

**Tender No: 60(5)/2018-NIELIT-HQ-Part-1**  
**National Institute of Electronics and Information Technology (NIELIT)**  
**Ministry of Electronics and Information Technology,**  
**NIELIT Bhawan, Plot # 3, PSP Pocket,**  
**Institutional Area, Sector 8, Dwarka, New Delhi - 110077**

**Tender Document for “Onsite Annual Maintenance Contract of Real Presence Group 500 with Eagle Eye Director and its associated accessories, HDX End Point 7000 with Eagle Eye Director and its associated accessories, HDX End Point 8000 with Eagle Eye Director and its associated accessories at 31 locations of NIELIT and MCU RMX 2000-40ports (1 location) alongwith shifting and reinstallation/ reconfiguration of RMX 2000 Multi Connect Unit (MCU), H/W based VC recording streaming solution and FTP server.”**

**Schedule of Events**

Nature of the Work	Onsite Annual Maintenance Contract of Real Presence Group 500 with Eagle Eye Director and its associated accessories, HDX End Point 7000 with Eagle Eye Director and its associated accessories, HDX End Point 8000 with Eagle Eye Director and its associated accessories at 31 locations of NIELIT and MCU RMX 2000-40ports (1 location) alongwith shifting and reinstallation/ reconfiguration of RMX 2000 Multi Connect Unit (MCU), H/W based VC recording streaming solution and FTP server.
Mode of Tendering	e-Tender (online) on URL <a href="https://eprocure.gov.in/eprocure/app">https://eprocure.gov.in/eprocure/app</a>
Cost of Tender Document	Nil
Controlling Authority	Director General, NIELIT Headquarters, NIELIT Bhawan, Plot - 3, PSP Pocket, Industrial Area, Sector-8, Dwarka, New Delhi-110077 Email: registrar@nielit.gov.in
Estimated cost of contract exclusive of taxes	Rs.48 Lakhs
Earnest Money Deposit (EMD)	Bid Securing Declaration in the form of Annexure-7 is to be submitted by all prospective bidders.
Date & Time of Publishing e-Tender	27/02/2020 06:30 PM
Last date of receipt of Pre-Bid queries in the prescribed format (Annexure-5) by email/post.	04/03/2020 5:30 PM
Contact Person for clarifications/ queries regarding e-tender document.	Sh. Vikas Mittal, Dy. Director (Technical), NIELIT Headquarters, NIELIT Bhawan, Plot - 3, PSP Pocket, Institutional Area, Sector-8, Dwarka, New Delhi-110077 Email: <a href="mailto:vikas@nielit.gov.in">vikas@nielit.gov.in</a>
Date, Time & Venue of Pre-Bid Meeting	05/03/2020, 11:00 AM at NIELIT Headquarters, NIELIT Bhawan, Plot - 3, PSP Pocket, Institutional Area, Sector-8 Dwarka, New Delhi-77
Date of Publishing Pre-Bid minutes & Date of start of bid submission	13/03/2020 5:00 PM
Bid Submission Closing Date & Time	03/04/2020 05:00 PM
Technical Bid Opening Date & Time and Venue	08/04/2020 03:00 PM NIELIT Headquarters, Dwarka, New Delhi
Date, Time and Venue of opening of Financial bids	Will be intimated later to the technically qualified bidders
Bid Validity	180 Days from the last date of bid submission

### **IMPORTANT NOTE**

**1)** Tender documents may be downloaded from Central Public Procurement Portal (CPPP) <https://eprocure.gov.in>. Aspiring Bidders/ Suppliers who have not enrolled/registered in e-procurement should enroll/register before participating through the website <https://eprocure.gov.in/eprocure/app>. The portal enrollment is free of cost. Bidders are advised to go through instructions provided at **Annexure-1** regarding 'Instructions for online Bid Submission '.

**2)** Bidders can access tender documents on the website, fill them with all relevant information and submit the completed tender document into electronic tender on the website <https://eprocure.gov.in/eprocure/app>.

**3)** Tenders and supporting documents should be uploaded through CPPP. Hard copy of the tender documents will not be accepted.

# TENDER DOCUMENT

NIELIT invites Online Tenders through CPPP (<https://eprocure.gov.in/eprocure/app>) from the OEMs/Authorised Dealers/Channel Partners for “Onsite Annual Maintenance Contract of Real Presence Group 500 with Eagle Eye Director and its associated accessories, HDX End Point 7000 with Eagle Eye Director and its associated accessories, HDX End Point 8000 with Eagle Eye Director and its associated accessories at 31 locations of NIELIT and MCU RMX 2000-40ports (1 location) alongwith shifting and reinstallation/ reconfiguration of RMX 2000 Multi Connect Unit (MCU), H/W based VC recording streaming solution and FTP server.” Manual bids shall not be accepted. Following instructions should be carefully noted and followed by the bidders:

