



Department of Agriculture, Animal Husbandry & Co-operative
(Cooperative Division)
Government of Jharkhand

Request for Proposal (RFP)
for
Selection of Agency for Procurement of
Computer Hardware under 'Computerization of
Office of the Registrar, Cooperative Societies,
Jharkhand'

Issued by
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Disclaimer

The information contained in this RFP document or provided to Bidder(s), whether verbally or in documentary or any other form, by or on behalf of the Office of the Registrar, Co-operative Societies, Government of Jharkhand hereafter also referred as "Authority ", or any of its employees or advisors, is provided to Bidder(s) on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.

This RFP includes statements, which reflect various assumptions and assessments arrived at by the Office of the Registrar, Co-operative Societies, Government of Jharkhand in relation to the Project. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. This RFP may not be appropriate for all persons, and it is not possible for the Office of the Registrar, Co-operative Societies, Government of Jharkhand, its employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP. The assumptions, assessments, statements, and information contained in this RFP may not be complete, accurate, adequate or correct. Each Bidder should therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this RFP and obtain independent advice from appropriate sources.

Information provided in this RFP to the Bidder(s) is on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The Office of the Registrar, Co-operative Societies, Government of Jharkhand accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed here.

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**OFFICE OF THE REGISTRAR, CO-OPERATIVE SOCIETIES
GOVT. OF JHARKHAND**

**BID NOTICE FOR PROCUREMENT OF COMPUTER HARDWARE UNDER
“COMPUTERISATION OF OFFICE OF THE REGISTRAR, CO-OPERATIVE
SOCIETIES, JHARKHAND”**

No. 2231 , Dated: 25-11-2024 .

Office of the Registrar, Co-operative Societies, Jharkhand invites bids for procurement of computer hardware under Computerization of Office of the Registrar, Co-operative Societies, Jharkhand. Interested bidder can download the RFP document from www.cooperative.jharkhand.gov.in or GeM Portal.

The Pre-qualification, technical and commercial bids shall be submitted online through GeM Portal, the deadline of the submission of the bid is given below:

S. No.	Description	Earnest Money Deposit (EMD)	Start date for online bid downloading	End date for online bid submission
1	Procurement of Computer Hardware under 'Computerization of Office of the Registrar, Cooperative Societies, Jharkhand	Rs. 100000.00	26-11-2024	10-12-2024

The prospective bidder(s) should submit their suggestions/ observations, if any, in writing / email by the date as mentioned in the RFP schedule. Only suggestions / observations received in writing/email will be clarified and any modification of the RFP documents shall be made by Office of the Registrar, Co-operative Societies, Jharkhand exclusively through the issue of an addendum/corrigendum. The RFP uploaded shall be read along with any modification. Authorized representatives of prospective bidder(s) can attend the said meeting and obtain clarification regarding specifications, works & RFP conditions.

The RFP document is available on www.cooperative.jharkhand.gov.in and GeM portal along with this Bid notice.

The bidders are required to submit Earnest Money Deposit (EMD) of Rs.1,00,000/- (Rupees One Lakh Only) in form of bank guarantee/ demand draft issued by any commercial bank in the favour of the Registrar, Co-operative Societies, Jharkhand.

Note: - The original copies of EMD should be submitted to the Office of Registrar Co-operative Societies, Jharkhand as per the Schedule mentioned in this RFP document.

The Office of the Registrar, Co-operative Societies, Jharkhand shall not be liable for any omission, mistake or error in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to the RFP or the Bidding Process, including any error or mistake therein or in any information or data given.

The Office of the Registrar, Co-operative Societies, Jharkhand reserves the right to reject all or any of the bid(s) without assigning any reason at any stage.

Bidders shall note that any corrigendum issued regarding this bid notice/RFP will be published on the GeM portal only. No corrigendum will be published in the local newspapers.

Sd/-
Registrar, Co-operative Societies,
Jharkhand

Bid Information Sheet

S. No.	Particulars	Date
1	Start date of downloading / sale of RFP document	26-11-2024
2	Last date for Submission of Queries	06-11-2024
3	Last date for submission of EMD	10-12-2024
5	Last date and time for proposal submission	10-12-2024, 06:00 PM
6	Date and time for opening of Pre-Qualification and Technical bids	11-12-2024, 06:30 PM
7	Date and time for opening of Financial bids	Will be communicated later
8	Venue for Bid Opening	Office of the Registrar, Co-operative Societies, 3 rd Floor, Pashupalan And Sahkarita Bhawan, Hesag, Hatia, Ranchi-834003

1. Factsheet

Clause Reference	Topic
Commercial Bid Evaluation	The method of selection is: L1
Downloading RFP Document	RFP can be downloaded from www.cooperative.jharkhand.gov.in and GeM portal.
Earnest Money Deposit (EMD)	Bidders are required to pay the EMD of ₹ 100000.00 per PACS quoted in the form of Bank Guarantee / Bank Draft in the form of issued by any commercial bank in favour of Registrar, Co-operative Societies, Jharkhand.
Scope of Work	Procurement is for services linked to Supply and Maintenance of Hardware equipment's and OEM warranty for period of 5 years.
Language	Proposals should be submitted in the English language only.
Taxes	<p>The bidder must quote inclusive of all taxes. It is clearly understood that Office of the Registrar, Co-operative Societies, Jharkhand will not bear any additional liability towards payment of any Taxes & Duties.</p> <p>Rates accepted by Office of the Registrar, Co-operative Societies, Jharkhand shall hold good till completion of work and no additional individual claim shall be admissible on account of fluctuations in market rates, increase in taxes/ any other levies/ tolls etc. except that payment/ recovery for overall market situation shall be made as per price variation.</p> <p>The bidder must quote price in Indian Rupees (₹) only.</p>
Bid Validity	Proposals must remain valid till 180 days after the submission date.
Submission of Responses	Bidders must upload and submit all the documents on the GeM portal, as per the folder structure specified on the portal. <i>Each of the above documents must be uploaded in the format specified for this purpose.</i>
Submission of Proposals	<p>This is online process; interested bidders are required to submit the proposal online only by the date and time specified for the RFP.</p> <p>No physical copies will be entertained from the bidders.</p>
Last Date of Submission	Proposals submitted after the scheduled date and time will not be accepted by the GeM portal.
Exemptions/relaxation	Exemption to Medium & Small Enterprises (MSEs) as per Jharkhand Procurement Policy 2014 shall be allowed

2. Background Information

2.1. Basic Information

- A. Purchaser invites responses (“Bids”) to this Request for Proposals (“RFP”) from OEMs Agencies/authorized hardware suppliers (“Bidders”) for the provision of Hardware as described in relevant Section of this RFP, “Scope of Work” (“Hardware supply”). Office of the Registrar, Co-operative Societies, Jharkhand is the Purchaser for this procurement competition (“the Purchaser”).
- B. Any contract that may result from this RFP Process will be issued for a term of 5 year (“the Term”) which would include the hardware supply, warranty and maintenance support.
- C. Proposals must be received not later than time, date and venue mentioned in the Fact Sheet. Proposals that are received after the deadline WILL NOT be considered in this procurement process.

2.2. Project Background

To realize the vision of ‘Sahkaar-se-Samridhi, Ministry of Cooperation has taken several initiatives to strengthen the cooperative movement in the country, including strengthening of Primary Credit Societies (PACS) through computerization. Ministry has also taken steps for computerization of the office of Central Registrar of Cooperative Societies for providing a comprehensive enabling digital ecosystem for the multi-State cooperative societies.

India has more than 8.54 lakh cooperatives registered under various State Cooperative Societies Acts and the Central Multi- State Cooperative Societies Act, 2002. There are about 29 crore members of these cooperative societies with an estimated 40 lakh employees and 80 lakh board members. These cooperative societies contribute substantially to the national economy in various sectors such as 28.8% in fertilizer production, 35% in fertilizer distribution, 30.6% in sugar production, 17.5% in procurement of the marketable surplus of milk etc.

