



भारतीय दिवाला और शोधन अक्षमता बोर्ड  
**Insolvency and Bankruptcy Board of India**

**NOTICE INVITING TENDER**

**FOR**

**COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT**

**FOR**

**INFORMATION TECHNOLOGY EQUIPMENT**

**NOTICE NO.: [ESTT-16011/2/2020-IBBI]**

**DATE OF ISSUE: [ 06<sup>th</sup> September 2021]**

**7<sup>th</sup> Floor, Mayur Bhawan,  
Shankar Market, Connaught Circus,  
New Delhi -110001  
Tel. No. 011- 23462900**

## **DISCLAIMER**

This Notice Inviting Tender (NIT) is not an offer by IBBI, but an invitation to receive proposal from eligible companies/firms for ANNUAL MAINTENANCE CONTRACT FOR INFORMATION TECHNOLOGY EQUIPMENT for Offices of IBBI.

No contractual obligation whatsoever shall arise from this NIT process unless and until a formal contract is signed and executed between IBBI and the selected Vendor. This document should be read in its entirety.

Whilst all reasonable care has been taken in compiling this NIT, the figures, documents and details are presented in good faith; and no warranty or guarantee (express or implied) is given by IBBI as to the completeness or accuracy of this NIT or any information provided in or in connection with it. IBBI, its officers and employees will not be liable in any way whatsoever for any loss, damage, cost or expense (including without limitation of any liability arising from any fault or negligence on their part) arising from the evaluation process.

## SCHEDULE

1	Name of Work	<b>COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR INFORMATION TECHNOLOGY EQUIPMENT</b>
2	Estimated Cost of Work	Rs. 17,50,000.00 (Rupees Seventeen Lakh Fifty Thousand Only).
3.	Earnest Money Deposit	Not required to deposit in terms of Ministry of Finance OM No. F/9/4/2020-PPD dated 12 <sup>th</sup> November 2020. <b>However, the bidder must submit a Bid Security Declaration form as per Annexure VII attached with NIT in lieu of Earnest Money Deposit.</b>
4.	Period of contract	01(one) year from the date of signing of contract. If the services of the Service Provider are found satisfactory, contract may be extended at the same costs/prices for an additional period of maximum 1(one) year on the same terms or such other mutually agreed terms and conditions
5	Pre-bid Conference	<b>20<sup>th</sup> September 2021 at 1500 hours</b> at Insolvency and Bankruptcy Board of India, 7 <sup>th</sup> Floor, Mayur Bhawan, Connaught Place, New Delhi- 110001.  (Depending on the pandemic situation in the country, this event may be conducted through e-meeting option. The details of the same will be provided on the website of IBBI).
5.	Last Date, time and place of receipt of duly filled tender document (Both Technical & Financial Bid)	<b>27<sup>th</sup> September 2021 upto 1500 hours</b> at Insolvency and Bankruptcy Board of India, 7 <sup>th</sup> Floor, Mayur Bhawan, Connaught Place, New Delhi- 110001
6.	Date and time of opening of:  1. Technical Bid of tender document (Envelope – 1)  2. Financial bid of tender document (Envelope-2)	<b>27<sup>th</sup> September at 1530 hours</b>  Will be intimated to technically qualified bidders at a later date.  (Depending on the pandemic situation in the country, these events may be conducted through e-meeting option. The details of the same will be provided on the website of IBBI)

No: ESTT-16011/2/2020-IBBI  
**INSOLVENCY AND BANKRUPTCY BOARD OF INDIA**  
**7<sup>th</sup> Floor, Mayur Bhawan,**  
**Connaught Circus, New Delhi – 110 001**

Date: - 06<sup>th</sup> September 2021

**NOTICE INVITING TENDER**

**Subject: Invitation of proposals from reputed firms/companies for Comprehensive Annual Maintenance Contract (CAMC) for Information Technology Equipment**

On behalf of INSOLVENCY AND BANKRUPTCY BOARD OF INDIA (IBBI), New Delhi, sealed quotations are invited from reputed agencies / firms for undertaking Comprehensive Annual Maintenance Contract (CAMC) for Information Technology Equipment in IBBI office premises at New Delhi for a period of one year on contract basis.

2. Tender is invited in two parts i.e. (i) technical bid as per proforma prescribed in **Annexure – I** (ii) financial bid as per proforma prescribed in **Annexure – II**. The interested bidders may submit the sealed bid in four envelopes as detailed below:-

(a) **Sealed Envelope – I**: shall contain the **TECHNICAL BID** duly marked “TECHNICAL BID for Comprehensive Annual Maintenance Contract for IT Equipment”.

(b) **Sealed Envelope – II**: shall contain **BID-SECURITY DECLARATION FORM** duly marked “BID-SECURITY DECLARATION FORM for Comprehensive Annual Maintenance Contract for IT Equipment”.

(c) **Sealed Envelope – III**: shall contain **FINANCIAL BID** and superscribed as “FINANCIAL BID for Comprehensive Annual Maintenance Contract for IT Equipment”.

(d) **Sealed Envelope- IV**: to contain **ALL THE ABOVE THREE ENVELOPES** and superscribed as “TENDER for Comprehensive Annual Maintenance Contract for IT Equipment”.

3. Duly sealed bid documents superscribed as “Quotation for Comprehensive Annual Maintenance Contract for IT Equipment” shall be submitted to the DGM (Establishment), THE INSOLVENCY AND BANKRUPTCY BOARD OF INDIA, 7<sup>th</sup> Floor, Mayur Bhawan, Connaught Circus, New Delhi – 110001, as per detailed instructions given in the bid document.

4. All details regarding the subject tender are available on IBBI website [www.ibbi.gov.in](http://www.ibbi.gov.in). Bidders are, therefore, requested to visit IBBI’s website regularly to keep themselves updated.

5. The bidding process schedule is as under.

(a) **Pe-bid Conference : 1500 hrs on 20<sup>th</sup> September 2021 at 7<sup>th</sup> Floor, Mayur Bhawan, Connaught Place, New Delhi – 110 001.**

(b) **Last date of submission of Tender document: 1500 hrs. on 27<sup>th</sup> September 2021.**

(The office will not be responsible for delay if any occurred in transit. No claims on this account shall be entertained.

(c) **Technical bid opening date and time: 1530 hrs. on 27<sup>th</sup> September 2021.**

(The technical bid will be opened in the presence of duly authorized representative, (only one) of interested bidders, if they make themselves available at that time)

(d) **Venue:** Conference Room, IBBI Office, 7<sup>th</sup> Floor, Mayur Bhawan, Connaught Circus, New Delhi – 110 001.

*(Depending on the pandemic situation in the country, the events (a) and (c) may be conducted through e-meeting option. The details of the same will be provided on the website of IBBI.)*

6. The Financial Bid of only technically qualified bidders will be opened on a later date subject to receipt of adequate number of technically qualified bids. All technically qualified bidders will be intimated accordingly for the same.

7. The IBBI reserves the right to hold pre-bid conference at its sole discretion in physical form or through video conferencing or other e-meeting options for which communication will be sent to the bidders.

**Sd/-**  
**(Keshav Kumar Giridhari)**  
**Deputy General Manager**  
**Tel. 011 – 2346 2836**  
**E-mail: [kk.giridhari75@ibbi.gov.in](mailto:kk.giridhari75@ibbi.gov.in)**

## I. SCOPE OF WORK:

Comprehensive Annual Maintenance Contract (CAMC) will consist of day-to-day maintenance of IT equipment. The vendor has to keep them fully operational. The maintenance contract will include Preventive Maintenance, necessary repairs to be performed, replacement of defective/damaged parts, components and other accessories free of cost and providing standby equipment's whenever required. Any replacement/repair shall include parts obtained from OEM only. Following shall be terms and conditions of the contract: -

1. The maintenance contract will consist of: -
  - a) Attending to complaints of items given at **Annexure-III**;
  - b) Onsite preventive and corrective maintenance of IT equipment mentioned at **Annexure-III**.
  - c) Necessary repairs/replacement of defective/damaged parts, components and other accessories of the above equipment. The **replacement of all the spares including replacement of Drums of printers shall also be covered under the CAMC**. The replacement of defective spares with original and good quality will be done after approval of technical person specified by the Board will be provided/fitted in the machine by the bidder without any extra charges of any kind. In case the bidder feels that the equipment cannot be repaired at site, they will carry and deliver the equipment at their own cost and risk to get it repaired promptly. All the boarding and Lodging charging shall be borne by the bidder itself. Stand-by arrangements to be made for each equipment which is to be taken to workshop for repair. The Bidder will not raise any condition with regard to the working environments for the equipment covered under AMC. In case of reinstallation of software, the AMC vendor will not install a pirated copy in any circumstances. Bidder must maintain the original copies of all the licensed software's during the entire project duration.
  - d) Upkeep and maintenance of the hardware and installed softwares (Licensed and Original copy to be maintained)
  - e) Vendor to provide and maintain the required drivers for maintaining the operational functionality of the equipment.
  - f) A sticker indicating the cell phone and telephone numbers and other details of the AMC vendor is to be placed on all equipment under AMC.
  - g) The detail of equipment for CAMC along with the time schedule for their repairs is mentioned in **Annexure – III**.
2. The maintenance service should be available on all working days from 9.30 AM to 6.00 PM (Monday to Saturday). Availability of service engineer on all days beyond office hours and Sundays or other holidays should be ensured in case of exigency without any additional cost.
3. The AMC vendor will provide maintenance service from qualified experienced and competent engineers, having experience of similar assignment.

4. The AMC Vendor will comply with the provisions of all laws including all applicable labor laws, rules, regulations and notifications issued thereunder from time to time. All safety and labor laws enforced by statutory agencies shall be applicable in the performance of this contract and vendor shall abide by these laws. Vendor will be responsible for making all statutory payment to Engineers. The Vendor shall comply with all duties and responsibilities of the 'Principal Employer' under various labor laws. The Vendor shall indemnify IBBI against any/all claims which may arise under the provisions of various Acts, Government Orders etc. and any breach of such laws or regulations shall be deemed to be breach of this contract. Any loss caused to IBBI due to any negligence of the Vendor or any his employees or staff, shall have to be suitably compensated by the Vendor. IBBI may at any time ask for documentary evidence of compliance of all of these provisions.
5. The IBBI will not be held responsible fully or partially for any dispute that may arise between the AMC Vendor and his engineers/staff and other employees or its suppliers, whatsoever.
6. **The equipment down time should not exceed the time limit (SLA's) for attending the complaint / repair as mentioned in Annexure -III.** In case the equipment is not repaired, or a stand-by arrangement is not provided, IBBI may elect / choose to get the same repaired or replaced from any other outside agency and the cost and expenditure incurred therein shall be recovered from the AMC Vendor and the IBBI may also impose additional penalty as it may deem fit.
7. The AMC vendor will undertake service of all equipment onsite every three months and record/Asset register should be maintained for the same.
8. In case any system crashes due to any reason, the AMC vendor will recover the data without any extra cost. Privacy of the data shall be maintained as per law.