## GENERAL TERMS & CONDITIONS

### 1. Legal Requirements/ Compliance

Sr. No.	Legal Requirements	Signed & Stamped Scanned Documents to be uploaded in e-Procure Portal for Compliance
1.	The Bidder must be a either a Sole proprietor or individual Company/ HUF/ Partnership Firm/ Society/ Corporation/Private Limited Company / Public Limited Company registered under Company Act 1956 & Company Act 2013. Consortium of Companies is not allowed.	Incorporation certificate
2.	GSTIN Registration Certificate	GSTIN registration certificate
3.	PAN Number	PAN number
4.	Audited Balance Sheet for the years 2016-17, 2017-18, 2018-19	Audited Balance Sheet
5.	The minimum average annual turnover of agency shall be Rs. 72 Lakh for the last 3 financial years (not earlier than FY 2016-17). Certificate from Chartered Accountant indicating the turnover in each of the last three (03) financial years i.e. 2016-17, 2017-18 and 2018-19.	CA certificate
6.	The Bidder should be authorized dealer/channel partner/OEM and should have domain knowledge and experience of executing, Implementing / setting up End Points solutions/MCU/ Hardware based VC recording streaming solution/FTP server. The authorized dealer/channel partner/OEM should have implemented- <ul style="list-style-type: none"> <li>a. At least one job of similar nature of approximately 80% of the tender value OR</li> <li>b. At least two job of similar nature of approximately 60% of the tender value OR</li> <li>c. At least three job of similar nature of approximately 40% of the tender value</li> </ul> in last 5 years for any Government organization / Semi-Government organization/ PSU / Universities/ Institutions in India.	Purchase / work order of similar nature of work.
7.	Authorized dealers/channel partners/OEM shall have at least 2 years of experience in maintenance of VC equipment/ MCU.	Performance/ Completion certificate and related PO/WO
8.	Bid Securing Declaration in the form of Annexure-7 is to be submitted by all prospective bidders.	Annexure-7
9.	All items shall be supported back to back by the OEM. Bidder is to submit proof of such back to back support arrangement with OEM and has to also	Proof of back to back support and MAF (Annexure-6) from

	submit MAF (Annexure-6) from OEM in respect of all items mentioned in this tender.	OEM.
10.	Certificate on Non-Judicial stamp paper duly authorized by a notary, stating that the bidder hasn't been blacklisted as per Annexure-4.	Notarized Certificate.

2. OEM or authorized dealers of OEM/channel partners of OEM shall have at least 2 years of experience in maintenance of Video Conferencing Equipment and MCU.
3. The licenses for Software, if any, should be procured by the qualified bidder in the name of National Institute of Electronics and Information Technology (NIELIT), NIELIT Bhawan, Plot # 3, PSP Pocket, Institutional Area, Sector 8, Dwarka, New Delhi – 110077 and relevant document(s) for the same is also required to be delivered to NIELIT along with the media with installable software.
4. OEMs or authorized dealers/channel partners of OEMs can only participate in the tender. Bidder is to submit Manufacturer's Authorization Form (MAF) in the form of Annexure-6 from OEM to participate in this tender. Bidder is to submit proof of such back to back support arrangement with OEM. Bids without OEM authorization will be summarily rejected.
5. OEM shall be liable for services and non-compliance by the vendor. OEM will discharge all warranty/support responsibilities during the AMC period directly or through any service provider for the period indicated in the contract.
6. A scanned copy of the certificate on a non-judicial stamp paper duly authorized by a notary, stating that the bidder hasn't been blacklisted by any institution/ organization/ society/ company of the Central / State Government ministry/department, or its public sector organizations during the last preceding three years from the date of submission of the tender, with company stamp and signed by authorized signatory shall also be uploaded. The format is as per Annexure-4.
7. For a bidder, who has participated in the tender bids, it will be presumed that he has accepted all the terms and conditions of this tender. A declaration, as prescribed in Annexure-2, specifying that the quotations are strictly as per the terms and conditions of the tender, shall have to be uploaded in the e-Procure Portal. No request for deviation in the terms and conditions of the tender will be entertained. If there is any deviation from the terms and conditions of the tender or the tenderer has uploaded conditional bids, the bid will be summarily rejected.
8. Bids shall be valid for a minimum period of 180 days after the closing of the submission of bids. In case of untoward delay (if any), bidders may be requested by NIELIT to submit their willingness in writing to extend the validity of the bids beyond 180 days.
9. The tender shall be submitted online in two parts, viz., technical bid and Financial Bid.

**a. Technical Bid** - The following self-attested documents are to be furnished by the bidder along with **Technical Bid** as per the tender document and details to be provided in the format provided below:

Name of Firm	
Name of Contact Person with Designation	
Registered Office Address	
Details of Incorporation of the Company. Certificate to be submitted in Technical Bid	Date:
	Ref #
Details of Commencement of Business	Date:
	Ref#
Valid GSTIN Registration no.	

Permanent Account Number (PAN)	
Address of the Firm	
Type of Firm	
Telephone/Mobile Number(s)	
Email Address	
Website URL	
Fax No.	

- i) Signed and stamped scanned copy of the valid registration number of the firm along with the GSTIN No. allotted by the Department of Indirect Taxes or Central Board of Excise and Customs (CBEC), as well as PAN number of the firm allotted by the income tax department and Tender Acceptance Letter (Annexure-2) failing which bidder's bid may be rejected.
- ii) Signed and stamped scanned copy of audited balance sheet for the last three (03) year i.e. 2016-17, 2017-18 and 2018-19.
- iii) Signed and stamped scanned copy of certificate from Chartered Accountant indicating the turnover in each of the last three (03) financial years i.e. 2016-17, 2017-18 and 2018-19. The minimum average annual turnover of agency shall be Rs. 72 Lakh for the last 03 financial years (not earlier than FY 2016-17).
- iv) Signed and stamped Scanned copy of Company registration, partnership deed.
- v) The Bidder should be authorized dealer/channel partner/OEM and should have domain knowledge and experience of executing, Implementing / setting up End Points solutions/ MCU/ Hardware based VC recording streaming solution/ FTP server. The authorized dealer/channel partner/OEM should have implemented-
  - a. At least one job of similar nature of approximately 80% of the tender value OR
  - b. At least two job of similar nature of approximately 60% of the tender value OR
  - c. At least three job of similar nature of approximately 40% of the tender value.

in last 5 years for any Government organization / Semi-Government organization/ PSU / Universities/ Institutions in India. Signed and stamped scanned copy of at least two purchase / work order of similar nature of work.
- vi) Signed and Stamped scanned copy of Performance certificate / completion certificate along with related PO/WO.
- vii) Signed and Stamped scanned copy of Bid Securing Declaration in the form of Annexure-7 is to be uploaded on e-procure portal by all prospective bidders. Otherwise the tender will be summarily rejected without assigning any reason.

