	FAX:	
4	E-Mail:	
5	Type of Organization (whether sole proprietorship/ partnership/private limited or Cooperative body etc.) <i>Attached Documentary Proofs</i>	
6	Service Tax No./TAN No./PAN	
7	Work Experience For providing CAMC services as described in this document (Document proof to be attached)	

Please provide the details of the Manpower proposed to be posted at ISTM for rendering CAMC services:

Resource Type	Manpower proposed to be posted at ISTM	Qualification With Specialization (refer- Annexure-I, para-18, page- 4) with copies of certificates	Experience with copies of certificates	Mobile No. (if available, otherwise to be provided later)	Remarks
Senior Engineer	01				
Junior Engineer	01				
Lab Attendant	01				

Quality of Service Offered, based on the Manpower proposed to be provided as suggested in this Tender Document.

Item Details	Service Time in which machine functionality restored (in hours)
Server, Desktop, Laptop, Printer, Scanner & Networking	24

The following IT items may be added later in CAMC as these items are still under warranty. Therefore, for adding these IT items in CAMC please quote the rate for the following items in the below proforma. This amount will not reflect in financial bid and CAMC will not awarded on the basis of rate quoted for the following items.

S. No.	Items	Qty	Unit Rates @ Per Month (₹) (without taxes)
	Printer		
1	HP Laser Jet Pro MFP M427fdw	09	
	Desktop		
2	HP Pro Desk 400 G2 MT	10	

@ tax will be applicable as per rules.