**II. PRE-QUALIFICATION CONDITIONS:**

1. The evaluation of the bidders will be carried out by a committee as per the pre-qualification / eligibility criteria defined in the tender document. Only the bidders who fulfill the given pre-qualification eligibility criteria shall be eligible for next round of evaluation i.e. financial bid opening. Non-conforming bids will be rejected and will not be eligible for any further processing.
2. The eligibility criteria for pre-qualification is as follows:

Sl. no.	Eligibility Criteria	Supporting Documents
1.	The bidder should have successfully completed “Similar Work” in government / large reputed private organizations which involved providing “Similar Work” at multiple locations during the last five years ending on 31.03.2021	Work orders confirming year, cost, number of locations and area of activity. Work orders (which are in progress) in which minimum 1 year has been completed will also be considered. Any other relevant documents for costing of each similar work may also be accepted.
2.	The AMC vendor must be having minimum average turnover of Rs. 20 lakhs for last three financial year each i.e. 2017-18, 2018-2019 and 2019-20	Audited Financial Statements OR Certificate from statutory auditors clearly certifying the turnover
3.	The bidder should have minimum of 10 qualified personnel on its payroll, deployed in the business of maintenance of “IT equipment”.	Self-certified letter
4.	The Bidder should have valid PAN and GST registration certificate.	Self-certified copy of relevant valid certificates
5.	The bidder should have Office /Branch and Repair Center in Delhi/NCR.	Self-certified copy of relevant valid certificates
6.	The bidder must ensure to deposit duly signed Bid Declaration Form	Duly signed Bid Declaration Form as per <b>Annexure VII</b>

3. The bidder shall provide its address & contact details in the Technical bid.
4. In addition to the above, Income tax return acknowledgement certificate of financial year 2019-20 is to be submitted in the Technical bid.
5. The AMC Vendors who are registered with NSIC / MSME are welcome to participate in the bidding as notified by the Ministry of Micro, Small and Medium Enterprises, GOI. However, as repair and maintenance of IT assets is of prime importance to IBBI since it is majorly dependent on IT for all our activities, it has been decided **not** to extend relaxation to MSME/Startup in minimum criteria of turnover and experience as mentioned in the tender documents.



### III. EVALUATION OF FINANCIAL BIDS:

1. Financial bids would be opened only for those bidders, who qualify all the Eligibility Criteria as explained above, in the presence of bidder's representatives who may wish to be present.
2. The bidder offering lowest "Total Comprehensive AMC Charges" would be termed as L1 (Least Cost) bidder or the successful bidder.
3. In case the evaluated bid amount of two or more bidders are the same, then the firm having higher total turnover for the financial year 2019-20 will be declared as L1 bidder or the successful bidder.

### IV. TERMS & CONDITIONS OF THE CONTRACT:

1. Any of the equipment under AMC may be withdrawn by IBBI at any time during the period of contract without assigning any reason. Maintenance charges for such equipment will be deducted at pro-rata basis. New item as per **Annexure – III**, if any, purchased from time to time, after the expiry of warranty period, will also have to be serviced/ maintained at the same terms and conditions, and the CAMC also to be done at the same terms and conditions on per unit average rate of the equipment.
2. IBBI reserves the right to accept or reject summarily any or all tenders in whole or in part without assigning any reason whatsoever or increase or decrease of quantities of any item of the work. IBBI reserves the right to award the contract by splitting the order and / or giving part order for any number of items as IBBI may decide. The successful vendor shall have to accept the part order at the rate quoted, otherwise the vendor shall be banned from participation in future tenders for IBBI for a period of three years from the date of issue of such offer letter to vendor.
3. The interested bidders may submit the sealed bid in four envelopes as detailed below:-
  - (a) **Sealed Envelope – I:** shall contain the **TECHNICAL BID** duly marked "TECHNICAL BID for Comprehensive Annual Maintenance Contract for IT Equipment".
  - (b) **Sealed Envelope – II:** shall contain **BID-SECURITY DECLARATION FORM** duly marked "BID-SECURITY DECLARATION FORM for Comprehensive Annual Maintenance Contract for IT Equipment".
  - (c) **Sealed Envelope – III:** shall contain **FINANCIAL BID** and superscribed as "FINANCIAL BID for Comprehensive Annual Maintenance Contract for IT Equipment".
  - (d) **Sealed Envelope- IV:** to contain **ALL THE ABOVE THREE ENVELOPES** and superscribed as "TENDER for Comprehensive Annual Maintenance Contract for IT Equipment".
4. The Financial Bid of the technically qualified bidders only will be opened on a later date subject to receipt of adequate technically qualified bids. All technically qualified bidders will be intimated accordingly for the same.

5. IBBI will hold a pre-bid meeting with the prospective bidders on 20<sup>th</sup> September 2021, 1500 hrs. at 7<sup>th</sup> Floor, Mayur Bhawan, Connaught Place, New Delhi – 110001. The corrigendum / addendum (if any) & clarifications to the queries from all the bidders will be posted on the IBBI website. The authorized person (only one) should have an authorization from the prospective bidder to participate in the pre-bid meeting. The bid should be strictly as per terms and conditions failing which the bid is liable to be rejected without any further notice. Failure to abide by the tender conditions may result into forfeiture of Performance Bank Guarantee(PBG)/Performance Security Deposit/ban on such bidder from participation in future tenders for IBBI for a period of three years from the date of issue of such offer letter to vendor.
6. BID-SECURITY DECLARATION FORM shall be deposited at the time of submission of tender, in lieu of EMD. Tender received without BID-SECURITY DECLARATION FORM shall be summarily rejected.
7. The successful tenderer will have to deposit a **Performance Security Deposit at the rate of 3 percent of value of the contract** within 7 days of the receipt of the formal order. The performance security will be furnished in the form of Account Payee Demand Draft or Bank Guarantee drawn in favor of THE INSOLVENCY AND BANKRUPTCY BOARD OF INDIA, from any nationalized or scheduled bank in India, payable at New Delhi. The performance security should remain valid for a period of 60 days beyond the date of completion of all the contractual obligations of the Vendor. The IBBI shall not pay any interest on the Performance Security Deposit.
8. The Work Order will not be split. As such, bidder is required to quote for all the items / equipment. Any 'Zero' quote of any item / equipment will be considered for the basis of rejection of the bid.
9. **The period of validity of bid for acceptance should be for six months from the closing date. Bid with less validity shall not be accepted.** IBBI will not entertain any request for escalation in cost / price on account of any reason during the period of validity of bid. Any modification in offer after the opening date will not be considered.
10. The rates should be quoted as per **Annexure – II (Financial bid)**. In case there is increase / decrease in GST / any applicable tax during the tenure of contract, the amount as per actual tax during the tenure of payment shall be paid on actual basis for which copy of concerned notification is to be enclosed along with the bill of the vendor.
11. Bid will be disqualified, if at any point during the selection process, it is found that information provided by the vendor is incorrect, false or misrepresented. Bids shall be rejected and will not be evaluated for failure of vendor to meet the dead-line, failure to provide all information as specified above and failure to accept aforesaid terms and conditions. Bid with vague and indifferent expression such as "subject to" shall not be accepted. Bid with any condition including conditional rebate shall also be rejected.

12. Bid should be submitted and signed by a duly authorized person, mentioning his designation, Telephone Number, Full name of the firm with current business address.
13. The selected vendor shall not assign, transfer, pledge or subcontract the performance of service.
14. The vendor shall be banned for participation in future tenders for IBBI for a period of three years from the date of issue of such offer letter to vendor:
  - a) In case of failure to execute the work as per specifications.
  - b) In the event of withdrawal of the tender within the original validity period or the successful bidder fails to execute necessary agreement within the specified period.
  - c) In case of submission of any false, incorrect and misleading information and any mistakes, miscalculations in the bid.
15. The vendor shall quote the technical and financial bids as per the format enclosed at **Annexure I & II.**
16. The vendor shall submit the bank details as per **Annexure – IV.**
17. The vendor shall submit an affidavit on Non- Judicial Stamp Paper of Rs.100/- affirming that the agency is / has not been blacklisted by Central Government / State Government / any PSU etc. in any of its previous contract during the last three years.
18. Settlement of disputes, if any, will be as per Indian Arbitration and Conciliation Act-1996 and venue for the same shall be the IBBI Office, 7<sup>th</sup>Floor, Mayur Bhawan, Connaught Circus, New Delhi-110001. It is clarified that all disputes arising out of or in connection with this Notice Inviting Tender and the proposed contract shall be finally settled by a sole arbitrator to be nominated / appointed by the Insolvency and Bankruptcy Board of India. The award of the sole arbitrator shall be binding on the Vendor and IBBI. The seat of arbitration shall be New Delhi.
19. The INSOLVENCY AND BANKRUPTCY BOARD OF INDIA reserves the right to withdraw/ relax any of the terms and conditions mentioned in the tender document, through a Corrigendum, so as to overcome any problem encountered at any stage.
20. All disputes arising out of this Tender and the proposed contract shall be subject to the exclusive jurisdiction of Courts in New Delhi.
21. Before submitting the bid, the vendor should ensure that they have fully read and understood, all the terms and conditions of the tender document.

## **V. PAYMENT TERMS: -**

1. The payment shall be released on quarterly basis at the end of every quarter on providing satisfactory services after the completion of the quarter, subject to non-pendency of any complaint.
2. The vendor should submit the bank details (PAN, GSTIN etc.) to IBBI.
3. IBBI shall make payment of bills after deduction of all applicable taxes.
4. In case of addition/withdrawal of items from AMC contract by IBBI before completion of contract, the same shall be informed to vendor & AMC payment shall be revised accordingly.