The Director General,  
NIELIT, NIELIT Bhawan,  
Plot No. 3, PSP Pocket, Institutional Area,  
Sector 8, Dwarka, New Delhi 110077

**b. FINANCIAL BID - Schedule of Financial Bid in the form of BOQ\_ AMC\_EP\_MCU.xls**

The Financial Proposal/Financial Bid format is provided as **BOQ\_ AMC\_EP\_MCU.xls** along with this tender document at <https://eprocure.gov.in/eprocure/app>. Bidders are advised to download **BOQ\_ AMC\_EP\_MCU.xls** as it is and quote their offer/rates in the permitted column in the Financial Bid and upload the same on e-procurement portal. **Bidder shall not tamper/modify downloaded Financial Bid template in any manner.** In case if the same is found to be tampered/modified in any manner, tender of the bidder will be completely rejected and action may be taken as per the declaration mentioned in the Annexure-7.

1. Bidder must quote AMC charges separately for each item.

2. L1 shall be evaluated on total amount inclusive of taxes as mentioned in the Financial Bid Format.
3. The Bids must be submitted online only at e-Procurement Portal (<https://eprocure.gov.in/eprocure/app>) on or before the last date & time mentioned on Page 1. Bids, submitted after the due date & time shall be summarily rejected. The Technical bids received online will be opened on the mentioned dates.
4. Bidder is duty bound to observe all the Laws, Rules, Regulations, Policies, Procedures and Guidelines of the Central Vigilance Commission and Government of India as in force from time to time.
5. NIELIT reserves the right to accept or reject any bid or cancel tender proceedings without assigning any reason whatsoever.
6. NIELIT reserves the right to change (increase/decrease) the quantity of items to place Purchase Order for the selected items only, that is, some of the items may be omitted.
7. Incomplete bids shall summarily be rejected.
8. All the pages and write-up/documents uploaded with the bids should be sequentially numbered and shall be signed by authorized signatory with organisation's seal/stamp.
9. In case of any discrepancy between rates mentioned in figures and words, the latter shall prevail.
10. The bidders shall not submit Conditional tenders, tenders with suggestions on whatsoever ground, such tenders shall be summarily rejected and in such case NIELIT may take action as per the declaration mentioned in the Annexure-7.
11. Any attempt of direct or indirect negotiation on the part of the tenderer with the authority who is competent to finally accept it after the submission of the tender; or any other endeavor to secure any interest or any influence by the tenderer by any means for acceptance of a particular tender will render the tenderer liable to be excluded from consideration.
12. The rates are to be quoted by the bidders in Indian Rupees only and payment shall be made to successful bidders in Indian Rupees only. Statutory applicable taxes GST (Column 5 in the Financial Bid) should be mentioned separately in the Financial Bid. L1 will be evaluated on total price quoted inclusive of Taxes. However, Unit Price (Column 4 in the Financial Bid) quoted should be inclusive of all other levies, statutory taxes and charges such as Octroi, Packaging & Forwarding charges etc. All prices shall be fixed and shall not be subject to escalation of any description.

## SCOPE OF WORK

**1. OBJECTIVE** - NIELIT proposes to identify a Bidder for “Onsite Annual Maintenance Contract of Real Presence Group 500 with Eagle Eye Director and its associated accessories, HDX End Point 7000 with Eagle Eye Director and its associated accessories, HDX End Point 8000 with Eagle Eye Director and its associated accessories at 31 locations of NIELIT and MCU RMX 2000-40ports (1 location) alongwith shifting and reinstallation/ reconfiguration of RMX 2000 Multi Connect Unit (MCU), H/W based VC recording streaming solution and FTP server”

**2. SCOPE** - NIELIT intends to invite proposal for Comprehensive Onsite Annual Maintenance Contract of Real Presence Group 500 with Eagle Eye Director and its associated accessories, HDX End Point 7000 with Eagle Eye Director and its associated accessories, HDX End Point 8000 with Eagle Eye Director and its associated accessories at 31 locations of NIELIT and MCU RMX 2000-40ports (1 location) alongwith shifting and reinstallation/ reconfiguration of RMX 2000 Multi Connect Unit (MCU), H/W based VC recording streaming solution and FTP server.

The comprehensive AMC includes hardware and software updates/upgrades/renewals etc. NIELIT reserves the right to increase or decrease the number of systems within the contract period. In case of any decrease/increase of any equipment, the proportionate rate of the similar configuration will be applicable.

- ✓ All spares to be used shall be genuine or compatible spare parts (in that order) and the same shall be procured from the authorized dealer or Manufacturer.
- ✓ Service offered shall be in accordance with the service instructions and standard practice of OEM.

The devices/equipment to be covered under the scope of the comprehensive Onsite Maintenance Contract under this Tender document is as under:

Sl. No.	Serial No. of Item	Location
<b>A. Polycom HDX 7000 with Eagle Eye Director and its associated accessories.</b>		
A.1	82141941F204CN, 8A1633003364CL	Ajmer
A.2	82141941F2F2CN, 8A1633003284CL	Aurangabad
A.3	8208370B3146PN, 8A1633003355CL	Calicut
A.4	82141941F324CN, 8A1633003367CL	Chandigarh
A.5	82141941F27BCN, 8A163300327CCL	Chennai
A.6	821417419DC0CN, 8A1633003372CL	Gorakhpur
A.7	8213434123E1CN, 8A163300329DCL	Kolkata
A.8	82141841F14DCN, 8A163300333ACL	Srinagar
<b>B. Polycom HDX 8000 with Eagle Eye Director and its associated accessories.</b>		
B.1	8212040EE1D1CG, 8A163300326BCL	Agartala
B.2	8212040EE1B5CG, 8A16330032F4CL	Aizwal
B.3	8212120EE83FPG, 8A163300332DCL	Guwahati- Paltan Bazar
B.4	8212080EE4B3CG, 8A163300327ECL	Imphal
B.5	8212050EE27CCG, 8A1633003271CL	Itanagar
B.6	8213020F8C26CG, 8A163300327DCL	Kohima
B.7	8212040EE14DCG, 8A1633003285CL	Shillong