As part of various steps taken by Ministry for promoting ‘Ease of doing business’, in Cooperative Sector, the Office of Central Registrar of Cooperative Societies (CRCS), which is responsible for administration of Multi State Cooperative Societies (MSCS) Act, 2002, has been computerized by developing an integrated portal to create a digital ecosystem for Multi State Cooperative Societies to facilitate their activities including Registration of new societies.

The success of every Government initiative depends on its reach to the grassroot levels. For smooth and efficient functioning of cooperatives in the country, the development of integrated digital portal and computerization of Office of Registrar of Cooperative Societies of States/ UTs is also the need of the hour, as majority of the cooperatives are governed by the State/ UTs Cooperative Act.

2.3. About the Department

Office of the Registrar Co-operative Societies, Jharkhand is the nodal office to promote co-operative activities and Co-operative Societies in the State.

3. Instructions to the Bidders

3.1. General

- A.** While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders and recipients of this RFP may wish to consult their own legal advisers in relation to this RFP.
- B.** All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the purchaser based on this RFP.
- C.** No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of the purchaser. Any notification of preferred Bidder status by the purchaser shall not give rise to any enforceable rights by the Bidder. Purchaser reserves rights to cancel this procurement at any time without any notice and reason.
- D.** This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.

3.2. Compliant Bids / Completeness of Responses

- A.** Bidders are advised to study all instructions, forms, terms, requirements, appendices, and other information in the RFP documents carefully. Submission of the bid / proposal shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- B.** Failure to comply with the requirements of this paragraph may render the Proposal non-compliant and the Proposal may be rejected. Bidders must:
 - I.** Comply with all requirements as set out within this RFP.
 - II.** Submit the forms as specified in this RFP and respond to each element in the order as set out in this RFP.
 - III.** Include all supporting documentations specified in this RFP.

3.3. Code of Integrity

- A.** No official of a procuring entity or a bidder shall act in contravention of the codes which includes:
 - I.** Prohibition of
 - a.** Making offer, solicitation or acceptance of bribe, reward or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process.
 - b.** Any omission, or misrepresentation that may mislead or attempt to mislead so that financial or other benefit may be obtained, or an obligation avoided.
 - c.** Any collusion, bid rigging or anticompetitive behaviour that may impair the transparency, fairness, and the progress of the procurement process.
 - d.** Improper use of information provided by the procuring entity to the bidder with an intent to gain unfair advantage in the procurement process or for personal gain.
 - e.** Any financial or business transactions between the bidder and any official of the procuring entity related to RFP or execution process of contract, which can affect the decision of the procuring entity directly or indirectly.
 - f.** Any coercion or any threat to impair or harm, directly or indirectly, any party or its property to influence the procurement process.
 - g.** Obstruction of any investigation or auditing of a procurement process.
 - h.** Making false declaration or providing false information for participation in a bidding process or to secure a contract.
 - III.** Disclosure by the bidder of any previous transgressions made in respect of the provisions of sub-clause (a) with any entity in any country during the last three years or of being debarred by any other procuring entity.
- B.** In case of any reported violations, the procuring entity, after giving a reasonable opportunity of being heard, comes to the conclusion that a bidder or prospective bidder, as the case may be, has contravened the code of integrity, may take appropriate measures.

3.4. Pre-bid Queries and Clarifications

A. Bidders' queries

I. The queries should necessarily be submitted in the following format:

Sr. No.	RFP Document Reference (Section)	RFP Document Reference (Sub- section)	RFP Document Reference (s) (RFP Page number)	Content of RFP requiring clarification(s)	Point of clarifications
1					
2					

II. Purchaser shall not be responsible for ensuring that the Bidders' queries have been received by them. Any requests for clarifications post the indicated date and time may not be entertained by the Purchaser.

B. Responses to Pre-bid queries and Issue of Corrigendum

- I. Purchaser will endeavor to provide timely response to all queries. However, Purchaser makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does Purchaser undertake to answer all the queries that have been posed by the Bidders.
- II. At any time prior to the last date for receipt of bids, Purchaser may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.
- III. The Corrigendum (if any) & clarifications to the queries from all Bidders will be posted on the website from www.cooperative.jharkhand.gov.in and GeM portal.
- IV. Any such corrigendum shall be deemed to be incorporated into this RFP.
- V. To provide prospective Bidders reasonable time for taking the corrigendum into account, purchaser may, at its discretion, extend the last date for the receipt of Proposals.

3.5. Key Requirements of the Bid

A. Right to Terminate the Process

- I. Purchaser may terminate the RFP process at any time and without assigning any reason. Purchaser makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- II. This RFP does not constitute an offer by Purchaser. The Bidder's participation in this process may result Purchaser selecting the Bidder to engage towards execution of the contract.

B. RFP Document

- I. The prospective bidders and access and download RFP documents from www.cooperative.jharkhand.gov.in and GeM portal.

C. Earnest Money Deposit (EMD)

[To safeguard against a bidder's withdrawing or altering its bid during the bid validity period in the case of advertised or limited tender enquiry, Bid Security (also known as Earnest Money) is to be obtained from the bidders]

- I. Bidders shall pay, along with their Bids, EMD amount as mentioned in Fact Sheet, and it shall be paid in the form of Bank Guarantee / Bank Draft in favour of Registrar, Co-operative Societies, Jharkhand.
- II. In case a bid is submitted without the EMD as mentioned above then purchaser reserves the right to reject the bid without providing opportunity for any further correspondence to the
- III. The EMD amount is interest free and will be refundable to the unsuccessful Bidders without any accrued interest on it.
- IV. EMD of the successful bidder will be discharged when the bidder has signed the contract and furnished the required Security Deposit/PBG as per format and after supply and installation of equipment(s).
- V. The EMD may be forfeited in any of the following cases:
 - a. If a Bidder withdraws its bid or increases its quoted prices during the period of bid validity or its extended period, if any

- b. In the case of a successful Bidder, if the Bidder fails to sign the Contract or to furnish Security Deposit/PBG within specified time in accordance with the format given in this bid document.
 - c. During the bid process, if a Bidder indulges in any such deliberate act as would jeopardize or unnecessarily delay the process of bid evaluation and finalization.
 - d. During the bid process, if any information is found wrong / manipulated / hidden in the bid.
- VI. The decision of purchaser regarding forfeiture of the EMD and rejection of bid shall be final and shall not be called upon question under any circumstances.
- VII. No rejections and forfeiture shall be done in case of curable defects. For non-curable defects the 10% of EMD shall be forfeited and bid will be liable for rejection.

Note:

1. **Curable Defect** shall mean shortfalls in submission such as:
 - a. Non-submission of following documents,
 - a) Valid Registration Certificate.
 - b) Tax Registration Certificate (/GST)
 - c) Certified Copies of PAN documents and photographs of individuals, owners, etc
 - d) Partnership Deed and any other documents, wherever applicable
 - e) Undertakings as mentioned in the RFP document.
 - b. No proper submission of experience certificates and other documents, etc.
2. **Non-curable Defect** shall mean
 - a. In-adequate submission of EMD amount,
 - b. In-adequacy of technical and financial capacity with respect to Eligibility criteria as stipulated in the RFP.

D. Submission of Responses

- I. Bidders should submit their responses as per the procedure specified in the manuals published on GeM portal being used for this purpose. Generally, the items to be uploaded on the portal would include all the related documents mentioned in this Model RFP, such as:
 - a. EMD Receipt
 - b. Pre-qualification response
 - c. Technical Proposal & Financial Proposal
 - d. Additional certifications/documents eg. Power of Attorney, CA certificates on turnover, Previous work order, Past project completion certificate from client/statutory auditors, etc .
- II. However, each of the above documents must be uploaded in the format specified for this purpose and as per the specified folder structure in the GeM Portal.
- III. The bidder must ensure that the bid is digitally signed by the Authorized Signatory of the bidding firm and has been duly submitted (freezed) within the submission timelines. The Purchaser will in no case be responsible if the bid is not submitted online within the specified timelines.
- IV. All the pages of the Proposal document must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bidder's Proposal.
- V. Please Note that Prices should not be indicated in the Pre-Qualification Proposal or Technical Proposal.