## **VI. FRAUDULENT AND CORRUPT PRACTICES**

1. The vendor and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Bidding Process. Notwithstanding anything to the contrary contained herein, the IBBI may reject the tender without being liable in any manner whatsoever to the vendor if it determines that the vendor has, directly or indirectly or through an agent, engaged in corrupt / fraudulent / coercive / undesirable or restrictive practice in the Bidding Process.
2. Without prejudice to the rights of the IBBI under Clause 1 hereinabove, if a vendor has directly or indirectly or through an agent, engaged or indulged in any corrupt / fraudulent / coercive / undesirable or restrictive practice during the Bidding Process, such vendor shall not be eligible to participate in any tender issued by the IBBI during a period of 3 (three) years from the date when such vendor was found to have (directly or indirectly or through an agent) engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be.
3. For the purposes of the clauses 1 & 2 above, the following terms shall have the meaning hereinafter respectively assigned to them:
  - 31 “Corrupt Practice” means (I) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the Bidding Process or (II) save and except as permitted, engaging in any manner whatsoever, whether during the Bidding Process or after the issue of the LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Agreement, who at any time has been or is a legal, financial or technical advisor of the Board in relation to any matter concerning the Project;
  - 32 “Fraudulent Practice” means a misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the Bidding Process.
  - 33 “Coercive Practice” means impairing or harming or threatening to impair or harm, directly or indirectly, any person or property to influence any person’s participation or action in the Bidding Process;

- 34 “Undesirable Practice” means (I) establishing contact with any person connected with or employed or engaged by the Board with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Bidding Process; or (II) having a Conflict of Interest; and
- 35 “Restrictive Practice” means forming a cartel or arriving at any understanding or arrangement among Applicants with the objective of restricting or manipulating a full and fair competition in the Bidding Process.

**VII. Signing of Agreement: -**

1. The signing of agreement shall constitute the award of contract on the Vendor. The agreement with the successful vendor shall be signed by IBBI within a week of submission of his acceptance. The draft of the Agreement is annexed at **Annexure ‘V’**.

**VIII Termination of Contract and Penalty: -**

1. If the services provided by the vendor under the contract are not met to the full satisfaction of IBBI, or if any of the terms and conditions of this Notice Inviting Tender or the contract are not complied by the vendor, the contract may be terminated by IBBI and the charges shall be payable only up such period/date the vendor has rendered satisfactory services. The decision of IBBI in this regard shall be final and binding on the vendor.
2. The complaint will have to be attended by the vendor within the stipulated time as mentioned in **Annexure - III**. In case the vendor fails to rectify the fault within the stipulated time, the vendor will have to provide stand-by item(s). In case the vendor fails to either rectify the fault or provide stand-by item(s), fixed penalty of Rs.500/- per day will be levied (part of day beyond maximum time schedule for repair will be counted as full day). In addition, Rs.100/- per day per item will also be levied. If fault is not rectified in a week’s time, IBBI reserves the right to cancel the contract and forfeit the contractor’s Performance Bank Guarantee/Performance Security Deposit.
3. In case of non-compliance with the contract, IBBI reserves the right to cancel/revoke the contract and impose suitable penalty in proportion to the damages and Performance Bank Guarantee (PBG) or Performance Security Deposit may also be forfeited. The decision of IBBI in this regard shall be final and binding.
4. In case the successful vendor does not acknowledge/ submit Performance Bank Guarantee, then the firm / agency will be debarred from dealing with IBBI in future. If the vendor fails to execute the order, then Performance Bank Guarantee will be encashed and the firm / agency will be debarred from dealing with IBBI in future.
5. If services provided by the vendor are found unsatisfactory, then the IBBI reserves the right to encash the Performance Bank Guarantee. The decision of IBBI in this regard shall be final and binding.

**IX Applicant inquiries and IBBI's responses: -**

1. All enquiries from the applicants relating to this application/tender document must be submitted in writing. A copy of the applicant enquiries should also be emailed to the email address [kk.giridhari75@ibbi.gov.in](mailto:kk.giridhari75@ibbi.gov.in). The mode of delivering written questions would be through post or email. In no event will IBBI be responsible for ensuring that applicants' inquiries have been received by them. Telephone calls will not be accepted for clarifying the queries.
  
2. After the application/tender document is notified, IBBI shall accept written questions/ inquiries from the applicants. IBBI will endeavour to provide a complete, accurate, and timely response to all questions to all the applicants. However, IBBI makes no representation or warranty as to the completeness or accuracy of any response, nor does IBBI undertake to answer all the queries that have been posed by the applicants. All responses given by IBBI will be published on the website [www.ibbi.gov.in](http://www.ibbi.gov.in) . Any email communications sent by applicants to IBBI must be sent to the email address [kk.giridhari75@ibbi.gov.in](mailto:kk.giridhari75@ibbi.gov.in)

**Sd/-**

**(Keshav Kumar Giridhari)  
Deputy General Manager  
Tel. 011 – 2346 2836**

**ANNEXURE-I**

**TECHNICAL BID**

(To be enclosed in a separate sealed envelope)

**FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR  
INFORMATION TECHNOLOGY EQUIPMENT**

**IN THE OFFICE OF INSOLVENCY AND BANKRUPTCY BOARD OF INDIA, 7<sup>th</sup>  
FLOOR, MAYUR BHAWAN, CONNAUGHT CIRCUS, NEW DELHI – 110 001.**

<b>S. No.</b>	<b>Particulars</b>	<b>Page No.</b>
1.	Name and address of bidder/ Tendering Company/ Firm/ Agency <b>(Attach certificates of registration)</b>	
2.	Name of Authorised Signatory	
3.	Name(s) of proprietor/Director(s) of Company/Firm/Agency	
4.	Full Address of Registered Office with Telephone No., FAX and E- Mail	
5.	Full address of Office / Branch / Work Centre with Telephone no., FAX and E-Mail with name of the Contact Person(s) and Mobile No. to whom all reference shall be made.	
6.	Banker of Company/Firm/ Agency with full address.	
7.	PAN/GIR No. <b>(Attach attested copy)</b>	
8.	GST Registration No. <b>(Attach attested copy)</b>	
9.	The AMC vendor must have maintained more than 200 computers / printers / scanners, etc. in Delhi / NCR during last 5 years with Govt. Deptt. / PSU / Autonomous Bodies / Public Service Commission / other agencies (The other agencies include Statutory Bodies and all bodies having ownership and / or control under Central / State Govt.). <b>Copies of such work orders should be attached.</b>	

S.No.	Particulars	Page No.												
10.	<p>Give details of the major similar contracts handled by the tendering Company/Firm/Agency <b>on behalf of Government Departments / PSUs / Autonomous Bodies / Public Service Commission / other agencies (The other agencies include Statutory Bodies and all bodies having ownership and / or control under Central / State Govt.)</b> during the last three years in the following format. (Attach copies).</p> <table border="1" data-bbox="225 613 1082 1050"> <thead> <tr> <th data-bbox="225 613 301 819">Sr. No.</th> <th data-bbox="301 613 644 819">Details of client alongwith address, telephone and Fax numbers.</th> <th data-bbox="644 613 812 819">Amount of Contract. (Rs. Lakhs)</th> <th data-bbox="812 613 1082 819">Duration of Contract. From to</th> </tr> </thead> <tbody> <tr> <td data-bbox="225 819 301 936"></td> <td data-bbox="301 819 644 936"></td> <td data-bbox="644 819 812 936"></td> <td data-bbox="812 819 1082 936"></td> </tr> <tr> <td data-bbox="225 936 301 1050"></td> <td data-bbox="301 936 644 1050"></td> <td data-bbox="644 936 812 1050"></td> <td data-bbox="812 936 1082 1050"></td> </tr> </tbody> </table> <p><b>(If the space provided is insufficient, a separate sheet may be attached.)</b></p>	Sr. No.	Details of client alongwith address, telephone and Fax numbers.	Amount of Contract. (Rs. Lakhs)	Duration of Contract. From to									
Sr. No.	Details of client alongwith address, telephone and Fax numbers.	Amount of Contract. (Rs. Lakhs)	Duration of Contract. From to											
11	Attested copy of Satisfaction Certificate from the present office(s) in which the Service Provider is providing similar services ( <b>attach</b> )													
12.	Income declared in I.T. returns for F.Y. 2019-20 ( <b>enclose copy of IT Returns acknowledgement for the relevant assessment years</b> ).													
13.	Total Turnover of the business in F.Y. 2017-18, 2018-19 & 2019- 20 ( <b>Attach copy of Audited Profit &amp; Loss Account and Balance Sheet for the Financial Years 2017-18, 2018-19 and 2019-20) duly attested by a practicing Chartered Accountant.</b>													
14.	<b>Affidavit</b> stating that the agency is / has not been blacklisted by Central / State Government / PSU etc. in any of its previous contracts													
15.	Declaration about Fraudulent and corrupt practices (Duly signed & attested as per the format given in <b>Annexure-VI</b> of the Tender Document.													
16.	Bid Security Declaration													



**ANNEXURE- II**

**FINANCIAL BID**

**FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR INFORMATION TECHNOLOGY EQUIPMENT IN THE OFFICE OF INSOLVENCY AND BANKRUPTCY BOARD OF INDIA, 7<sup>th</sup> FLOOR, MAYUR BHAWAN, CONNAUGHT CIRCUS, NEW DELHI – 110 001.**

The financial / price bid should contain the quotation for maintenance charges as per item in terms of yearly basis only, as listed below. Price quoted by the bidder shall **be inclusive of all taxes and levies applicable**. No escalation of price would be permitted on any ground except changes in statutory payments like tax etc. The financial bid should be enclosed in a separate sealed cover superscribed “FINANCIAL BID for Comprehensive Annual Maintenance Contract for IT Equipment”.

1. Name and address (with telephone no. & fax no. / e-mail) of tendering Service Provider Company / Firm/ Agency: \_\_\_\_\_

Rs. _____.	(Amount in words)
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**Note: The evaluation and comparison of responsive bids shall be done on the basis of total quoted price of Rs----- for all tendered items including all taxes, levies, duties etc., as indicated in the Price Schedule.**

**DECLARATION**

I hereby certify that the information furnished above is true and correct to the best of my/our knowledge. I understand that in case, any deviation is found in the above statement at any stage; I/ We will be blacklisted and will not have any dealing with the IBBI in future.