<b>C. Polycom Real Presence Group 500 with Eagle Eye Director and its associated accessories</b>		
<b>C.1</b>	82164746E4F6CV, 8A1633003268CL	Chuchuyimlang
<b>C.2</b>	82164746E54DCV, 8A163300332BCL	Churachandpur
<b>C.3</b>	82164746E4FDCV, 8A16330032CACL	Delhi
<b>C.4</b>	82164746E56BCV, 8A16330032ACCL	Jammu
<b>C.5</b>	82164746E522CV, 8A16330032E7CL	Jorhat
<b>C.6</b>	82164746E4F7CV, 8A1633003368CL	Kokrajhar
<b>C.7</b>	82164746E553CV, 8A163300332CCL	Leh
<b>C.8</b>	82164746E566CV, 8A1633003348CL	Lucknow
<b>C.9</b>	82164746E520CV, 8A16330032D1CL	Lunglei
<b>C.10</b>	82164746E526CV, 8A16330032EDCL	Pasighat
<b>C.11</b>	82164746E52ACV, 8A16330032FDCL	Patna
<b>C.12</b>	82164746E563CV, 8A1633003338CL	Ranchi
<b>C.13</b>	82164746E557CV, 8A163300332ECL	Senapati
<b>C.14</b>	82164746E501CV, 8A16330032D0CL	Shimla
<b>C.15</b>	82164746E53FCV, 8A1633003313CL	Silchar
<b>C.16</b>	82164746E567CV, 8A1633003358CL	Tezpur
<b>D.</b>	<p>Polycom RMX 2000 (40 Ports)-</p> <p><b>a)</b> RMX 2000/4000 MPMRx System Resource License Pack - 10x1080p30/20x720p/40xSD resource, Licenses - X1320-4295-9303- 6008</p> <p><b>b)</b> RMX 2000/MPMRx IP only 3x1080p60/7x1080p30/15x720p/30xSD resource configured &amp; licensed system - VR2120621009</p> <p><b>c)</b> RMX T1/E1 interface - X1029-2151-6020-3362</p>	Delhi
<b>E.</b>	Shifting, Reinstallation, Configuration and Integration of MCU, H/W based VC recording and FTP server from NIELIT CGO, Electronics Niketan, New Delhi -110003 to NIELIT Bhawan, Plot No.3, PSP Pocket, Sector-8, Dwarka, New Delhi - 110077	Delhi

- 3. EARNEST MONEY DEPOSIT (EMD):** Bid Securing Declaration acceptance in the form of Annexure-7 is to be uploaded in the e-Procure Portal by all prospective bidders. Bid uploaded without Annexure-7 shall liable to be rejected. As per the Bid securing declaration, bidder accepts that if they withdraw or modify their Bids during the period of validity; or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document; or if the bidder fails to comply with any of the provisions of the terms and conditions of the bid document they will be suspended for the period of time specified in the request for bids document from being eligible to submit Bids for contracts with the entity that invited the Bids.



#### 4. PERFORMANCE SECURITY:

- a) Successful bidder shall submit an acceptance on Purchase Order and Performance Security @ 10% of the total value of the Purchase Order within 15 days of issuance of P.O. failing which the P.O. stands cancelled without any further communication.
- b) The Performance Security shall be in the form of Bank Guarantee by any Nationalized Banks/scheduled banks.
- c) The Bank Guarantee shall be valid for 60 days more after the completion of all Contractual Obligations of AMC as per the tender document.
- d) It is mandatory that for bank Guarantee to be acted upon, it must be routed through Structured Financial Messaging System (SFMS) from issuing Bank to our Bank by sending IFN 760 COV Bank Guarantee Advice Message. Thereafter, only physical Bank Guarantee will be taken as submitted and become operational. Our bank details for this purpose are as follows:

1	Beneficiary Name & Address	NIELIT, NIELIT Bhawan, Plot # 3, PSP Pocket, Institutional Area, Sector 8, Dwarka, New Delhi 110077
2	Name of Bank	Bank of India
3	Bank Branch & Address	CGO Complex
4	Beneficiary Account No.	604820100000012
5	IFSC Code	BKID0006048

- e) Performance Security shall be released after 60 days over and above the AMC period.
- f) AMC period will start from the date of signing of agreement between NIELIT and AMC service provider.
- g) The proceeds of the Performance Security deposit shall be payable to the Purchaser as compensation for any liquidated damages/ loss (including loss of opportunity, time or cost) resulting from the Supplier's /Bidder's failure to comply with its obligations under the Contract.
- h) No interest will be paid by NIELIT on the Performance Security deposited by the successful bidder.

#### 5. EVALUATION OF TECHNICAL & FINANCIAL BIDS:

- a) The initial technical evaluation shall be completed by the designated Tender Evaluation Committee.
- b) The financial bids of bidders who qualify in technical evaluation shall be opened at the notified time, date and place in the presence of the bidders or their representatives who choose to be present.
- c) The name of the firms, the rates given by them and conditions put, if any shall be read out and recorded.
- d) The evaluation shall include all costs and all taxes and duties applicable to the bidder as per law of the Central/State Government /Local Authorities.
- e) The offers shall be evaluated and ranked as L1, L2, and L3 etc. and work will be awarded to L1 (Lowest quote with inclusive of taxes) as per the total amount quoted by the bidder in the BoQ document.
- f) It shall be ensured by the bidders that the offer recommended for sanction is justifiable looking to the prevailing market rates of the goods and/ or service required to be procured.
- g) Decision of the Tender Evaluation Committee would be final and binding upon all the bidders. The Tender Evaluation committee will open the Technical Bids followed by Financial Bids in the presence of the representatives of the bidders who wish to attend, at the time of bid opening. In the event of specified date of Bid opening being declared a holiday for the Ministry, the bids shall be opened at the scheduled time and location on the next working day.
- h) The Bidder shall abide to the following in respect of reasonability of quoted price:
  - i. The rates quoted by them are at par with the prevailing market rates and are not more than the price usually charged for services of same nature/ class or description from any purchaser either Government or Private.