E. Authentication of Bids

A Proposal should be accompanied by a power-of-attorney / Authorization in the name of the signatory of the Proposal. Copy of the same should be uploaded under the relevant section/folder on the e-Tender portal. Furthermore, the bid must also be submitted online after being digitally signed by an authorized representative of the bidding entity.

3.6. Preparation and Submission of Proposal

3.6.1. Proposal Preparation Costs

- (i) The Bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other

diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by Purchaser to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process.

- (ii) Purchaser will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

3.6.2. Language

The Proposal should be filled by the Bidders in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the Bidders. For purposes of interpretation of the documents, the English translation shall govern.

3.6.3. Venue & Deadline for Submission of Proposals

The response to RFPs must be submitted on the GeM portal by the date and time specified in RFP Schedule for the RFP. Any proposal submitted on the portal after the mentioned deadline will not be accepted and hence shall be automatically rejected. Purchaser shall not be responsible for any delay in the submission of the documents.

3.6.4. Late Bids

- (i) Bids submitted after the due date will not be accepted by the e-Tender system (GeM Portal) and hence will automatically be rejected. The Purchaser shall not be responsible for any delay in the online submission of the proposal.
- (ii) Bids submitted by telex/telegram/fax/e-mail/post etc. shall not be considered. No correspondence will be entertained on this matter.

3.6.5. Outsourcing and Subcontracting is not allowed at any stage of the project.

3.6.6. OEM/Bidder must provide Escalation Matrix of Telephone Numbers for Service Support.

3.7. Evaluation Process

a) Evaluation

- (i) Purchaser will evaluate the responses of the Bidders.
- (ii) Purchaser shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence, may lead to rejection.
- (iii) The decision of the Purchaser in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of evaluation with the Purchaser.
- (iv) The Purchaser may ask for meetings with the Bidders to seek clarifications on their proposals.
- (v) The Purchaser reserves the right to reject any or all proposals on the basis of any deviations.
- (vi) Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.
- (vii) If it is found that the Bidder has not submitted required documents as per Qualification/ Technical eligibility then the Bidder shall be intimated to comply with the said documents within **2 days** from the intimation from Purchaser (through email), otherwise 10 % EMD will be forfeited and/or the proposal will be treated as non-responsive.
- (viii) Purchaser reserves the right to accept or reject any or all the Bids without assigning any reason. Moreover, if no intimation is provided by purchaser, then the documents submitted cannot be deemed as accepted.

b) Bid Opening

- (i) The Proposals submitted up to due date and time will be opened on Date & time mentioned in RFP Schedule by Purchaser or any other officer authorized by Purchaser, in the presence of such of those Bidders or their representatives who may be present at the time of opening.
- (ii) The representatives of the Bidders should be advised to carry the identity card or a letter of authority from the bidding firms to identify their bonafides for attending the opening of the proposal.

c) Bid Validity

The offer submitted by the Bidders should be valid for minimum period of 180 days from the date of submission of bid.

d) Bid Evaluation

- (i) Initial Bid scrutiny will be held and incomplete details as given below will be treated as non-responsive. If Proposals;
 - a) Are not submitted in as specified in the RFP document
 - b) Received without the Letter of Authorization / Power of Attorney
 - c) Are found with suppression of details
 - d) With incomplete information, subjective, conditional offers and partial offers submitted
 - e) Submitted without the documents requested in the checklist (Appendix I, II, III)
 - f) Have non-compliance of any of the clauses stipulated in the RFP
 - g) With lesser validity period
- (ii) All responsive Bids will be considered for further processing as below.
 - a) Purchaser will prepare a list of responsive/eligible Bidders, who comply with all the Terms and Conditions of the RFP. All eligible bids will be considered for further evaluation according to the Evaluation process define in this RFP document. The decision of the Purchaser will be final in this regard.

3.8. Right of Publicity

Any publicity by the Bidder in which the name of Purchaser is to be used should be done only with the explicit written permission of State Government.

4. Criteria for evaluation

4.1. Qualification / Technical Eligibility Criteria

Sl. No.	Item	Criteria	Documents to be submitted
1	Legal Entity	<p>The Bidder should be a Company registered under the Companies Act, 1956 / Partnership firms registered under the Indian Partnership Act, 1932 / Partnership firms registered under Limited Liability Partnerships (registered under LLP Act, 2008) / Proprietorship firm.</p> <p>Also, the bidder should be registered with valid GST no. & having PAN & IT return of last 3 financial years</p>	<ul style="list-style-type: none">• Copy of Certificate of Incorporation, Memorandum of Association, Article of Association for company; Certificate of registration and/or Partnership Deed for LLP and/or Partnership Firm; for Proprietorship firm a declaration from the Proprietor that She / He is the proprietor of the firm and copy of Trade License / any government registration declaring the firm as a proprietorship firm should be submitted.• Copy of Registration Certificates, PAN, ITR and other supporting documents.
2	Average Turnover in Hardware Sales & Maintenance Services	<p>Average Annual turnover of the bidders for last three financial years 2020-21, 2021-22 and 2022-23 or 2021-22, 2022-23 and 2023-24 should have a minimum of ₹ 20 Lakhs that is generated from Hardware supply and their associated maintenance services, packaged software etc.</p> <p>Annual average turnover of Desktop and MFP OEM for last three financial years for last three financial years 2020-21, 2021-22 and 2022-23 or 2021-22, 2022-23 and 2023-24 should have a minimum of ₹ 1.80 crores.</p>	<ul style="list-style-type: none">• Copy of audited Balance Sheet and Profit & Loss; and• CA Certificate regarding the average annual turnover with CA's registration number/seal and updated UDIN
3	Net Worth	<p>The net worth of the bidder in the last three financial years 2020-21, 2021-22 and 2022-23 or 2021-22, 2022-23 and 2023-24 should be positive.</p>	<ul style="list-style-type: none">• Certificate from the statutory auditor with CA's registration number/seal indicating net worth of the firm in last three years.

4	Technical Capability	<p>Bidder / OEM must have successfully undertaken at least the following numbers IT Hardware supply and associated maintenance services of value specified herein during last three financial years (2020-21, 2021-22 and 2022-23) or (2021-22, 2022-23 and 2023-24)</p> <p>One project of similar nature costing not less than the amount equal to Rs. 1 Crore, or Two projects of similar nature costing not less than the amount equal to Rs. 50 Lakhs each, or Three projects of similar nature costing not less than the amount equal to Rs. 30.</p> <p>“Similar Nature” is defined as Supply, Installation and maintenance of IT Hardware & system software like Desktop PC, Laptops, Servers, Network & security devices, System Software & Other IT devices amongst others for government/public sector enterprises in India.</p> <p>OEM of Desktop and Printer items must have one single supply order of minimum 50% of bid quantity for Govt./ PSU issued between 01.01.2022 to 31.12.2023.</p>	<ul style="list-style-type: none"> • Form 8 for each of the projects completed • Work order and completion/ performance certificate from client fulfilling the experience criteria
5	Quality Certification	<ul style="list-style-type: none"> • For Bidder ISO 9001:2015 • For Desktop OEM ISO 9001:2015, ISO 20000-1:2018, ISO 14001:2015, ISO 27001:2013 • For MFP OEM ISO 9001:2015, ISO 14001:2015 • For UPS OEM ISO 9001:2015 	Copy of Quality Certificates
6	Letter of authorization from OEM	The Bidder should be an OEM (and/or Original Software Developer for system software, database, etc.) or their authorized hardware supplier. In case of authorized representative, a letter of authorization from original manufacturer must be furnished	<ul style="list-style-type: none"> • Letter of authorization from OEM as per template provided (Form 3) for all the items quoted • Desktop quoted should have bid specific MAF from OEM mentioning authenticity of Microsoft software and Microsoft software and warranty period (Relevant document / declaration from OEM to be submitted)
7	Local Service Center	The Bidder / OEM should have presence in Jharkhand with service support centres at State headquarters and districts. The Bidder / OEM should have technical manpower with experience to provide service at both locations for support under this contract.	<ul style="list-style-type: none"> • A Self Certified letter with details of service support centers by the authorized signatory. • In case the Bidder / OEM do have service centre in state headquarters and districts an undertaking must be furnished to set up the same within period of 30 days from the date of issuance of Letter of Intent.