Signature of authorized person:

Full Name:

Seal:

Date:

Place:

**ANNEXURE - III**

<b>S.N</b>	<b>Name of Items</b>	<b>Model</b>	<b>Description</b>	<b>Qty</b>	<b>Year of purchase</b>	<b>Maximum Time schedule for Repair</b>
A	B	C	D	E	F	G
1	Printer	HP Laserjet Pro M403dn	Print quality black (best): HP Fast Res 1200,Duty cycle (monthly, A4): Up to 80,000 pages, Print technology: Laser, Display: 2-line backlit LCD graphic display, Processor speed: 1200 Paper handling output Tray 1: A4, A5, A6, B5 (JIS) Custom Size, A5-R, B6 (JIS),Media types: Paper (plain, EcoFFICIENT, light, heavy, bond, colored, letterhead, preprinted, prepunched, recycled, rough); envelopes; labels; transparencies, HP ePrint capability: Windows OS compatible with (Home Basic, Premium, Professional, etc.), Windows 10 all 32 & 64-bit editions (excluding RT OS for Tablets); Windows OS compatible with Universal Print Driver (From HP.com): Windows XP SP3 32 & 64-bit editions (XP Home, XP Pro, etc.), Windows Vista all 32 & 64-bit editions (Home Basic, Premium, Professional, etc), Windows 7 all 32 & 64-bit editions, Windows 8/8.1 all 32 & 64-bit editions (excluding RT OS for Tablets), Windows 10 all 32 & 64-bit editions, Power consumption: 591 watts (Active Printing), 6.1 watts (Ready), 2.8 watts (Sleep), 0.6 watts (Auto-On/Auto- Off, via USB connectivity), 0.1 watts (Shutdown or Off),Energy efficiency CECP	1	2017	24 hours
2	Printer	HP LaserJet Pro MFP M128fn	First page out (ready)Black: As fast as 9.5 sec,Duty cycle (monthly, A4),Up to 8000 pages, Recommended monthly page volume,250 to 2000,Print technology, Laser. Print quality black (best),Up to 600 x 600 dpi, Print Resolution	3	2017	24 Hours

			Technologies, FastRes 600; FastRes 1200, Print languages, PCLm/PCLmS, Display, 2-line LCD (text), Processor speed-600 MHz, Automatic paper sensor-No, Replacement cartridges-HP 88A Black LaserJet Toner Cartridge (~1500 yield) CC388A,			
3	Printer	Hp Dekjet 2135	Print speed black: ISO: Up to 7.5 ppm, Draft: Up to 20 ppm, Print speed color: -ISO: Up to 5.5 ppm, Draft: Up to 16 ppm, First page out (ready), Black: As fast as 15 sec, Color: As fast as 18 sec, Duty cycle (monthly, A4), Up to 1000 pages, Recommended monthly page volume, 50 to 200, Print technology, HP Thermal Inkjet, Printer drivers included, HP PCL 3 GUI, Print quality (best), Color: Up to 4800 x 1200 optimized dpi color (when printing from a computer on selected HP photo papers and 1200 input dpi), Black: Up to 1200 x 1200 rendered dpi, Display, None, Number of print cartridges, 2 (1 black, 1 Tri-color), Print languages-HP PCL 3 GUI-	2	2017	24 Hours
4	Printer	Brother MFC-J3720	Printer Type-Inkjet, Print Head Mono: Piezo with 420 nozzles x 1, Colour: Piezo with 420 nozzles x 3, Memory Capacity-128 MB, LCD (Liquid Crystal Display)-2.7 in. (67.5 mm) TFT Colour Touchscreen LCD and Touchpanel, Power Source-AC 100 to 120 V 50/60 Hz, Dimensions (W x D x H), MFC- J6520DW) 553 mm x 433 mm x 247mm, Weight-14.5 kg, Document Size- ADF Width: 148 mm to 297 mm, Paper Input, Paper type: Plain paper, inkjet paper (coated paper), Maximum paper tray capacity: Approx. 250 sheets of 80 gsm plain paper, Compatibility-ITU-T Super Group 3, Modem Speed Automatic Fallback Fallback, Colour/Monochrome	8	2017	24 Hours
5	Printer	HP Laserjet Pro CP1025	print speed black: Normal: Up to 16 ppm, Print speed color: Normal: Up to 4 ppm, First page out (ready), Black: As fast as 15.5 sec, Color: As fast as 27.5 sec, Print quality	6	2017	24 Hours

			black (best)-Up to 600 x 600 dpi,Print quality color (best)-Up to 600 x 600 dpi,Print Resolution Technologies- HP ImageREt 2400,Duty cycle (monthly, A4)- Up to 15,000 pages,Recommended monthly page volume-200 to 850,Print technology-4- pass color laser,Processor speed-264MHz,Print languages-Host-based,			
6	Printer	Lexmark MS312dn	laser Cartridge Yields (up to)5-1,500-page Cartridge-5,000-page Black High Yield Cartridge,Print Technology-Monochrome Laser,Display-2-line All Points Addressable (APA) ,monochrome LCD display,Media Types Supported-Card Stock,Envelopes.Paper Labels,Plain Paper,Transparencies-Refer to the Card Stock & Label Guid,Print Resolution, Black,Processor-Dual Core, 800 MHz,Memory, Standard-128 MB,ENERGY STAR-Yes,Average Power (Hibernate Mode),0.5 watts,Average Power (Sleep Mode)-3 watts,Average Power(Ready Mode),7 watts.	1	2017	24 Hours
7	Printer	Panasonic DP MB536SX	Printing Process-Laser-Recording Paper Size (Simplex)-Input tray: A4, A5, A6, LTR, B5(ISO/JIS), B6(ISO/JIS), 16K--Multi-purpose tray: A3, A4, A5, A6, Ledger, LTR, LGL,Folio/Foolscap (216 x 330 mm), Oficio (216 x 340 mm), B4(ISO/JIS), B5(ISO/JIS),B6(ISO/JIS),16K, 8K, Envelope #10/DL/YOUKEI #4/CHOUKEI #3/CHOUKEI #4, JapanesePostcard, Custom (W: 85-297 mm, L: 200-600 mm)-Recording Paper Capacity *1- Max: 1,750 sheets [Standard input tray: 550 sheets / Multi-purpose -tray: 100 sheets / Optional lower input tray: 550 sheets x 2]-Capacity-75 sheets-Document Size-(ADF)-Single--sided-A4, A5, A6, LTR, LGL, B5(JIS/ISO), B6(JIS/ISO), 16K,Folio/Foolscap (216 x	1	2017	24 Hours

			330 mm), Oficio (216 x 340 mm), Long paper (W: 210-216 mm, L: 356-600 mm)-Computer Interface IEEE802.11b/g/n, 1000Base-T/100Base-TX/10Base-T, USB2.0-LCD Display-4.3-inch Color Touch Screen-16 digits / 2 lines (Backlit LCD)-Power Consumption-Maximum: Approx.1,550 W, Copy: Approx 800 W, Ready: Approx. 90 W, Sleep: Less than 2.2 W (USB connection) / Less than 2.6-- (Wired LAN) / 3.0 W (Wireless LAN)-Print Speed-Up to 45 ppm(A4),-Up to 24 ppm (A3)			
8	Printer	Samsung Xpress m2876FD	Functions-Print, copy, scan, fax-Printing specifications-Print speed black:-Normal: Up to 28 ppm-First page out (ready)-Black: As fast as 8.5 sec-First page out (ready)-Black: As fast as 8.5 sec-Duty cycle (monthly, A4)-Up to 12,000 pages-Duty cycle (monthly, A4)-Up to 12,000 pages-Print technology-Laser-Print quality black (best)-Up to 4,800 x 600 dpi- Print Resolution Technologies-ReCP-Print languages-SPL-PCL5-PCL6-Display-2-line LCD (16 characters per line)-Processor speed-600MHz-Automatic paper sensor-No-Security management-Embedded Web Server: password-protection, Network: enable/disable network ports and features, SNMPv1 & SNMPv2 community password change, SNMPv3; IP/MAC Address Filtering (IPv4/IPv6/MAC); IPSec- Replacement cartridges-High yield Toner Cartridge (~ 3,000yield) MLT-D116L-	16	2017	24 Hours
9	Printer	Canon MF244DW	Printing Process-Laser-Recording Paper Size (Simplex)-Input tray: A4, A5, A6, LTR, B5(ISO/JIS), B6(ISO/JIS), 16K--Multi-purpose tray: A3, A4, A5, A6, Ledger, LTR, LGL,Folio/Foolscap (216 x 330 mm), Oficio (216 x 340 mm), B4(ISO/JIS), B5(ISO/JIS),B6(ISO/JIS),16K, 8K, Envelope #10/DL/YOUKEI #4/CHOUKEI	4	2017	24 Hours

			<p>#3/CHOUKEI #4, Japanese Postcard, Custom (W: 85-297 mm, L: 200-600 mm)-Recording Paper Capacity *1-Max: 1,750 sheets [Standard input tray: 550 sheets / Multi-purpose -tray: 100 sheets / Optional lower input tray: 550 sheets x 2]-Capacity-75 sheets-Document Size-(ADF)-Single--sided-A4, A5, A6, LTR, LGL, B5(JIS/ISO), B6(JIS/ISO), 16K,Folio/Foolscap (216 x 330 mm), Oficio (216 x 340 mm), Long paper (W: 210-216 mm, L: 356-600 mm)-Computer Interface IEEE802.11b/g/n, 1000Base-T/100Base-TX/10Base-T, USB2.0-LCD Display-4.3-inch Color Touch Screen-16 digits / 2 lines (Backlit LCD)-Power Consumption-Maximum: Approx.1,550 W, Copy: Approx 800 W, Ready: Approx. 90 W, Sleep: Less than 2.2 W (USB connection) / Less than 2.6-- (Wired LAN) / 3.0 W (Wireless LAN)-Print Speed-Up to 45 ppm (A4),-Up to 24 ppm (A3)-Print-Printing Method-Monochrome Laser Beam Printing- Print Speed (A4)-27ppm-Print Resolution-600× 600dpi-1200 × 1200dpi equivalent-First Print Out Time (FPOT)-Approx. 8.0secs.-Print Language-UFR II LT, PCL 6-Warm-up Time (from power on)-15secs. or less-Recovery Time (from sleep mode)-Approx. 1.0sec.-Auto Duplex Printing-Standard-Available Paper Size for Auto Duplex Print (60 to 105 g/m2)-A4, Letter, Legal*1, Indian Legal, Foolscap-Paper Handling-Paper Input-(based on 64g/m2)-Standard Cassette-250 sheets-Multi-Purpose Tray-1 sheet-Maximum Paper Capacity-251 sheets-Paper Output-(based on 64g/m2)-100 sheets-Paper SizeStandard Cassette A4, B5, A5, Legal*1, Letter, Statement, Executive, Foolscap, 3x5 Index Card, Indian Legal- Envelope: COM10, Monarch, C5, DL-Custom:</p>			
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			width 76.2 - 216.0mm x length 210.0 - 356.0mm-Multi-Purpose Tray-A4, B5, A5, Legal*1, Letter, Statement, Executive, Foolscap, 3x5 Index Card, Indian Legal-Envelope: C Mobile PrintCanon PRINT Business, Mopria® Print Service, Google Cloud Print™, Canon Print Service-Compatible Operating Systems-Windows® 10 (32/64-bit), Windows® 8.1 (32/64-bit), Windows® 8 (32/64-bit), Windows® 7 (32/64-bit).			
10	Printer	HP LaserJet Pro M104w	Up to 80,000 pages,Print technology: Laser,Display: 2-line backlit LCD graphic display,Processor speed: 1200 MHz,Number of print cartridges: 1 (black),Replacement cartridges: HP 28A Black LaserJet Toner Cartridge (~3000 pages), CF228A; HP 28X Black LaserJet Toner Cartridge (~9200	1	2017	24 Hours
11	Printer	Kyocera 5501i	Max. original size: A3 Continuous copying: 1-999 Zoom range: 25-400 % in 1 % steps Preset magnification ratios: 5R/5E Digital features: Scan-once-copy-many, electronic sort, 2in1 and 4in1 function, image repeat copy, page numbering, cover mode, booklet copy, interrupt copy, form overlay, stamp function and skip blank page function. Exposure mode: Auto, manual: 7 or 13 steps Image adjustments: Text + photo, text, photo, map Controller language: PRESCRIBE IIe Emulations: PCL6 (PCL5c/PCL-XL), KPDL3 (PostScript 3 compatible), PDF Direct Print, XPS Direct Print Operating systems: All current Windows operating systems, Mac OS X Version 10.4 or higher, UNIX LINUX, as well as other operating systems on request.Functionality: Scan-to-email, Scan-to-FTP, Scan-to-SMB, Scan-to-USB Host, Scan-to-box, Network TWAIN, WSD scan Scan speed: (A4, 300 dpi, Dual Scan with DP-772) b/w 160 images per minute,	2	2017/2018	24 Hours