- ii. In respect of indigenous items for which there is a controlled price fixed by law, the price quoted are not higher than the controlled price.
- iii. Services/Products/Goods supplied, will be of requisite specification and quality.

**6. ONSITE ANNUAL MAINTENANCE CONTRACT**

The AMC period of 01 year for the systems shall be taken into account from the date of signing of contract agreement between NIELIT and successful bidder.

The service provider shall fulfill the following conditions during AMC period:

- a) If the entire system is down at NIELIT HQ or at any NIELIT Centre, then the failure in the system should be rectified within maximum period of 24 hours of lodging complaint with the OEM / Service Provider.
- b) Any system which has been identified as faulty by the service provider and needs replacement, the replacement shall take place within 72 hours of lodging complaint with the OEM/ Service Provider.
- c) Any system or subsystem failing at least three times in three months, displaying chronic system design or manufacturing defects or Quality Control problem, service provider should arrange a replacement of such faulty equipment(s) or parts from the OEM.

**7. LIQUIDATED DAMAGES:** NIELIT reserves the rights for cancelling/termination of the contract at any time by giving one month notice, if the services are found unsatisfactory and may award contract to the L2 bidder provided the L2 bidder agree to accept the work at L1 price, at the cost of the bidder towards which excess expenditure, if any, incurred on account of this will be recovered by NIELIT from security deposit or pending bill or by raising a separate claim.

**8. PENALTY:** If the service provider fails to provide any or all of the Comprehensive Onsite AMC services as specified in this tender/purchase order then penalty shall be imposed as per the following details:

Sr. No.	Details	Penalty Charges
1.	If the entire system is down at NIELIT HQ or at any NIELIT Centre, then the failure in the system should be rectified within maximum period of 24 hours of lodging complaint with the OEM / Service Provider.	Penalty charges @3.5% per week of the quarterly payable amount or part thereof shall be imposed. In case of penalty charges reaches a maximum value of 10% then necessary process for termination of contract may be initiated by the Competent Authority.
2.	Any system which has been identified as faulty by the service provider and needs replacement, the replacement shall take place within 72 hours of lodging complaint with the OEM/ Service Provider	Penalty charges @1.75% per week of the quarterly payable amount or part thereof shall be imposed. In case of penalty charges reaches a maximum value of 10% then necessary process for termination of contract may be initiated by the Competent Authority.

**9. PAYMENT:** A pre-receipted bill in triplicate in the name of “NIELIT” be submitted to NIELIT duly supported by purchase order. The payment will be processed and released on quarterly basis on receipt of satisfactory report by the designated official(s) at NIELIT HQ and Centres subject to deduction of TDS and Penalty (if any).

**10. FORCE MAJEURE:** Notwithstanding the provisions stated in this document, the successful bidder shall not be liable for forfeiture of its performance security, penalty or termination for default, if any, to the extent that, its delay in performance or other failure

to perform its obligation under the contract is the result of an event of 'Force Majeure' which in context to this clause means an event beyond the control of the vendor and does not involve the vendor's fault or negligence and may include, but not limited to, acts of God, Wars, revolution, fires, floods, epidemics and embargos etc.

**11. ARBITRATION:** All disputes or difference arising out of or in connection with the bid document or over the interpretation of any of the terms herein above contained or any claim or liability of the party shall be settled by mutual discussions within thirty days, failing which an arbitrator shall be appointed by the Director General, NIELIT. The arbitration proceedings shall be held under the provisions of the Arbitration and Conciliation Act, 1996 of Government of India or any statutory modifications or re-enactment thereof. The arbitrator will give reason for his awards and the award passed by the Arbitrator shall be final and binding upon both the parties.

**12. JURISDICTION:** All disputes arising over all the terms and conditions in this bid document shall be in the exclusive jurisdiction of courts in Delhi only.

**13. CONTRACTUAL OBLIGATIONS**

- a. During the AMC period of 01 year, the service provider shall ensure provisioning of necessary support, replacement of all requisite hardware, software, firmware etc. from the OEM at NO-EXTRA-COST to NIELIT to enable smooth functioning and running of the system.
- b. The Selected Bidder shall provide the services and carry out its other obligations as specified in the Purchase Order and the Tender Document with due diligence, efficiency, economy, confidentiality, promptness and techniques.

**14. PRE-BID MEETING:**

NIELIT will host a Pre-Bid Meeting of prospective bidders as per the schedule mentioned at page no-1. The representatives of the interested organizations may attend the pre -bid Meeting at their own cost. The purpose of the Meeting is to clarify any doubts regarding the scope of work. It will also provide each bidder with an opportunity to seek clarifications regarding any aspect of the tender document. It will also provide each bidder with an opportunity to seek clarifications regarding any aspect of the tender document. A maximum of two representatives of each Bidder shall be allowed to participate in the conference which can be attended on any of the venues mentioned below:

Conference Room No. 106, 1<sup>st</sup> Floor  
NIELIT Bhawan,  
Plot No. 3, PSP Pocket, Institutional Area,  
Sector 8, Dwarka, New Delhi 110077