8	Office	<p>The Bidder should have permanent office in India with easy access and shall be ready to set up a project office in Jharkhand.</p>	<p>Rental Agreement/ Utility Bill in the name of the company/Sale Deed of the office in India and Jharkhand or Declaration that the office will be set-up within a period of 30 days from the date of issuance of Letter of Intent.</p>
9	Mandatory Declaration	<p>(a) The bidder should not be insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons;</p> <p>b) The bidder should not have, and their directors and officers not have, been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings;</p> <p>c) The bidder should not have a conflict of interest in the procurement in question as specified in the bidding document.</p> <p>d) The bidder should comply with the code of integrity as specified in the bidding document.</p> <p>e) The bidder should be an individual organization. Consortium shall not be allowed.</p> <p>f) The Bidder should not have been blacklisted by any Central/State Government Organization or Department in India at the time of submission of the bid</p>	<p>Declaration by the Bidder as per format given in the bid document (Form 5)</p>

4.2. Technical Qualification Criteria

- 4.2.1. Bidders who meet the qualifications/ technical eligibility requirements would be considered as qualified to move to the next stage of Technical and Financial evaluations.
- 4.2.2. The Product offered should meet all the technical and functional specifications given in the section "Scope of Work". Non-compliance to any of the technical and functional specification will attract rejection of the proposal.
- 4.2.3. Response except 'Y' or 'N' is not acceptable. If any Bidder provides response other than 'Y' or 'N' the same will be treated as Not Available i.e. N.
- 4.2.4. Bidders, whose bids are responsive, based on minimum qualification criteria as in Qualification / Technical Eligibility Criteria would be considered technically qualified.

4.3. Product Demonstration

A product demonstration shall be carried out for the technically qualified Bidder(s) at Office of the Registrar, Co-operative Societies, 3rd Floor, Pashupalan and Sahkarita Bhawan, Hesag, Hatia, Ranchi, Jharkhand-834003 before the opening of the financial bid. Those who qualify in the demonstration shall be declared eligible for the Commercial Bid opening. All the arrangements to be managed and expenses towards the demonstration of products quoted shall be borne by Bidder(s).

4.4. Financial Bid Evaluation

- 4.4.1. The Financial Bids of technically qualified Bidders will be opened on the prescribed date in the presence of Bidder representatives. If any of the bidders is not present during the specified date and time of opening, the State Government at its discretion will proceed further with opening of the financial bids in their absence.
- 4.4.2. Reverse auction shall be applicable as per GeM Terms & Conditions (GTC).
- 4.4.3. The Bidder, who has submitted the lowest Commercial bid, shall be selected as the L1 and shall be called for further process leading to the award of the contract.
- 4.4.4. Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- 4.4.5. The bid price will include all taxes and levies and shall be in Indian Rupees.
- 4.4.6. Any conditional bid would be rejected.
- 4.4.7. Errors & Rectification: Arithmetical errors will be rectified on the following basis: "If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail".

5. Award to Contractor/Supplier

5.1. Award Criteria

Purchaser will award the Contract to the successful Bidder whose proposal has been determined to be substantially responsive and has been determined as the most responsive bids as per the process outlined above.

5.2. Right to Accept Any Proposal and to Reject Any of All Proposal(s)

Purchaser reserves the right to accept or reject any proposal, and to annul the bidding process / Public procurement process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for Purchaser action.

5.3. Notification of Award

Prior to the expiration of the validity period, Purchaser will notify the successful Bidder in writing or by fax or email, that its proposal has been accepted. In case the bidding process/ public procurement process has not been completed within the stipulated period, Purchaser, may like to request the Bidders to extend the validity period of the bid.

5.4. Electronic Performance Bank Guarantee (ePBG)

- 5.4.1. The Purchaser will require the selected Bidder to provide an Electronic Performance Bank Guarantee as per GEM format mentioned in GEM Portal from the list of approved Bank mentioned in RFP, within **28 days** from the Notification of award, for a value for a value equivalent to 3% of the total contract cost for the L1 Qualified Bidder.
- 5.4.2. All charges whatsoever such as premium, commission, Stamp Duty etc. with respect to the Bank Guarantee shall be borne by the Bidder.
- 5.4.3. The Performance Guarantee should be valid for a period of **60 months** the Performance Guarantee shall be kept valid till completion of the project and Warranty period.
- 5.4.4. The Performance Guarantee shall contain a claim period of three months from the last date of validity. The selected Bidder shall be responsible for extending the validity date and claim.
- 5.4.5. The Bank Guarantee may be discharged/ returned by Purchaser after completion of Contract period of 5 years. However, no interest shall be payable on the Bank Guarantee.
- 5.4.6. In the event of the Bidder being unable to service the contract for whatever reason, purchaser would evoke the ePBG. Notwithstanding and without prejudice to any rights whatsoever of purchaser under the Contract in the matter, the proceeds of the ePBG shall be payable to purchaser as compensation for any loss resulting from the Bidder's failure to complete its obligations under the Contract. Purchaser shall notify the Bidder in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the Bidder is in default. The proceeds of the ePBG shall be payable to purchaser as compensation for any loss resulting from the Bidder's failure to complete its obligations under the Contract.
- 5.4.7. Purchaser shall also be entitled to make recoveries from the Bidder's bills, bank guarantee, or from any other amount due to the Bidder, the equivalent value of any payment made to the Bidder due to inadvertence, error, collusion, misconstruction or misstatement.

5.5. Signing of Contract

Post submission of Performance Guarantee by the successful Bidder, Purchaser shall enter into a contract, incorporating all clauses of RFP, pre-bid clarifications and the proposal of the Bidder between Purchaser and the successful Bidder.

5.6. Failure to Agree with the Terms and Conditions of the RFP

5.4.8. Failure of the successful Bidder to agree with the Draft Legal Agreement and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event Purchaser may award the contract to the next best value Bidder or call for new proposals from the interested Bidders.

5.4.9. In such a case, the Purchaser shall invoke the ePBG of the responsive Bidder.

6. Fraud and Corrupt Practices

6.1. The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, the Purchaser shall reject a Proposal without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the "Prohibited Practices") in the Selection Process. In such an event, the Purchaser shall, without prejudice to its any other rights or remedies, forfeit and appropriate the Bid Security or Performance Security, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable to the Authority for, inter alia, time, cost and effort of the Authority, in regard to the RFP, including consideration and evaluation of such Bidder's Proposal.

6.2. Without prejudice to the rights of the Purchaser under Clause above and the rights and remedies which the Purchaser may have under the LOI or the Agreement, if an Bidder or Systems Implementation Agency, as the case may be, is found by the Authority 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 during the Selection Process, or after the issue of the LOI or the execution of the Agreement, such Bidder or Hardware Supplier shall not be eligible to participate in any bid or RFP issued by the Purchaser during a period of 2 (two) years from the date such Bidder or Hardware Supplier, as the case may be, is found by the Purchaser to have directly 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.