			colour 80 images per minute Scan resolution: 600 dpi, 400 dpi, 300 dpi, 200 dpi, 200 x 100 dpi, 200 x 400 dpi, (256 greyscales)			
12	Printer	Kyocera 5521cdm	Max. original size: A3 Continuous copying: 1–999 Zoom range: 25–400 % in 1 % steps Preset magnification ratios: 5R/5E Digital features: Scan-once-copy-many, electronic sort, 2in1 and 4in1 function, image repeat copy, page numbering, cover mode, booklet copy, interrupt copy, form overlay, stamp function and skip blank page function. Exposure mode: Auto, manual: 7 or 13 steps Image adjustments: Text + photo, text, photo, map	1	2020	24 Hours
13	Printer	Sharp MX M-265NV	Engine speed B/W ppm (A4) 35, Engine speed B/W ppm (A3)20 Paper size: Min.-Max. A6 – A3, Paper weight (g/m2) 55 – 200, Paper capacity:Std (sheets) 1100, Paper capacity: Max. (sheets) 2100, Warm Up Time (sec.) 20 or less, Memory general min/max (MB), 2048, Memory printer min/max (MB) 2048, Harddisk OPT, Harddisk capacity (GB), 250, Duplex STD, Power requirements – rated local AC voltage (Hz) 220 – 240V, 50/60Hz Power consumption (kW) 1,45, Dimensions (mm) 620 x 617 x 830	1	2019	24 Hours
14	Scanner	Canon Image Formula DR-G1100	A3 Desktop Type Sheet Fed Scanner, CMOS CIS 3 Line Sensor, 600dpi, RGB LED, Scanning side: Front/ Back/ Duplex, Interface: High speed USB 2.0, Black and White: 100ppm / 200ipm – Landscape speed, Colour: 100ppm / 200ipm – Landscape speed, Output resolution: 150 x 150dpi, 200 x 200dpi, 240x 240dpi, 300 x 300dpi, 400 x 400dpi, 600 x 600dpi, Suggested Daily Duty Cycle: Approx. 25,000 scans/day.	2	2018	24 Hours



15	Printer	HP Laserjet pro MFP 227 SDN	Up to 80,000 pages ,Print technology: Laser, Display: 2-line backlit LCD graphic display,Processor speed: 1200 MHz,Number of print cartridges: 1	5	2020	24 Hours
16	Printer	HP Laserjet MFP 226 dw	print speed black:Normal: Up to 16 ppm,Print speed color:Normal:Up to 4 ppm,First page out (ready),Black: As fast as 15.5 sec,Color: As fast as 27.5 sec,Print quality black (best)-Up to 600 x 600 dpi,Print quality color (best)-Up to 600 x 600 dpi,Print Resolution Technologies- HP ImageREt 2400,Duty cycle (monthly, A4)- Up to 15,000 pages,Recommended monthly page volume-200 to 850,Print technology-4- pass color laser, Processor speed-264 MHz,Print languages-Host-based,	6	2018	24 Hours
17	Printer	Kyocera FS-1025 MFP	Functionality: Scan-to-email, Scan-to-FTP, Scan-to-SMB, Scan-to-USB Host, Scan-to-box, Network TWAIN, WSD scan Scan speed: (A4, 300 dpi, Dual Scan with DP-772) b/w 160 images per minute, colour 80 images per minute Scan resolution: 600 dpi, 400 dpi, 300 dpi, 200 dpi, 200 x 100 dpi, 200 x 400 dpi, (256 greyscales	4	2019	24 Hours
18	Printer	HP color laserjet pro M479DW	Up to 80,000 pages, Print technology: Laser, Display: 2-line backlit LCD graphic display, Processor speed: 1200 MHz, Number of print cartridges: 1 (black),Replacement cartridges: HP 28A Black LaserJet Toner Cartridge (~3000 pages), CF228A; HP 28X Black LaserJet Toner Cartridge (~9200	1	2020	24 Hours
19	Hp Laptop	HP ProBook 440 G3 Notebook PC	Intel Core i5-6200U with Intel HD Graphics 520,Chipset is integrated with processor, Non- touch: 14 in diagonal HD anti-glare LED-backlit (1366 x 768),Port supports resolutions up to 2048 x 1536 external resolution at 60 Hz, Supports direct connection to high- definition displays with up to 4096 x 2160 at 24 Hz resolution and	3	2017	24 Hours

			7-channel audio with one convenient cable,500 GB - 5400 RPM Hard Drive, Support optional external USB drive CD/DVD R/RW ,Realtek 802.11b/g/n (1x1),D audio with DTS Studio Sound, USB 3.0 (2),Multi Media Reader Slot, Supports SD,SDHC, SDXC			
20	Hp Laptop	HP Pavilion x360 - 13-u135tu	Intel® Core™ i7-7500U (2.7 GHz, up to 3.5 GHz, 4 MB cache, 2 cores),8 GB DDR4-2133 SDRAM (1 x 8 GB),Intel® HD Graphics 620,256 GB M.2 SSD,33.8 cm (13.3) diagonal FHD UWVA anti-glare WLED-backlit touch screen (1920 x 1080),Full-size island-style backlit keyboard, HP Image pad with multi-touch gesture support,1 HDMI; 1 headphone/microphone combo; 1 USB 2.0; 2USB 3.1,	2	2017	24 Hours
21	Hp Laptop	HP Pavilion - 15- au628tx	Intel® Core™ i7-7500U (2.7 GHz, up to 3.5 GHz, 4 MB cache, 2 cores),8 GB DDR4-2133 SDRAM (1 x 8 GB),Intel® HD Graphics 620,256 GB M.2 SSD,33.8 cm (13.3) diagonal FHD UWVA anti-glare WLED-backlit touch screen(1920 x 1080),Full-size island-style backlit ke	1	2017	24 Hours
22	HP Laptop	HP Notebook -15- ay011tx	Intel Core i5 (6th generation) 2.3 Ghz, 4 GB DDR4 RAM, 2GB DDR3 AMD Radeon R5 M430 with integarted Intel HD Graphics 520, SATA 1 TB 54 RPM HDD	1	2016	24 Hours
23	Dell Laptop	Dell Inspiron 7373	Intel(R) Core(TM) i7 Processor Label, 13.3-inch FHD (1920 x 1080) IP S True life LED-Backlit Narrow Border Touch Display - Support s Pen/F.R., 16GB, DDR4, 2133MHz	1	2018	24 Hours
24	Apple Laptop	Apple PRO 13	Apple Pro 13	1	2017	24 Hours
25	Apple Laptop	Apple Mac book Air	1.8GHz dual-core Intel Core i5 processor with 3MB shared L3 cache (Turbo Boost up to 2.9GHz); with the custom option of 2.2GHz Intel Core i7 processor (Turbo	1	2017	24 Hours

			Boost up to 3.2GHz).8GB of 1,600MHz LPDDR3 RAM 128GB (or 256GB / 512GB BTO options) PCIe-based flash storage13.3in, 1,440 x 900-pixel display Intel HD Graphics 6000 11ac Wi-Fi (IEEE 802.11a/b/g/n compatible); Bluetooth 4.0Ports: 2 x USB 3; 1 x Thunderbolt 2; 1 x SDXC card slot; 1 x 3.5mm headphone jack			
26	Dell Laptop	Dell Inspiron 13 7000 2 in 1 laptop	Intel(R) Core(TM) i5 Processor Label, 13.3-inch FHD (1920 x 1080) IP S True life LED-Backlit Narrow Border Touch Display - Support s Pen/F.R., 256GB Solid State Drive, 8GB, DDR4, 2400MHz	1	2017	24 Hours
27	Laptop	Microsoft Surface Pro	Microsoft Surface Pro	2	2019/2020	24 Hours
28	HP Laptop	HP Notebook 14- am519tu	Intel® Core™ i3-6006U (2 GHz, 3 MB cache, 2 cores),4 GB DDR4-2133 SDRAM (1 x 4GB),Intel® HD Graphics 520,1 TB 5400 rpm SATA, Super Multi DVD burner,35.56 cm(14) diagonal HD SVA BrightView WLED-backlit (1366 x 768),Full-size island-style keyboard, Touchpad with multi-touch gesture support,802.11b/g/n (1x1) and Bluetooth® 4.0 combo (Miracast compatible),Integrated 10/100 BASE-T Ethernet LAN,1 multi-format SD media card reader,1 VGA; 1 HDMI; 1 headphone/microphone combo; 2 USB 2.0; 1USB 3.0; 1 RJ-45,34.54 x 24.15 x 2.39 cm, DTS	2	2017	24 Hours
29	HP Laptop	HP laptop 15gbr011tx	2.5GHz Intel Core i5-7200U 7th Gen processor.,8GB DDR4 RAM,1TB 5400rpm Serial ATA hard drive,15.6- inch screen, AMD Radeon 520 2GB Graphics., Windows 10	1	2017	24 Hours
30	Dell Laptop	Dell Inspiron INSP 5491	35.56 cm (14")   FHD (Resolution to Term Rule)10th Generation Intel Core i5-10210U Processor8 GB DDR4   512 GB M.2 PCIe NVMe SSDNVIDIA GeForce MX230   2 GB GDDR5 Windows 10 Home	1	2020	24 Hours