- a. Any change in Venue and Time for Pre-Bid Conference will be displayed on NIELIT website <http://nielit.gov.in> and <https://eprocure.gov.in/eprocure/app> at least one day before the schedule of Pre-Bid Meeting. Enquiries and clarification, if any, shall be addressed during Pre-Bid meeting.
- b. All pre-bid queries that are received by email in prescribed format on or before the date mentioned in the schedule will be addressed by NIELIT in the Pre-bid Conference. NIELIT shall aggregate and respond to all such queries as per the schedule bidding. The response to clarifications will be issued as a Corrigendum to the original tender document.
- c. During the course of Pre-Bid Conference, the Bidders will be free to seek clarifications and make suggestions for consideration. NIELIT shall endeavor to provide clarifications and such further information as it may, in its own sole discretion, consider appropriate for facilitating a fair, transparent and competitive bidding.
- d. In respect of clarification received, the following shall apply:

- i. NIELIT reserves the right not to consider any condition or query that, in the own sole discretion of NIELIT, is found unacceptable.
- ii. If in NIELIT's opinion, certain conditions are acceptable, in whole or in part, the same shall be finalized by NIELIT and the accepted conditions will be published on <http://nielit.gov.in> and <https://eprocure.gov.in/eprocure/app>
- iii. In respect of suggestions/alterations proposed, NIELIT may consider them and the result will be published on NIELIT Website <http://nielit.gov.in> and <https://eprocure.gov.in/eprocure/app>
- iv. If NIELIT deems it appropriate to revise any part of this Tender Document or to issue additional data to clarify an interpretation of the provisions of this Tender Document, it may issue supplements to this Tender Document. Such supplemental information, including but not limited to, any additional conditions, clarifications, minutes of meeting, official communication over email/ post, etc. will be communicated to all the bidders by putting up on NIELIT Website (<http://nielit.gov.in>), and <https://eprocure.gov.in/eprocure/app>. Any such supplement shall be deemed to be incorporated by this reference into this Tender.
- v. In order to allow bidders a reasonable time to take the amendment(s) into account in preparing their bids, NIELIT, at its discretion, may extend the deadline for the submission of bids, and the extended date will be displayed on the website <http://nielit.gov.in> and <https://eprocure.gov.in/eprocure/app>.

**15. Tax deduction at source:**

- a. All Central/State Govt. /Local Body Taxes as applicable from time to time shall be deducted at source from the payment to the Supplier/Bidder as per the respective law in force at the time of execution of contract. NIELIT shall deduct at source taxes/duties under any other law/statute as may be applicable at the time of making payments. The supplier shall furnish GST Registration No. and PAN No. as applicable.
  - b. For all services supplied, the Bidder shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed/incurred until delivery of the contracted products or services.
16. If any rates of Tax are increased or decreased, a new Tax is introduced, an existing Tax is abolished, or any change in interpretation or application of any Tax occurs in the course of the performance of Contract, which was or will be assessed on the Bidder and accordingly, if required, an adjustment as per the terms of this RFP shall be applicable.

## **INSTRUCTIONS FOR ONLINE BID SUBMISSION**

As per the directives of Department of Expenditure, this tender document has been published on the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>). The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at:

<https://eprocure.gov.in/eprocure/app>.

### **REGISTRATION**

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “**Click here to Enroll**” on the CPP Portal is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

### **SEARCHING FOR TENDER DOCUMENTS**

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, organization name, location, date, value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

### **PREPARATION OF BIDS**

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should prepare the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF formats. Bid documents may be scanned with 100 dpi and black and white option.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, CA certificate, Incorporation Certificate, MAF (Annexure-6) from OEM etc.) has been provided to the bidders. Bidders can use “My Space” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

## **SUBMISSION OF BIDS**

- 1) Bidder should log into the site well in advance for bid submission so that he/she upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as "RTGS/NEFT" to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original proof of transaction should be posted/couriered/given in person to the Tender Processing Section, latest by the last date of bid submission or as specified in the tender documents. The details of the transaction details physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the prices bid has been given as a standard Bill of Quantities (BoQ) format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- 6) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done.
- 8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 9) Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

## **ASSISTANCE TO BIDDERS**

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact numbers for the helpdesk are **0120-4200462, 0120-4001002 and 0120-4001005**. The support email id is support-eproc@nic.in

**TENDER ACCEPTANCE LETTER**  
**(To be given on Company Letter Head)**

Date: \_\_\_\_\_

To,

**National Institute of Electronics and Information Technology (NIELIT)**  
NIELIT Bhawan,  
Plot No 3, PSP Pocket, Institutional Area,  
Sector 8, Dwarka, New Delhi 110077

Sub: **Acceptance of Terms & Conditions of Tender.**

**Tender Reference No: 60(5)/2018-NIELIT-HQ-Part-1**

**Name of Tender / Work: - Onsite Annual Maintenance Contract of Real Presence Group 500 with Eagle Eye Director and its associated accessories, HDX End Point 7000 with Eagle Eye Director and its associated accessories, HDX End Point 8000 with Eagle Eye Director and its associated accessories at 31 locations of NIELIT and MCU RMX 2000-40ports (1 location) alongwith shifting and reinstallation/ reconfiguration of RMX 2000 Multi Connect Unit (MCU), H/W based VC recording streaming solution and FTP server.**

**Dear Sir,**

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

\_\_\_\_\_ as per your advertisement.

2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. \_\_\_\_ to \_\_\_\_ (including all documents like annexure(s), schedule(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 has also 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 totality / entirety.

5. In case any provisions of this tender are found violated , then your department/ organization shall reject this tender/bid including the actions to be taken as per the Bid Security declaration (Annexure-7) and initiate legal action under Prevention of Corruption Act 1988 and stipulations contained in Indian Penal Code.

**Yours faithfully,**

**(Signature of the Bidder, with Official Seal)**

### Financial Bid Format

(Price to be quoted by the bidders in the **BOQ\_AMC\_EP\_MCU.xls** File only.  
The **BOQ\_AMC\_EP\_MCU.xls** File is to be uploaded on e-Procure Portal in Financial Bid Section.)