6.3. For the purposes of this Section, the following terms shall have the meaning hereinafter respectively assigned to them:

a) "corrupt practice" means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of the Purchaser who is or has been associated in any manner, directly or indirectly with the Selection Process or the LOI or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of the Purchaser, shall be deemed to constitute influencing the actions of a person connected with the Selection Process); or (ii) save as provided herein, engaging in any manner whatsoever, whether during the Selection 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 consultant/ adviser of the Purchaser in relation to any matter concerning the Project;

b) "fraudulent practice" means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;

c) "coercive practice" means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person's participation or action in the selection process;

"undesirable practice" means (i) establishing contact with any person connected with or employed or engaged by Purchaser with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and "Restrictive practice" means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.

7. Restriction on Procurement from a bidder of a country which shares a land border with India

Any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, bidder has to undertake compliance of this and any false declaration and non compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the law. Relevant documents / registration certificate should be submitted.

8. OEM / Authorized Dealer / Agents of Supplier

The bidder is required to attach, in its quotation, the manufacturer's authorization certificate and also manufacturer's confirmation of extending the required warranty for that product as per formats given in bid document. This is necessary to ensure quotation from a responsible party offering genuine product, also backed by a warranty obligation from the concerned manufacturer.

In the tender, either the manufacturer or its authorized dealer can be considered as valid bidders. In cases where the manufacturer has submitted the bid, the bids of its authorized dealer will not be considered and EMD will be returned.

The manufacturer's authorization should be on tender specific basis, not general authorization / dealership, by so declaring in the bid documents clearly.

9. Conflict of Interest

9.1. The bidder and its OEM should not have a conflict of interest as specified in the Act, Rules and Manual for Procurement of Goods, 2022 of Govt of India.

9.2. The bidder shall disclose to Purchaser in writing, all actual and potential conflicts of interest that exist, arise or may arise (either for the Vendor the Bidder's team) in the course of performing the Service(s) as soon as practical after it becomes aware of that conflict.

9.3. A bidder may be considered to be in a conflict of interest with one or more parties in this bidding process, if:

- a) they have controlling partner (s) in common; or
- b) they receive or have received any direct or indirect subsidy/ financial stake from any of them; or
- c) they have the same legal representative/agent for purposes of this bid; or
- d) they have relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the bid of another Bidder; or
- e) Bidder participates in more than one bid in this bidding process. Participation by a Bidder in more than one Bid will result in the disqualification of all bids in which the parties are involved. However, this does not limit the inclusion of the components/ sub-assembly/ Assemblies from one bidding manufacturer in more than one bid.
- g) a Bidder or any of its affiliates participated as a consultant in the preparation of the design or technical specifications of the contract that is the subject of the Bid;

10. Terms and Conditions: Post Award of Contract

10.1. Termination Clause

10.1.1. Right to Terminate the Process

Purchaser reserves the right to cancel the contract placed on the selected Bidder and recover expenditure incurred by Purchaser under the following circumstances:

- (i) The selected Bidder commits a breach of any of the terms and conditions of the bid.
- (ii) The Bidder goes into liquidation, voluntarily or otherwise.
- (iii) If the selected Bidder fails to complete the assignment as per the timelines prescribed in the RFP and the extension if any allowed, it will be a breach of contract. The Purchaser reserves its right to cancel the order in the event of delay and forfeit the bid security (EMD) as liquidated damages for the delay.
- (iv) If deductions of account of liquidated damages exceeds more than 10% of the total contract price.
- (v) In case the selected Bidder fails to deliver the quantity as stipulated in the delivery schedule, Purchaser reserves the right to procure the same or similar product from alternate sources at the risk, cost, and responsibility of the selected Bidder.
- (vi) After award of the contract, if the selected Bidder does not perform satisfactorily or delays execution of the contract, Purchaser reserves the right to get the balance contract executed by another party of its choice by giving one month's notice for the same. In this event, the selected Bidder is bound to make good the additional expenditure, which Purchaser may have to incur in executing the balance contract. This clause is applicable, if for any reason, the contract is cancelled.
- (vii) Purchaser reserves the right to recover any dues payable by the selected Bidder from any amount outstanding to the credit of the selected Bidder, including the pending bills and/or invoking the bank guarantee under this contract.

10.1.2. Consequences of Termination

- a) In the event of termination of the Contract due to any cause whatsoever, [whether consequent to the stipulated term of the Contract or otherwise], Purchaser shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the Vendor shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the next successor Vendor to take over the obligations of the erstwhile Vendor in relation to the execution/continued execution of the scope of the Contract.
- b) Nothing herein shall restrict the right of Purchaser to invoke the Purchaser Guarantee and other guarantees, securities furnished, enforce the Deed of Indemnity, and pursue such other rights and/or remedies that may be available Purchaser under law or otherwise.
- c) The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the Contract that are expressly or by implication intended to come into or continue in force on or after such termination.

10.2. Liquidated Damage

10.2.1. Notwithstanding Purchaser's right to cancel the order, liquidated damages for late delivery at 1% (One percent) of the undelivered portion of order value per week will be charged for every week's delay in the specified delivery schedule subject to a maximum of 10% of the value of the order value. For e.g. If Server is delivered but delivery of power cord, to be supplied along with Server, is delayed then LD would be calculated on the total cost of the Server and not on the cost of the power cord alone.

10.1.1. Liquidated damages for late commissioning at 1% (One percent) of the order value per week will be charged for every week's delay in commissioning to a maximum of 10% of the value of the order value.

- 10.1.2. Please note that the above LD for delay in delivery and delay in commissioning are independent of each other and shall be levied as the case may be.
- 10.1.3. Purchaser reserves its right to recover these amounts by any mode such as adjusting from any payments to be made by Purchaser to the Bidder. Liquidated damages will be calculated on per week basis.

10.2. Delivery cum Installation Report

- 10.2.1. The selected Bidder shall conduct acceptance test at the site and deliver and install hardware related equipments to the designated Offices in presence of Official of the respective offices under Office of Registrar, Co-operative Societies, Jharkhand ensuring installation and commissioning and successful operation of the hardware / software / communication equipment etc. The bidder shall take signed delivery cum installation report. No additional charges shall be payable by the Purchaser for carrying out for delivery and installation of items.
- 10.2.2. It is the responsibility of the Bidder to supply all the equipment's, as mentioned in the schedule of requirements at project site. Transportation of goods and material to the designated locations as per the Purchase order is the responsibility of the bidder. Also, the Bidder has to make his own arrangement for loading and unloading of the goods at the designated locations.

10.3. Penalty

- 10.3.1. The Bidder shall perform its obligations under the Agreement entered into with the Purchaser, in a professional manner.
- 10.3.2. In the event of failure of maintaining performance metrics specified in the SLA, penalties as defined in the SLA would be levied per payment milestone period subject to a maximum of 10% of the payment for that period.
- 10.3.3. If the SLA penalty is over and above the LD capping then the cumulative capping for LD & SLA Penalty shall not exceed 10% of the Total Contract Cost.
- 10.3.4. Purchaser may recover such amount of penalty from the associated payments of the same project being released to the implementing agency.

10.4. Dispute Resolution Mechanism

The Bidder and the Purchaser shall endeavor their best to amicably settle all disputes arising out of or in connection with the Contract in the following manner:

- a) In case a Party is of the opinion that a dispute has arisen under this agreement, the Party shall notify the other Party Of the detailed nature of the dispute, the right or obligation under this Agreement to which the dispute relates, and the relief sought by the Party raising the dispute.
- b) The Party raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within seven (7) days of receipt of the notice.
- c) The matter will be referred for negotiation between Nodal Officer of Purchaser/Purchaser and the Authorized Official of the Bidder. The matter shall then be resolved between them and the agreed course of action documented within a further period of 15 days.
- d) The Parties shall in the first instance attempt to resolve the dispute in good faith. In case, the Parties are unable to resolve the dispute, the matter shall be referred to the Higher Authorities of Purchaser.