31	Cisco Switch	SG300-28PP-K9-EU - 4	<p>Width: 11 inches Enclosure Type: Desktop, rack-mountable - 1U Maximum Storage Temperature: 158 F Ports: 26-port Gigabit + 2 x combo Gigabit SFP Device Type: Switch - 28 ports - L3 - managed Humidity Operating Range: 10-90% (non- condensing)Weight: 8.71 lbs Minimum Operating Temperature: 32 F Interfaces: 8 x 10Base-T/100Base-TX - RJ-45 - PoE; 1 x console - 9 pin D-Sub (DB-9) - management; 2 x 10Base-T/100Base- TX/1000Base-T - RJ-45 / SFP (combo) Humidity Storage Range: 10-90% (non-condensing)Flash Memory: 16 MB</p>	4	2017	24 Hours
32	Cisco Router	<p>CISCO1921/K9 - 2CISCO - RV042 - 2 CISCO 4300 -1</p>	<p>Services and Slot Density, Embedded hardware-based cryptography acceleration (IPsec + SSL),Yes,RJ-45 onboard LAN/WAN 10/100/1000 ports,2,EHWICslots,2,Doublewide EHWIC slots (use of a doublewide EHWIC slot will consume 2 EHWIC slots),1,Cisco Integrated Services Module (ISM) slots, Memory (DDR2 DRAM): Default/maximum,512 MB/512 MB,USB flash memory (internal): Default/maximum,256 MB/256 MB, External USB flash-memory slots (Type A),1,USB console port (mini-Type B) (up to 115.2 kbps),1.Serial console port (up to115.2 kbps),Serial auxiliary port (up to 115.2 kbps, Integrated power supply, AC and DC power-supply models, Power-supply options, POE (external) - on AC models only, Redundant-power-supply support, No, Power Specifications, AC input voltage,100-240V ~,AC input frequency,47-63 Hz, AC input current range AC power supply (maximum) (amps),1.5-0.6,AC input surge current,&lt;50A,Typical power (no modules),25W,Maximum power capacity with AC power supply,60W,Maximum power capacity with PoE</p>	5	2017	3 hours

			power supply (platform only),70W,Maximum PoE device power capacity with PoE power supply,80W,DC power input,32-60 VDC, 4A, positive or negative, single source,DC input wire size,AWG 14 (2.0 mm2),1.75 x 13.5 x 11.5 in. (4.45 x 34.29 x 29.21 cm),Rack height,1 rack			
33	Cisco AP	CISCOAIRCAP2702ID K9 - 9/Cisco AP-AIR-AP1832I-D-K9 - 2	3x4 MIMO with three spatial streams, Maximal ratio combining (MRC), 802.11n and 802.11a/g beamforming, 20- and 40-MHz channels, PHY data rates up to 450 Mbps (40 MHz with 5 GHz), Packet aggregation: A- MPDU (Tx/Rx), A-MSDU (Tx/Rx),802.11dynamic frequency selection (DFS), Cyclic shift diversity (CSD) support,3x4 MIMO with three spatial Integrated antenna-2.4 GHz, gain 4 dBi, internal omni, horizontal beamwidth 360°, 5 GHz, gain 4 dBi, internal omni, horizontal beamwidth 360°,External antenna (sold separately),Certified for use with antenna gains up to 6 dBi (2.4 GHz and 5 GHz), Cisco offers the industry's broadest selection of antennas, delivering optimal coverage for a variety of deployment scenarios,Interfaces2x10/100/1000BASE-T autosensing (RJ-45) Management console port (RJ-45)Indicators Status LED indicates boot loader status, association status, operating status, boot loader warnings, boot loader errors,Dimensions(W x L x H)Access point (without mounting bracket): 8.69 x 8.69 x 1.99	11	2017	3 hours
34	Firewall	CISCO ASA5506-K9 - 2 Cyberoam SCB-6901- 1	Interfaces-8 x 1 Gigabit Ethernet interface,1 management port,Stateful inspection throughput (multiprotocol),300 Mbps,Maximum 3DES/AES VPN throughput,100 Mbps,IPsec site-to-site VPN peers,10; 50 with Security Plus license,Virtual interfaces (VLANs),5; 30 with Security Plus license,Memory-	3	2017	3 hours

			4GB,Flash-8GB,Power (AC or DC),AC only,Height (rack units)Desk Top- Dimensions (D x H x W)9.23 in x 1.72 in x 7.871 in.PackageWeight,3.78 Kg			
35	Controller	AIR-CT2504-K9	Access points,15 licenses include (75 licenses max),Device Type.Wireless controller,Ports-4* 10/100/1000 ports,Console ports- 10/100/1000 RJ-45,Wirelessstandards802.11a/b/g/d/e/h/k/n/r/u/w/ac,Access point License-1 AP licese: L-LIC-CT2504-1A , 5 AP licese: L-LIC-CT2504-5A ,25 AP licese: L-LIC-CT2504-25A ,ecurity standards, Wi-Fi Protected Access (WPA), IEEE 802.11i (WPA2, RSN) RFC 1321 MD5 Message-Digest Algorithm RFC 1851 The ESP Triple DES TransformRFC 2104 HMAC: Keyed Hashing for MAuthentication,RFC 2246 TLS Protocol Version 1.0 RFC 2401 Security Architecture for the Internet ProtocolRFC 2403 HMAC-MD5-96 within ESP and AHRFC2404 HMAC-SHA-1-96 within ESP and A RFC2405 ESP DES-CBC Cipher Algorithm with Explicit IVRFC 2406 IP Encapsulating Security Payload (ESP), Advanced Encryption Standard (AES): CBC, CCM, Counter Mode with Cipher Block Chaining Message Authentication Code Protocol (CCMP), DES: DES-CBC, 3DES, Secure Sockets Layer (SSL) and Transport Layer Security (TLS): RC4 128-bit and RSA 1024- and 2048-bit DTLS: AES-	1	2017	3 hours
36	HP Server	HPEDL180GEN9 2609V4SFF SVR/PROM	E5- IN Chipset-Intel® C610 Series Chipset,On System Management Chipset,HPE iLO (Firmware HPE iLO4 2.0 or later) 2GB NAND,Memory-Maximum Capacity(LRDIMM)1TB (16 x 64GB LRDIMM@2400MHz),Memory Protection-Advanced ECC uses single device data Controller,Internal Storage Devices-Optional: DVD-ROM, DVD-RW,Power	2	2017	3 hours

			Supply-HPE 550WFIO Power Suppl,Standard Features-Non- redundant,Redundant,Operating Systems - Microsoft Windows Server,			
37	Video Conferencing	Polycom	Package includes-Polycom® EagleEye™ III camera,codec, Polycom® HDX® Microphone,Array, 4 Mbps point-to- point,Polycom®,People+Content™, Polycom®,People+Content IP, cables and,remote control,Video standards and protocol,Video input-• 1 x Polycom® EagleEye™ HD camera,1 x S-Video,• 1 x DVI- I,Video out-2 x DVI-I HD video out,Content video resolution• Resolutions supported: HD (1920 x 1080),WSXGA+ (1680 x 1050), SXGA (1280 x,1024),HD (1280 x 720), XGA (1024 x 768),SVGA (800x 600), VGA (640 x 480)Camera- Polycom EagleEye III camera,Audio input-• 2 x HDX microphone arrays supported,Other supported standardsH.221, H224/H.281, H.323 Annex Q, Network- Polycom® iPriority™ for QoS 10/100 auto NIC (RJ45) Auto-MDIX H.323 and/or SIP up to 4 Mbps Polycom® Lost Packet Recovery™(LPR™) technology Reconfigurable MTU size (IP only) SIP Firewall Traversal (Acme Packet) RS232 Camera control Data pass-through Audio mixer control Full serial API support H.320 (Optional) ISDN Quad BRI, PRI T1 or E1Serial (RS449, V.35 RS530 withRS366 dialing) Auto SPID detection and lineumber configurationElectrical Auto sensing power supply Typical operating voltage/power 189VA @ 115V @ 60 Hz	2	2017	24 hours
38	UPS	Eaton UPS – 2 Emerson UPS - 1	Power-20 kVA/18 kW and 30 kVA/27 kW at 0.9 power factor,Nominal input voltage- 208V/120V, 220V/127V +10, -15% 480V/277V, 600V (480+600 with transformer) 400V models also available,Operating	3	2017/2018	6 hours

			frequency- 50/60 Hz (45 to 65 Hz),Nominal output voltage-208/120, 220/120 Vac,Battery type-9 Ah, sealed, lead-acid,maintenance-free,Diagnosics-Full system self-test at startup,LCD display-Graphical LCD with blue backlight,Audible alarms- Yes,Operating temperature-50–104°F (10– 40°C), 45°C with 7.5% derating; Optimal battery performance: 77°F (25°C),Storage temperature-32–77°F (0–25°C); Recommended battery storage: 59–77°F (15–25°C),Safety certifications-IEC 62040-1-1, IEC 60950, EN 62040-1-1, UL 1778, NOM-0190SCP8-1993,Quality-ISO 9001: 2000 and ISO 14001:1996			
39	Epbax	Avaya IP500 v2	Scale-From five to 500 users,Deployment Models-Virtualized IP Office software with VMWare ESXi , KVM, Microsoft Hyper V or Amazon Web Services,Dedicated Avaya Server,Avaya IP Office 500 V2 appliance,Supported telephony devices-IP phones,Digital phones,Analog phones,Softphones,Analog and Digital Cordless (including DECT),Third Party Integration-TAPI Link lite,Administration-Web based - centrally managed,Windows client ,Contact Center,Multichannel – Voice, email, web chat, fax, SMS,Mobility-Make and receive calls over Wi-Fi/3G/4G data networks,Visual voicemail,Supervised and unsupervised transfers,Desktop Client,Browser based UIUpto 3000 users (IP Office Select),	1	2017	3 hours
40	IP phone	Avaya J129 IP phone	Hardware-A graphical LCD display with a display resolution of 128 x 32 px.,Audio- Supported audio codecs are:G.711 A-law/mu-lawG.726 A,SoftkeysThree buttons located below the display,Switch hookMagnetic switch-hook.,Physical buttons and LEDs - Dialpad: 0–9,	91	2017	3 hours