Name of the Tenderer : \_\_\_\_\_  
Address for Correspondence: \_\_\_\_\_

I/we hereby submit the consolidated financial proposal for “Onsite Annual Maintenance Contract of Real Presence Group 500 with Eagle Eye Director and its associated accessories, HDX End Point 7000 with Eagle Eye Director and its associated accessories, HDX End Point 8000 with Eagle Eye Director and its associated accessories at 31 locations of NIELIT and MCU RMX 2000-40ports (1 location) alongwith shifting and reinstallation/ reconfiguration of RMX 2000 Multi Connect Unit (MCU), H/W based VC recording streaming solution and FTP server” as per the Scope of work given in this tender document within the time specified and in accordance with the terms and conditions. The rates are quoted in the prescribed format given below:

Sl. No.	Serial No. of Item	Location	AMC charges for the unit (Rs. P)	GST for the unit (Rs. P)	TOTAL AMOUNT Without Taxes col (6) = col (4) Rs. P	TOTAL AMOUNT With Taxes col (7) = sum of col (4) + col (5) in Rs. P	TOTAL AMOUNT In Words Rs. P	
1	2	3	4	5	6	7	8	
<b>A. Polycom HDX 7000 with Eagle Eye Director and its associated accessories.</b>								
<b>A.1</b>	82141941F204CN, 8A1633003364CL	Ajmer	To be quoted in the <b>BOQ_AMC_EP_MCU.xls</b> File only. The <b>BOQ_AMC_EP_MCU.xls</b> File is to be uploaded on e-Procure Portal in Financial Bid Section.					
<b>A.2</b>	82141941F2F2CN, 8A1633003284CL	Aurangabad						
<b>A.3</b>	8208370B3146PN, 8A1633003355CL	Calicut						
<b>A.4</b>	82141941F324CN, 8A1633003367CL	Chandigarh						
<b>A.5</b>	82141941F27BCN, 8A163300327CCL	Chennai						
<b>A.6</b>	821417419DC0CN, 8A1633003372CL	Gorakhpur						
<b>A.7</b>	8213434123E1CN, 8A163300329DCL	Kolkata						



<b>A.8</b>	82141841F14DCN, 8A163300333ACL	Srinagar	
<b>B. Polycom HDX 8000 with Eagle Eye Director and its associated accessories.</b>			
<b>B.1</b>	8212040EE1D1CG, 8A163300326BCL	Agartala	To be quoted in the <b>BOQ_AMC_EP_MCU.xls</b> File only. The <b>BOQ_AMC_EP_MCU.xls</b> File is to be uploaded on e-Procure Portal in Financial Bid Section.
<b>B.2</b>	8212040EE1B5CG, 8A16330032F4CL	Aizwal	
<b>B.3</b>	8212120EE83FPG, 8A163300332DCL	Guwahati- Paltan Bazar	
<b>B.4</b>	8212080EE4B3CG, 8A163300327ECL	Imphal	
<b>B.5</b>	8212050EE27CCG, 8A1633003271CL	Itanagar	
<b>B.6</b>	8213020F8C26CG, 8A163300327DCL	Kohima	
<b>B.7</b>	8212040EE14DCG, 8A1633003285CL	Shillong	
<b>C. Polycom Real Presence Group 500 with Eagle Eye Director and its associated accessories</b>			
<b>C.1</b>	82164746E4F6CV, 8A1633003268CL	Chuchuyimla ng	To be quoted in the <b>BOQ_AMC_EP_MCU.xls</b> File only. The <b>BOQ_AMC_EP_MCU.xls</b> File is to be uploaded on e-Procure Portal in Financial Bid Section.
<b>C.2</b>	82164746E54DCV, 8A163300332BCL	Churachand pur	
<b>C.3</b>	82164746E4FDCV, 8A16330032CACL	Delhi	
<b>C.4</b>	82164746E56BCV, 8A16330032ACCL	Jammu	
<b>C.5</b>	82164746E522CV, 8A16330032E7CL	Jorhat	
<b>C.6</b>	82164746E4F7CV, 8A1633003368CL	Kokrajhar	
<b>C.7</b>	82164746E553CV,	Leh	

	8A163300332CCL		
<b>C.8</b>	82164746E566CV, 8A1633003348CL	Lucknow	
<b>C.9</b>	82164746E520CV, 8A16330032D1CL	Lunglei	
<b>C.10</b>	82164746E526CV, 8A16330032EDCL	Pasighat	
<b>C.11</b>	82164746E52ACV, 8A16330032FDCL	Patna	
<b>C.12</b>	82164746E563CV, 8A1633003338CL	Ranchi	
<b>C.13</b>	82164746E557CV, 8A163300332ECL	Senapati	
<b>C.14</b>	82164746E501CV, 8A16330032D0CL	Shimla	
<b>C.15</b>	82164746E53FCV, 8A1633003313CL	Silchar	
<b>C.16</b>	82164746E567CV, 8A1633003358CL	Tezpur	
<b>D.</b>	<p>Polycm RMX 2000 (40 Ports)-</p> <p>a) RMX 2000/4000 MPMRx System Resource License Pack - 10x1080p30/20x720p/40xSD resource Licenses - X1320-4295-9303- 6008</p> <p>b) RMX 2000/MPMRx IP only 3x1080p60/7x1080p30/15x720p/30xSD resource configured &amp; licensed system - VR2120621009</p> <p>c) RMX T1/E1</p>	Delhi	To be quoted in the <b>BOQ_ AMC_EP_MCU.xls</b> File only. The <b>BOQ_ AMC_EP_MCU.xls</b> File is to be uploaded on e-Procure Portal in Financial Bid Section.