10.5. Notices

Notice or other communications given or required to be given under the contract shall be in writing and shall be faxed/e-mailed followed by hand-delivery with acknowledgement thereof, or transmitted by pre-paid registered post or courier. Any notice or other communication shall be deemed to have been validly given on date of delivery if hand delivered & if sent by registered post than on expiry of seven days from the date of posting.

10.6. Force Majeure

Force Majeure is herein defined as any cause, which is beyond the control of the selected Bidder or Purchaser as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as:

- a) Natural phenomenon, including but not limited to floods, droughts, earthquakes, and epidemics.

- b) Acts of any government, including but not limited to war, declared or undeclared priorities, quarantines and embargos.
- c) Terrorist attack, public unrest in work area provided either party shall within 10 days from occurrence of such a cause, notifies the other in writing of such causes. The Bidder or Purchaser shall not be liable for delay in performing his/her obligations resulting from any force majeure cause as referred to and/or defined above. Any delay beyond 30 days shall lead to termination of contract by parties and all obligations expressed quantitatively shall be calculated as on date of termination. Notwithstanding this, provisions relating to indemnity, confidentiality survive termination of the contract.

10.7. No Employer-Employee Relationship

The selected bidder during the term of the contract and for a period of five years thereafter shall not without the express written consent of Purchaser, directly or indirectly,

- Recruit, hire, appoint or engage or attempt to recruit, hire, appoint or engage or discuss employment with or otherwise utilize the services of any person who has been an employee or associate or engaged in any capacity, by Purchaser in rendering the services in relation to the contract; or
- Induce any person who shall have been an employee or associate of Purchaser at any time to terminate his / her relationship with NABARD/State Government.

Staff deployed by the vendor shall never be deemed to be appointed by the Purchaser nor shall they be governed by Purchaser's service conditions. The vendor should ensure statutory and regulatory compliance towards ESIC, EPFO, minimum wage requirements with regard to such staff as may be applicable from time to time.

10.8. Rights to Visit

- 10.8.1. All records of the vendor with respect to any matters covered by this tender document / subsequent order shall be made available to Purchaser or its designees at any time during normal business hours, as often as Purchaser deems necessary, to audit, examine, and make excerpts or transcripts of all relevant data.
- 10.8.2. Purchaser, reserves the right to verify, through their officials or such other persons as Purchaser may authorize, the progress of the project at the site of the vendor or where the services are being rendered by the vendor. The vendor will have to cooperate with the authorized representative/s of Purchaser and will have to provide all information/ documents required by Purchaser.
- 10.8.3. The right to visit under these clauses shall be restricted to files related to this assignment. Visit shall be conducted during normal business hours and on normal working days after informing the vendor in advance.

10.9. Audit

- 10.9.1. The vendor/bidder shall allow purchaser, its authorized personnel, its auditors (internal and external), authorized personnel from RBI / other regulatory & statutory authorities and grant unrestricted right to inspect and audit its books and accounts, to provide copies of any audit or review reports and findings made on the service provider, directly related to the services.
- 10.9.2. In case any of the services are further outsourced/ assigned/ subcontracted to other vendors, it will be the responsibility of the vendor to ensure that the authorities /officials as mentioned above are allowed access to all the related places, for inspection and verification.
- 10.9.3. Audit under this clause shall be restricted to physical files related to the arrangement. Audit shall be conducted during normal business hours and on normal working days after informing the vendor in advance.

10.10. Confidentiality

Information provided under this RFP and subsequent agreement, if any, is confidential and neither party shall at any time, either during the association or at any time thereafter, divulge either directly or indirectly to any person, firm or company, business entity, or other organization whatsoever.

10.11. Third Party Rights

No provision of the RFP and the agreement that may be entered into is intended to, or shall, confer any rights on a third-party beneficiary or other rights or remedies upon any person other than the parties hereto; nor impose any obligations on the part of the parties to the agreement towards any third parties.

10.12. Representation and Warranties

In order to induce Purchaser the vendor shall be deemed to have represented and warranted as follows:

- a) That the vendor is a company which meets the requisite eligibility qualifications mentioned in RFP, and it has power and the authority to enter into agreement and provide the services, deliver sought by Purchaser.
- b) That the vendor is not involved in any major litigation, potential, threatened and existing, that may have an impact of affecting or compromising the performance and delivery of services, systems.
- c) That the representations made by the vendor in its bid shall be deemed to continue to remain true and the vendor continues to fulfill the requirements as are necessary for executing the duties, obligations and responsibilities as laid down in the RFP, unless Purchaser in writing specifies to the contrary, the vendor shall be bound by all the terms of the bid.
- d) That the vendor has the professional skills, personnel and resources / authorizations that are necessary for providing services as are necessary to perform its obligations under the bid and the agreement.
- e) That the vendor shall ensure that all assets including but not limited to databases, documents, etc. deployed and created during the term of the agreement are duly maintained and suitably updated, upgraded, replaced, or substituted with regard to contemporary and statutory requirements. That the vendor shall procure all the necessary permissions, adequate approvals, and licenses for use of various software and any copyrighted process/product free from all claims, titles, interests, and liens thereon and shall keep Purchaser, its directors, officers, employees, representatives, consultants, and agents indemnified in relation thereto.
- f) That all the representations and warranties as have been made by the vendor with respect to its bid and agreement are true and correct and shall continue to remain true and correct throughout the term thereof.
- g) That the execution of the services herein is and shall be in accordance and in compliance with all applicable laws as amended from time to time and the regulatory framework governing the same.
- h) That there are no legal proceedings pending or threatened against vendor or its team which adversely affect/may affect performance under this agreement; and no inquiries or investigations have been threatened, commenced, or pending against the vendor or its team members by any statutory or regulatory or investigative agencies.
- i) That the vendor has the corporate power to execute, deliver and perform the terms and provisions of the agreement and has taken all necessary corporate actions, consents, and approvals to authorize the execution, delivery and performance by it of the agreement.
- j) That neither the execution and delivery by the vendor of the agreement nor the vendor's compliance with or performance of the terms and provisions of the agreement (i) will contravene any provision of any applicable law or any order, writ, injunction or decree of any court or governmental authority binding on the vendor, (ii) will conflict or be inconsistent with or result in any breach of any of the terms, covenants, conditions or provisions of, or constitute a default under any agreement, contract or instrument to which the vendor is a party or by which it or any of its property or assets is bound or to which it may be subject or (iii) will violate any provision of the Memorandum and Articles of Association of the vendor.

11. Details on Scope of Work

11.1. Scope of Work

11.1.1. The Office of the Registrar, Co-operative Societies, Jharkhand wishes to engage an agency (hereafter referred to as "Service Provider", "Selected Agency", "Vendor", and "Bidder") for a period of 5 years for the Supply, installation and maintenance support of Hardware equipment's in the different offices under Registrar, Co-operative Societies, Jharkhand state according to the requirements, specifications, and bill of quantities in the bid document. Operations & Maintenance Period (O&M) is considered for a period of **5 years** from the date of issuance of Purchase Order/Supply of Material.

11.1.2. The high-level scope of work comprises of below listed activities:

1. Supply and Maintenance of hardware to the Office of the Registrar, Co-operative Societies, Jharkhand as per the table given below..
2. The bidder shall consider IT Infrastructure Installation and **Comprehensive Onsite Warranty for 5 years** from the date of supply of material.

11.1.3. The value of the hardware in this bid will be valid for 1 year from the date of issue and the Office of the Registrar, Co-operative Societies, Jharkhand may release the purchase order to the bidder in any month during this 1 (one) year.