			*, #, Volume: + and — buttons, Mute button, Hold button, Main menu			
41	IP phone	Avaya 1608/960 high end phone	Monochrome display – 3.2 inches x 2.2, inches (8.2 cm x 5.5 cm), 8 buttons with dual LEDs (red, green), 4 softkeys, Hard buttons for phone messages, contacts, history, home, navigation cluster, headset, speaker, volume, mute, Red LEDs for speaker, mute, headset, message, history 24 administrative buttons, Wall-mount and dual-position stand, Gigabit Ethernet (10/100/1000) line,	34	2017	3 hours
42	Beetel	Beetel analogue phones	Caller ID Landline Phone with 16 Digit LCD Display, Adjustable Handset Volume- Adjustable Handset Volume, Call Transfer, Conference Calls, Missed Call Notification, Keypad, Dedicated Buttons-Hold, Flash Button,	3	2017	3 hours
43	Cordless phone	Cordless phone	Keypad, Alphanumerical, Landline Phones	2	2017	3 hours
44	Sharp TV	Sharp TV	Main menu-Internet video playback, digital audio playback, digital photo playback, digital video playback, Remote Control App Support, HDMI input, USB, serial, VGA input, audio line-in, audio line-out, component video input, composite video input, digital audio output (optical), network, 15 pin HD D- Sub (HD-15), 19 pin HDMI Type A, 4 pin USB Type A, RCA, RCA x 2, RCA x 3, RJ-45, TOSLINK, mini-phone stereo 3.5 mm, NTSC-M, PAL-M, PAL-N, TV Tuner Presence, HDTV Tuner, Tuners Configuration-1x digital, Width-71.5 in, Depth-4.5 in, Height-41.5 in, Type-LED- backlit LCD TV, Smart TV, digital signage / hospitality, HDMI, component,	1	2017	24 hours
45	Sony TV	Sony TV	SONY-Resolution-1,920 x 1,080, Aspect Ratio- 16 : 9, Contrast Ratio-1500:1, Audio Output Power (Watts) 10	14	2017	24 hours

			W x 2,CONNECTIVITYUSB2,HDMI-4,Dimensions (Without Stand)-962 mm x 59 mm, WIFI, Ethernet LAN,Power Consumption-82 W, 0.5 W (Stand By),Power Requirements-DC 19.5 V,			
46	Globus TV	Globus TV		1	2017	24 hours
47	Desktop	Desktop	HP desktop	69	2017	24 hours
	Desktop	Desktop	Dell desktop	5	2020	
48	Desktop	Lenovo Desktop	Lenovo Desktop	10	2018	24 hours
49	Desktop	HP Desktop	HP Pavilion ALL In One	25	2017	24 hours
50	Desktop	Lenovo Desktop	Lenovo All in one	1	2018	
51	Desktop	Dell Desktop	Dell All In One	7	2019	
52	Desktop	I Mac (Apple)	I Mac all in one	1	2020	
53	Samsung TV	Samsung TV		1	2017	24 hours
54	Apple iPad	Apple iPad	Apple iPad	4	2017/2018/2019	24 hours
55	Mantra Biometric	Mantra Biometric Tablet		2	2017	24 hours
56	Realtime T502 Biometric	Realtime T502 Aadhar FingerPrint Reader Tablet		1	2019	24 hours
57	Mantra Biometric	mantara small fingerprint reader		17	2018	24 hours
58	FOX USB Microphone	FOX USB Microphone		1	2021	24 hours
59	WD USB HDD	5TB/1TB /2TB USB Hard disk External		3	2021	24 hours
60	Logitech C270/C9	Logitech Webcam with micro-phone		31	2018/2019/2021	24 hours

	30e Webcam					
61	Nikon Camera	Nikon Digital Camera		1	2018	24 hours
62	CP PLUS DVR	CP-UNR_16		1	2018	24 hours
63	CP PLUS Camera	CP PLUS Network camera		8	2018	24 hours
64	HIKVISION DVR	DS-7P16NI-K2		1	2019	24 hours
65	HIKVISION Camera	HIKVISION Network Camera		8	2019	24 hours
66	Speaker	Ceiling Speaker JBL		8	2017	24 hours
67	Speaker	AudioSystem Microprocessor		10	2017	24 hours
68	Digital Signal Processor With 10 Band Aec	Digital Signal Processor With 10 Band Aec		1	2017	24 hours
69	Amx Channel Power Amplifier	Amx Channel Power Amplifier		1	2017	24 hours
70	Multi-Channel Power Amplifier	Multi-Channel Power Amplifier		1	2017	24 hours
71	JBL Audio Controller	JBL Audio Controller		1	2017	24 hours
72	Splitter	4K Ultra HD 1X4 Splitter		1	2018	24 hours
73	Switcher	HDMI Presentation Switcher Scaler		1	2018	24 hours
74	Cisco Switch		Services and Slot Density, Embedded hardware-based cryptography acceleration (IPsec + SSL),Yes,RJ-45 onboard LAN/WAN 10/100/1000 ports,2,EHWICslots,2,Doublewide EHWIC slots (use of			

		Cisco Catalyst-2960-L -6	a doublewide EHWIC slot will consume 2 EHWIC slots),1,Cisco Integrated Services Module (ISM) slots,Memory (DDR2 DRAM): Default/maximum,512 MB/512 MB,USB flash memory (internal): Default/maximum,256 MB/256 MB,External USB flash-memory slots (Type A),1,USB console port (mini-Type B) (up to 115.2 kbps),1.Serial console port (up to115.2 kbps),Serial auxiliary port (up to 115.2 kbps, Integrated power supply, AC and DC power-supply models,Power-supply options, POE (external) - on AC models only, Redundant-power-supply support, No, Power Specifications, AC input voltage,100-240V ~,AC input frequency,47-63 Hz,AC input current range AC power supply (maximum) (amps),1.5-0.6,AC input surge current,<50A,Typical power (no modules),25W,Maximum power capacity with AC power supply,60W,Maximum power capacity with PoE power supply (platform only),70W,Maximum PoE device power capacity with PoE power supply,80W,DC power input,32-60 VDC, 4A, positive or negative, single source, DC input wire size, AWG 14 (2.0 mm2),1.75 x 13.5 x 11.5 in. (4.45 x 34.29 x 29.21 cm),Rack height,1 rack	6	2018	24 Hours
75	Cisco Switch	TP link Switch -2	Services and Slot Density,Embedded hardware-based cryptography acceleration (IPsec + SSL),Yes,RJ-45 onboard LAN/WAN 10/100/1000 ports,2,EHWICslots,2,Doublewide EHWIC slots (use of a doublewide EHWIC slot will consume 2 EHWIC slots),1,Cisco Integrated Services Module (ISM) slots,Memory (DDR2 DRAM): Default/maximum,512 MB/512 MB,USB flash memory (internal): Default/maximum,256 MB/256 MB,External USB flash-memory slots (Type A),1,USB console port (mini-Type B) (up to 115.2 kbps),1.Serial console port (up to115.2 kbps),Serial auxiliary port (up to 115.2 kbps, Integrated power supply,AC and DC power-supply models ,Power-	2	2017	24 Hours

			supply options, POE (external) - on AC models only, Redundant-power-supply support, No, Power Specifications, AC input voltage,100-240V ~,AC input frequency,47-63 Hz, AC input current range AC power supply (maximum) (amps),1.5-0.6,AC input surge current,<50A,Typical power (no modules), 25W, Maximum power capacity with AC power supply,60W,Maximum power capacity with PoE power supply (platform only),70W,Maximum PoE device power capacity with PoE power supply,80W,DC power input,32-60 VDC, 4A, positive or negative, single source, DC input wire size, AWG 14 (2.0 mm2),1.75 x 13.5 x 11.5 in. (4.45 x 34.29 x 29.21 cm),Rack height,1 rack			
76	Cisco Switch	CISCO 2960X-48FPS-L - 2	Services and Slot Density, Embedded hardware-based cryptography acceleration (IPsec + SSL),Yes,RJ-45 onboard LAN/WAN 10/100/1000 ports,2,EHWIC slots,2,Doublewide EHWIC slots (use of a doublewide EHWIC slot will consume 2 EHWIC slots),1,Cisco Integrated Services Module (ISM) slots ,Memory (DDR2 DRAM): Default/maximum,512 MB/512 MB,USB flash memory (internal): Default/maximum,256 MB/256 MB, External USB flash-memory slots (Type A),1,USB console port (mini-Type B) (up to 115.2 kbps),1.Serial console port (up to 115.2 kbps),Serial auxiliary port (up to 115.2 kbps, Integrated power supply, AC and DC power-supply models, Power-supply options, POE (external) - on AC models only, Redundant-power-supply support, No, Power Specifications ,AC input voltage,100-240V ~,AC input frequency,47-63 Hz, AC input current range AC power supply (maximum) (amps),1.5-0.6,AC input surge current,<50A,Typical power (no modules),25W,Maximum power capacity with AC power supply,60W,Maximum power capacity with PoE power supply (platform only),70W,Maximum PoE	2	2017/2019	24 Hours

**Bank Details**

The details of Bank A/c in which payment is to be transferred and other details are as follows: -

Bank Name: \_\_\_\_\_ Bank A/c Number: \_\_\_\_\_

Branch Name: \_\_\_\_\_ Branch Address: \_\_\_\_\_

Branch Telephone No: \_\_\_\_\_ A/C type: \_\_\_\_\_  
(SB A/c/ CA/Cash Credit with code 10/11/13)

PAN NO: \_\_\_\_\_

Bank Code/MICR No  
(9-digit code number of Bank & Branch)

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IFSC Code: \_\_\_\_\_  
Bank RTGS No 11-digit code number of Bank  
& Branch)

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GST No. \_\_\_\_\_

(Signature of Authorized Signatory With Company Seal)

**AGREEMENT**

**(To be Executed on Non-Judicial Stamp of Rs 200.00)**

**(THE SUCCESSFUL BIDDER SHALL HAVE TO  
EXECUTE THE FOLLOWING AGREEMENT)**

This Agreement is made on this \_\_\_\_\_ day of \_\_\_\_\_ (month) \_\_\_\_\_ (year) between INSOLVENCY AND BANKRUPTCY BOARD OF INDIA (hereinafter called "Board") and \_\_\_\_\_ (hereinafter called unless excluded by or repugnant to the context, include its successors, executors, administrative representative and assignee).