	interface - X1029-2151-6020- 3362		
<b>E.</b>	Shifting, Reinstallation, Configuration and Integration of MCU, H/W based VC recording and FTP server from NIELIT CGO, Electronics Niketan, New Delhi - 110003 to NIELIT Bhawan, Plot No.3, PSP Pocket, Sector-8, Dwarka, New Delhi - 110077	Delhi	To be quoted in the <b>BOQ_ AMC_EP_MCU.xls</b> File only. The <b>BOQ_ AMC_EP_MCU.xls</b> File is to be uploaded on e-Procure Portal in Financial Bid Section.
<b>Total in Figures</b>	<b>Calculated based on the price quoted by the bidders in their respective columns of BOQ_ AMC_EP_MCU.xls.</b>		
<b>Quoted Rate in Words</b>	<b>Calculated based on the price quoted by the bidders in their respective columns of BOQ_ AMC_EP_MCU.xls.</b>		

Total Bid Price in Indian Rupees (In Words Rupees \_\_\_\_\_)

**Note:**

1. L1 shall be calculated on the basis of total AMC charges inclusive of all taxes.
2. The tax rate should not be provided as a percentage figure.
3. The Tenderer is advised to quote tax rate in absolute Indian Rupees.
4. The rate quoted shall be valid for 180 days from the date of opening of technical bid. The period can be extended with mutual agreement.
5. No condition will be entertained and conditional tender will be rejected.

Date \_\_\_\_\_

Signature of Tenderer \_\_\_\_\_

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

& Company Seal

**SELF-DECLARATION – NON BLACKLISTING**  
(On Non-Judicial Stamp Paper of ₹100/- duly attested by the Notary Public)

To,

The Director General,  
**National Institute of Electronics and Information Technology (NIELIT)**  
NIELIT Bhawan,  
Plot No. 3, PSP Pocket, Institutional Area,  
Sector 8, Dwarka, New Delhi 110077

Sir,

In response to the RFP No. \_\_\_\_\_ Dated \_\_\_\_\_ for “**Onsite Annual Maintenance Contract of Real Presence Group 500 with Eagle Eye Director and its associated equipment, HDX End Point 7000 with Eagle Eye Director and its associated equipment, HDX End Point 8000 with Eagle Eye Director and its associated equipment at 31 locations of NIELIT and MCU RMX 2000-40ports (1 location) alongwith shifting and reinstallation/ reconfiguration of RMX 2000 Multi Connect Unit (MCU), H/W based VC recording streaming solution and FTP server.**” I/ We hereby declare that presently our Company/ firm \_\_\_\_\_ is having unblemished record and is not declared ineligible for corrupt & fraudulent practices in similar services either indefinitely or for a particular period of time by any State/ Central Government/ PSU/Autonomous Body during last three years preceding the date of submission of bid.

We further declare that presently our Company/ firm \_\_\_\_\_ is not blacklisted and not declared ineligible for corrupt & fraudulent practices in similar services by any State/ Central Government/ PSU/ Autonomous Body on the date of Bid Submission during last three years preceding the date of submission of bid.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our security 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:

**PRE-BID QUERIES FORMAT**

Name of the Tenderer:

Address of the Tenderer:

Name of Person(s) Representing the Tenderer:

Name of Person	Designation	Email Id	Tel. No. & Fax No., Mob. No.

Query / Clarification Sought:

S. No.	RFP Page.No.	RFP Rule No./Clause	Rule Details	Query/Suggestion/ Clarification

**Note:** - Queries must be strictly submitted only in the prescribed format (.XLS/ .XLSX/ . PDF). Queries not submitted in the prescribed format will not be considered/ responded at all by the tendering authority.

MAF

<OEM Letter Head>

To,  
The Director General,  
NIELIT Bhawan, Plot # 3  
PSP Pocket, Institutional Area,  
Sector 8, Dwarka,  
New Delhi 110077

**Sub: Manufacturer Authorization Certificate.**

Dear Sir,

This is to declare that with reference to Tender No. **60(5)/2018-NIELIT-HQ-Part-1 e-Tender Id** \_\_\_\_\_ for 'Onsite Annual Maintenance Contract of Real Presence Group 500 with Eagle Eye Director and its associated equipment, HDX End Point 7000 with Eagle Eye Director and its associated equipment, HDX End Point 8000 with Eagle Eye Director and its associated equipment at 31 locations of NIELIT and MCU RMX 2000-40ports (1 location) alongwith shifting and reinstallation/ reconfiguration of RMX 2000 Multi Connect Unit (MCU), H/W based VC recording streaming solution and FTP server', <SERVICE PROVIDER NAME >having its corporate office at <Address> is authorized to extend AMC support as per requirement stipulated in the RFP document.

Yours Sincerely,

<Authorized Signatory>  
<Company name>  
<Date>  
<Company Seal)

**Bid Securing Declaration (to fulfill criteria of Rule-170(iii) of GFR-2017)**

<Letter Head>

To,  
The Director General,  
NIELIT Bhawan, Plot # 3  
PSP Pocket, Institutional Area,  
Sector 8, Dwarka,  
New Delhi 110077

**Sub: Bid Securing Declaration.**

Dear Sir,

This is to declare that with reference to Tender No. **60(5)/2018-NIELIT-HQ-Part-1 e-Tender Id** \_\_\_\_\_ for '**Onsite Annual Maintenance Contract of Real Presence Group 500 with Eagle Eye Director and its associated equipment, HDX End Point 7000 with Eagle Eye Director and its associated equipment, HDX End Point 8000 with Eagle Eye Director and its associated equipment at 31 locations of NIELIT and MCU RMX 2000-40ports (1 location) alongwith shifting and reinstallation/reconfiguration of RMX 2000 Multi Connect Unit (MCU), H/W based VC recording streaming solution and FTP server**'. **We hereby accept that** that if we withdraw or modify the bid during the period of validity, or if we are awarded the contract and we fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document or we fail to comply with any of the provisions of the terms and conditions of the bid document, our firm/agency will be suspended for the period of time specified in the request for bids document from being eligible to submit Bids for contracts with the entity that invited the Bids i.e. NIELIT.

Yours Sincerely,

<Authorized Signatory>  
<Company name>  
<Date>  
<Company Seal)