11.1.4. The bidder must supply equipment's, including,

- **5-year comprehensive on site-warranty including all parts and labour.**
- License and support if required for any device.
- All items need to be delivered at the location communicated by the Department within a period agreed with the Department.
- Equipment bid shall be new, current models manufactured with 100% new OEM parts. All products should be offered in current production as of the date of the award. For purpose of this contract "current production" shall mean that the equipment model is being manufactured as new equipment for the Indian market. Refurbished equipment is not acceptable.
- All equipment ordered as stated in the RFP must be shipped fully configured with the required memory, components, and selected or specified operating system.
- Product cannot be changed or be upgraded during the entire lifecycle period for any reason other than end-of-life issues (e.g., swapping of processor, motherboard, etc. is prohibited). If a product will be discontinued within the given refresh period, Purchaser must be notified in writing, before the refresh period begins, with an explanation of when and why the change will be necessary. An exception process is available for circumstances that affect all manufacturers (e.g., natural disaster affecting production or shipping).

11.1.5. Location and number of units of hardware equipment's are to be installed.

S.N.	Name of the Offices	Desktop and UPS	Multifunction Printer
1	RCS Office (HQ)	4	1
2	Ranchi	2	1
3	Khunti	2	1
4	Lohardaga	2	1
5	Gumla	2	1
6	Simdega	2	1
7	East Singhbhum	2	1
8	West Singhbhum	2	1
9	Saraikela-Kharsawan	2	1

10	Latehar	2	1
11	Palamu	2	1
12	Garhwa	2	1
13	Hazaribagh	2	1
14	Ramgarh	2	1
15	Koderma	2	1
16	Chatra	2	1
17	Giridih	2	1
18	Bokaro	2	1
19	Dhanbad	2	1
20	Dumka	2	1
21	Jamtara	2	1
22	Deoghar	2	1
23	Sahibganj	2	1
24	Godda	2	1
25	Pakur	2	1
Total		52	25

11.1.6. The scope of work envisaged for the Implementation Agency is categorized as under:

- a) Supply and installation of hardware equipment's.
- b) In-Warranty Annual Technical Support for a period of 5 years.

11.1.7. Given below is an initial list of tasks to be performed by the bidder for support services. Office of the Registrar, Co-operative Societies, Jharkhand may direct bidder to perform any additional/similar tasks, as per its requirement during the contract period.

- a) The successful Bidder will offer onsite comprehensive warranty for the hardware and software against defects arising out of faulty design, materials, and workmanship for a period of **5 year** from the Date of Supply/ Acceptance of the entire system (hardware and software) including for the peripherals supplied
- b) Defective equipment shall be replaced by the vendor at his own cost, including the cost of transport if any. The new releases (minor / major), versions, bug fixes etc. for the hardware and system software will be supplied to the Office of the Registrar, Co-operative Societies, Jharkhand at no extra charge, with necessary documentation.
- c) The Bidder should provide an equivalent or a higher version standby equipment, in case, a problem is not resolved in 15 days time period.
- d) To complete/resolve the work at the location within the stipulated timeframe, bidder's engineers have to visit the site multiple times at no extra cost.
- e) The Successful Bidder is expected to provide user documentation, system administration manuals, training material, operation manuals and procedures.
- f) The Vendor is expected to supply the equipment's as per the agreed specifications.
- g) The Successful Bidder would be expected to maintain and support all the Hardware and Software provided as part of this contract.
- h) Bidder to assure that the equipment's are performing as per the Standards laid down in the Operational Manual. Bidder will ensure that Purchaser is Informed of the Patches being released for the Core System well in advance.
- i) All the systems should be labeled, the details of which are as follows:
 - i) Name of the supplied agency with phone numbers.
 - ii) Warranty validity period
 - iii) Toll free number
 - iv) Call log website address.
 - v) Label sticker should be on the back side of the equipment and on the cover as per OEM, they should be visible clearly.
- j) The bidder shall provide a centralized helpdesk for attending user request/ complaints. The helpdesk/customer care centre shall operate as per time defined by the Purchase for the support period.

- k) The service provider shall provide an incident tracking system via a web interface / mail / IVR, available in real-time which will issue a trouble ticket once a complaint is booked successfully. This trouble ticket system should be capable of generating monthly/quarterly/half yearly/yearly reports.
- l) The help desk service will serve as a single point of contact for all incident and service requests at the Hardware Service Provider. The service will provide a Single Point of Contact (SPOC) and also escalation / closure of incidents for the IT/User departments.

11.1.8. Specifications

- a) The selected bidder shall ensure that the goods and related services comply with technical specifications and other provisions laid down in the RFP and the work order.
- b) The goods and related services supplied under this contract shall conform to the standards mentioned in bidding document and, when no applicable standard mentioned, the standard shall be equivalent or superior to the official standards whose application is appropriate to the country of origin of the goods.
- c) The bidder will provide the soft copy and hard copy of both listing every IT hardware and peripheral serial nos. to the purchaser for monitoring purpose.
- d) The specification of the items are mentioned in Appendix 1: Form 5 (Compliance sheet for technical Proposal).

11.1.9. Bill of Material (BoM)

Sr. No.	Item	Quantity
1	XXX	XX
2		

11.1.10. Authenticity of equipments

- a) The selected bidder shall certify (as per Form 7) that the supplied goods are brand new, genuine / authentic, not refurbished, conform to the description and quality as specified in this bidding document and are free from defects in material, workmanship and service.
- b) If during the contract period, the said goods be discovered counterfeit/ unauthentic or not to conform to the description and quality aforesaid or have determined (and the decision of the purchaser in that behalf will be final and conclusive), notwithstanding the fact that the purchaser may have inspected and/ or approved the said goods, the purchaser will be entitled to reject the said goods or such portion thereof as may be discovered not to conform to the said description and quality, on such rejection the goods will be at the selected bidder's risk and all the provisions relating to rejection of goods etc., shall apply.
- c) Goods accepted by the purchaser in terms of the contract shall in no way dilute purchaser's right to reject the same later, if found deficient in terms of this clause of the contract

11.1.11. Comprehensive OEM warranty and Support

- a) The successful bidder shall provide comprehensive OEM warranty and support through its designated support service centre/resident engineer.
- b) Warranty to start from date of acceptance of material delivered at Delivery Site. In case acceptance is delayed by purchaser / site, warranty to start from date of delivery to purchaser.
- c) Be responsible to ensure adequate and timely availability of spare parts needed for repairing the supplied goods at the service support centers / resident engineers during the warranty period.

11.1.12. Helpdesk Support

- a) The selected bidder shall provide a centralized helpdesk for attending user request/ complaints. The helpdesk/customer care centre shall operate off-site (during working hours as per Office of the Registrar, Co-operative Societies, Jharkhand for the support period. However, bidder has to assign one person who will be the single point of contact for Office of the Registrar, Co-operative Societies, Jharkhand. Also, bidder/ OEM shall deploy sufficient technical manpower to avoid delay in the service. Bidder may factor the same in their commercial proposal and no separate payment shall be made for the same to purchaser. The nodal person should be graduate with at least minimum 8-10 years of experience in delivering the project.
- b) The selected bidder shall provide an incident tracking system via a web interface / mail / IVR, available in real-time which will issue an incident ticket once a complaint is booked successfully. This incident ticket system should be capable of generating monthly/quarterly/half yearly/yearly reports.
- c) The help desk service will serve as a single point of contact for all incident and service requests at the Hardware Service Provider. The service will provide a Single Point of Contact (SPOC) and also escalation / closure of incidents for the User departments.

11.2. Right to Alter Quantities

- 11.1.1. The Purchaser reserves the right to alter the number of hardware equipment specified in the RFP in the event of changes in plans of the Purchaser. Purchaser can give repeat order to the L1 Bidder for maximum up to 20% of ordered quantity, if required, within the bid validity period of 180 days from the last date of submission of bid under same terms and conditions and same specifications and rate. Any decision of Purchaser in this regard shall be final, conclusive and binding on the Bidder.
- 11.1.2. If the Purchaser does not purchase any quoted articles or purchases less than the mentioned quantity in the bidding document, the bidder(s) shall not be entitled to claim any compensation.