WHEREAS the Board has invited tender vide No ----- dated ----- for **comprehensive annual maintenance contract for information technology equipment.**

WHEREAS the Contractor has submitted its offers and is technically and financial qualified as per terms of the Tender documents and accordingly, stands L1 for Comprehensive Annual Maintenance Contract for Information Technology Equipment and the rates offered by the Contractor (copy of the rates annexed) have been duly accepted by the Board.

Now these presents witness, and it is hereby agreed and declared by and between the Board and the Contractor as follows: -

1. The contract is effective for a period of one year from \_\_\_\_\_ to \_\_\_\_\_ at a total cost of Rs. \_\_\_\_\_ (Rupees.. \_\_\_\_\_ (in words)
2. The Contractor has provided Performance Security Deposit of 3% of total bid within a period of 7 (seven) days of receipt of the formal order. The performance security shall remain valid for a period of 60 days beyond the date of completion of all the contractual obligations of the Contractor. The Board shall not pay any interest on the Performance Security Deposit.
3. The NIT (Notice Inviting Tender), bid documents (Technical and Financial), Letter of Intent, approved rates and such other additional particulars, instructions, work orders as may be found requisite to be given during execution of the work shall be deemed and taken to be an integral part of the contract and shall also be deemed to be included in the expression " The Agreement " or the "The Contract" wherever herein used.
4. The Comprehensive Annual Maintenance Contract (CAMC) will consist of day-to-day maintenance of equipment. The Contractor has to keep them fully operational. The maintenance contract will include Preventive Maintenance, necessary repairs to be performed, replacement of defective/damaged parts, components and other accessories free of cost and providing standby equipment's whenever required. Following shall be terms and conditions of the contract: -

- 4.1 The maintenance contract will consist of: -
- a) Attending to complaints of Information Technology Equipment.
  - b) Onsite preventive and corrective maintenance of the above equipment.
  - c) Necessary repairs/replacement of defective/damaged parts, components and other accessories of the above equipment. The **replacement of all the spares including replacement of Drums and Cartridges/Ink shall also be covered under the CAMC**. The replacement of defective spares with good quality and standard spares will be done by the bidder without any extra charges of any kind. In case the contractor feels that the equipment cannot be repaired at site, they will carry and deliver the equipment at their own cost and risk to get it repaired promptly. Stand-by arrangements to be made for each equipment which is to be taken to workshop for repair. The operating environment condition in which the equipment is presently installed is quite satisfactory and the Contractor will not raise any condition with regard to the working environments for the equipment covered under AMC. In case of reinstallation of software, the Contractor will not install a pirated copy in any circumstances.
  - d) Upkeep and maintenance of the hardware and installed software's.
  - e) The Contractor to provide and maintain the required drivers for maintaining the equipment.
  - f) A sticker indicating the cell phone and telephone numbers and other details of the AMC vendor is to be placed on all equipment under AMC.
- 4.2 The maintenance service should be available on all working days from 9.30 AM to 6.30 PM (Monday to Saturday). Availability of service engineer on Sundays or other holidays (even beyond office hours) should be ensured in case of exigency without any cost.
- 4.3. The AMC Contractor will provide maintenance service from qualified experienced and competent engineers, having minimum two years' experience of similar assignment.
- 4.4 The AMC Vendor will comply with the provisions of all applicable laws including labor laws, rules, regulations and notifications issued thereunder from time to time. All safety and labor laws enforced by statutory agencies shall be applicable in the performance of this contract and vendor shall abide by these laws. Vendor will be responsible for making all statutory payment to Engineers. The Vendor shall comply with all duties and responsibilities of the 'Principal Employer' under various labor laws. The Vendor shall indemnify IBBI against any/all claims which may arise under the provisions of various Acts, Government Orders etc. and any breach of such laws or regulations shall be deemed to be breach of this contract. Any loss caused to IBBI due to any negligence of the Vendor or any his employees or staff, shall have to be suitably compensated by the Vendor. IBBI may at any time ask for documentary evidence of compliances as required under all of the applicable provisions of laws.
- 4.5. The Board will not be held responsible fully or partially for any dispute that may arise between the AMC vendor and his engineers whatsoever.
- 4.6 **The equipment down time should not exceed the time schedule as given in Annexure - III from the time of complaint is received.** In case the equipment is not repaired, or a stand-by arrangement is not provided, the Board may elect / choose to get the same repaired or replaced from any other outside agency and the cost and



expenditure incurred therein shall be recovered from the AMC contractor and the IBBI may also impose additional penalty as deemed fit.

47. The AMC Contractor will undertake service of all equipment onsite every three months and record should be maintained for the same.
48. In case any system crashes due to any reason, the AMC contractor will recover the data without any extra cost. Privacy of the data shall be maintained as per law.
5. The Board may withdraw any equipment under AMC at any time during the period of contract without assigning any reason. Maintenance charges for such equipment will be deducted at pro-rata basis. New items purchased from time to time, after the expiry of warranty period, will also have to be serviced/ maintained at the same terms and conditions, and the CAMC also to be done at the same terms and conditions on per unit average rate of the equipment.
6. The contractor hereby declares that nobody connected with or in the employment of the Board is not / shall not even be admitted as partner in the contract.
7. The contractor shall abide by the terms and conditions, rules, guidelines, safety precautions, etc. stipulated in the tender document including any correspondence between the Contractor and the Board having bearing on execution of the CAMC and payments of works to be done under the contract.
8. The payment to the Contractor shall be released on quarterly basis at end of every quarter on providing satisfactory services after the completion of the quarter subject to non-pendency of any complaint.
9. The Board shall make payment of the bills after deduction of all applicable taxes.
10. In case of addition / withdrawal of items from AMC contract by the Board before completion of contract, the same shall be informed to the Contractor and AMC payment shall be revised accordingly.
11. If the services provided by the contractor under this contract are not met to the full satisfaction of the Board, or if any of the terms and conditions of the contract are not complied by the Contractor, contract may be terminated by the Board and the charges shall be payable only up to the period, till which the Contractor has rendered satisfactory services. The decision of the Board in this regard shall be final and binding on the vendor.
12. The complaint will have to be attended by the vendor within the stipulated time as mentioned in **Annexure -III**. In case vendor fails to rectify the fault within the stipulated time, the vendor will have to provide stand-by item(s). In case vendor fails to either rectify the fault or provide stand-by item(s), fixed penalty of Rs.500/- per day will be levied (part of day beyond maximum time schedule for repair will be counted as full day). In addition, Rs.100/- per day per item will also be levied. If fault is not rectified in a week's time, IBBI reserves the right to cancel the contract and forfeit the contractor's Performance Bank Guarantee.
13. In case of non-compliance with the contract, the Board reserves the right to cancel/revoke the contract and impose suitable penalty in proportion to the damages and the Performance Bank Guarantee (PBG) or Performance Security deposit may also be forfeited. The decision of IBBI

in this regard shall be final and binding.

14. If services provided by the Contractor are found unsatisfactory, then the Board reserves the right to encash the Performance Bank Guarantee (PBG) and/or Performance Security deposit may also be forfeited. The decision of the Board in this regard shall be final and binding.
15. Settlement of disputes, if any, will be as per Indian Arbitration and Conciliation Act- 1996 and venue for the same shall be the IBBI Office, 7<sup>th</sup> Floor, Mayur Bhawan, Connaught Circus, New Delhi-110001. It is clarified all disputes arising out of or in connection with this Contract shall be finally settled by a sole arbitrator to be nominated / appointed by the Insolvency and Bankruptcy Board of India. The award of the sole arbitrator shall be binding on the Vendor and IBBI. The seat of arbitration shall be New Delhi.
16. All disputes arising out of this Tender and the proposed contract shall be subject to the exclusive jurisdiction of Courts in New Delhi.
17. In case of any conflict or ambiguity between the provisions of this Contract and the Notice Inviting Tender (NIT), the terms and conditions as mentioned in the Notice Inviting Tender shall prevail.
18. The contract has been carefully read by us and understood by us.

IN WITNESS WHEREOF the parties present have here into set their respective hands and seals the day and year above written.

Signed sealed & delivered by the above-named Contractors

In presence of:

Witness:

1.

2.

Signed & delivered on behalf of the Board by the

In presence of:

Witness:

1.

2.

**DECLARATION**

I, \_\_\_\_\_ Son / Daughter / Wife  
of Shri \_\_\_\_\_ Proprietor/Partner/Director,  
authorized signatory of the Company/Agency/ Firm, mentioned above, am competent to sign this  
declaration and execute this tender document.

2. I have carefully read and understood all the terms and conditions of the tender and  
undertake to abide to them;
3. I / we hereby declare that my firm has not been blacklisted / disqualified / debarred by  
any Govt. / Semi-Govt. Department / Agency.
4. The information / documents furnished along with the above application are true and  
authentic to the best of my knowledge and belief. I / we am/ are well aware of the fact  
that furnishing of any false information/ fabricated document would lead to rejection of  
my tender at any stage besides incurring liabilities towards prosecution under appropriate  
law.

Signature of authorized person  
Full Name=====

Seal

Date:

Place:

**BID-SECURITY DECLARATION FORM**

**Tender document No. -----**

To  
Deputy General Manager,  
Insolvency and Bankruptcy Board of India,  
7<sup>th</sup> Floor, Mayur Bhawan,  
Shankar Market, Connaught Place, New Delhi-110001

I/We. The undersigned, declare that:

I/We understand that, according to terms and conditions as contained in Tender Document No. --  
-----, bids must be supported by a Bid Security Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with Insolvency and Bankruptcy Board of India for a period of three year from the date of notification, if I am /We are in breach of any obligation under the bid conditions, because I/We,

- (a) have withdrawn/modified/amended/impaired or derogated from the tender in any respect during the period of bid validity specified in the bid document; or
- (b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity specified in the bid document (i) fail or refuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We understand this Bid Security Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid as specified in the bid documents.

Signature -----  
(In the capacity of)

Name -----

Date :

Address : -----

[Note: In case of a Joint Venture, the Bid-Security Declaration must be in the name of all partners to the Joint Venture that submits the bid]