12. Other Terms and Conditions

12.1. Packing and Documents

- 12.1.1. The selected bidder shall provide such packing of the Goods as is required to prevent their damage or deterioration during transit to their final destination. During transit, the packing shall be sufficient to withstand, without limitation, rough handling and exposure to extreme temperatures, salt and precipitation, and open storage. Packing case size and weights shall take into consideration, where appropriate, the remoteness of the final destination of the Goods and the absence of heavy handling facilities at all points in transit.
- 12.1.2. The Bidder shall be responsible for any defect in packing and any material found damaged / defective at the delivery points and those are to be replaced by the selected bidder within 2 weeks without any financial obligations to the Purchaser.

12.2. Inspection

The Purchaser may conduct pre-delivery / post-delivery inspection. In case of Pre-delivery / Factory Sight inspection, the bidder has to bear the entire cost including all arrangements except the travel cost which will be borne by the purchaser.

12.3. Limitation of Liability

Except in cases of gross negligence or willful misconduct: -

- neither party shall be liable to the other party for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier/ selected bidder to pay liquidated damages to the Purchaser; and
- the aggregate liability of the selected bidder to the Purchaser, whether under the Contract, in tort, or otherwise, shall not exceed the amount specified in the Contract, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the supplier/ selected bidder(s) to indemnify the Purchaser with respect to patent infringement.

12.4. Confidential

Purchaser and selected bidder shall keep confidential and not, without the written consent of the other party hereto, divulge to any third party any documents, data or other information furnished directly or indirectly by the other party hereto in connection with the contract, whether such information has been furnished prior to, during or following completion or termination of the contract.

12.5. Change in law and regulation

- 12.5.1. Unless otherwise specified in the Contract, if after the date of the Invitation for Bids, any law, regulation, ordinance, order or bylaw having the force of law is enacted, promulgated, abrogated, or change in Location, where the Site is located (which shall be deemed to include any change in interpretation or application by the competent authorities) that subsequently affects the Delivery Date and/ or the Contract Price, then such Delivery Date and/or Contract Price shall be correspondingly increased or decreased, to the extent that the Supplier has thereby been affected in the performance of any of its obligations under the Contract.
- 12.5.2. Notwithstanding the foregoing, such additional or reduced cost shall not be separately paid or credited, if the same has already been accounted for in the price adjustment provisions where applicable.

13. Payment Procedures and terms

13.1. Paying Authorities

- 13.1.1. The payments as per the Payment Schedule covered herein above shall be paid by Purchaser. However, Payment of the Bills would be payable, on receipt of advice/confirmation for satisfactory delivery/installation/re-installation, live running and service report from the concerned sites where the purchased equipment have been delivered.
- 13.1.2. No advance payment is permissible & R/A Bills applicable. Payment shall be made after quality and quantity of items supplied and installed.
- 13.1.3. Statutory deduction will be made as per rules.

13.2. Submission of Bills

- 13.2.1. The vendor must submit the bill for the work carried out within 15 days from the date of completion of the work to the Office of the Registrar, Co-operative Societies, Jharkhand. Payments to the vendor will be made ensuring proper checks and validation after submission of delivery cum installation report.

13.3. Deliverables / Timeline / Payment Schedule

- 13.3.1. No advance payment will be made. Please refer below for the mapping of Deliverables / Timeline / Payment schedule.

S. No.	Milestone	Time line in days	Billable Fee (as % of Contract Value)
1.	Supply/Delivery of equipment(s)	Within 45 days from the issue of the PO	50% of the commercial bid cost related to Supply and Installation of Hardware /Software with comprehensive onsite warranty for 5 years; on acceptance of delivery by the purchaser.
2.	Installation of equipment(s) and Operational Acceptance of equipment's(s)	Within 15 Days from the delivery of equipment(s)	20% of the commercial bid cost related to Supply and Installation of Hardware /Software with with comprehensive onsite warranty for 5 years; after successful installation and operational acceptance as per the scope of work.

- 13.3.2. Commissioning is defined as Successful Configuration, Successful Customization and Successful Testing of the respective sub-system/package.
- 13.3.3. In case, "Site not ready" beyond 1 month after delivery of material at Final Delivery Site, Purchaser may release the payment against installation and Operational Acceptance to the supplier on receipt of confirmation from that site, regarding non readiness of the site.
- 13.3.4. The selected bidder's request shall be made in writing for payment accompanied by delivery challan, invoices and by the required documents submitted pursuant to general conditions of the contract and upon fulfillment of all obligations stipulated in the contract.
- 13.3.5. Due payments shall be made promptly by purchaser, generally within 30 days after submission of an invoice and other supporting documents in order.
- 13.3.6. All remittance charges will be borne by the selected bidder.
- 13.3.7. In case of disputed items, disputed amount shall be withheld and will be paid only after settlement of the dispute.
- 13.3.8. Any penalty/liquidated damages, as applicable, for delay and non-performance, as mentioned in this bidding document, will be deducted from the payments for the respective milestones.

13.3.9. Taxes, as applicable, will be deducted at source, from due payments, as per the prevalent rules and regulations.

13.4. Service Level Agreement (SLA)

13.4.1. SLA defines the terms of the successful bidder's responsibility in ensuring the performance of the hardware & all other accessories supplied as per the Scope of Work as specified in the RFP document based on the agreed Performance Indicators.

13.4.2. The Bidder shall provide comprehensive, end-to-end service including supply, warranty and replacement of the defective Hardware & peripherals in case of physical damage until delivered at the purchaser site. No reason shall be entertained (unless those mentioned in Force Majeure) in case of unavailability of any service given in the Scope of Work in this RFP and the appropriate penalty shall be levied.

13.4.3. The selected bidder and purchaser shall regularly review the performance of the services being provided by the selected bidder and the effectiveness of this SLA.

13.4.4. The following measurements and targets shall be used to track and report performance on a regular basis. The targets shown in the following tables are applicable for the entire duration of the Contract / Project, failing which the selected bidder(s) is liable to be penalized:

Sr. No.	SLA Description	Resolution Target	Penalty
1	Supply/Delivery of equipment(s)	Within 45 days of issue of PO.	As per Liquidated Damages clause
2	Installation of equipment(s)	Within 15 days of Supply of equipment(s)	0.1% per day of the value of hardware & peripheral
3	Any defect in Hardware & peripherals or any of its part	Resolution: ≤ 7 Days from the time the call is logged by end user.	0.5% of total cost of the Hardware & peripherals will be deducted per day upto maximum 10% of PO Value post which purchaser may proceed to take such remedial action as may be necessary (including Invocation of PBG).

14. Appendix I – Qualification-cum-Technical Bid Templates

14.1. General

The Bidders are expected to respond to the RFP using the forms given in this section and all documents supporting Qualification / Technical Evaluation Criteria.

Technical Proposal shall comprise of following forms:

Form 1: Compliance Sheet for Pre-qualification Proposal

Form 2: Letter of Proposal

Form 3: Particulars of the Bidders

Form 4: Manufacturers'/Producers' Authorization Form

Form 5: Mandatory Undertaking for Qualification

Form 6: Compliance Sheet for Technical Proposal

Form 7: Undertaking on Authenticity of IT Hardware and Peripherals

Form 8: Technical Capability for each of the projects completed

Form 9: Technical Bill of Material and Bill of Quantity

14.1. Form 1: Compliance sheet for Qualification/Technical Proposal

(The qualification / technical proposal should comprise of the following basic requirements. The documents mentioned in this compliance sheet along with this form, needs to be a part of the Qualification/Technical proposal)

No.	Basic Requirement	Docments Required	Complied (Yes/No.)	Reference & Page
1	Letter of Proposal	Letter of Proposal in Form 2		
2	EMD	BG/DD/FD in original and scanned copy with online submission of technical proposal.		
3	Authorization/Power of Attorney	Copy of Power of Attorney/Authorization in the name of the Authorized Signatory.		
4	Particulars of the Bidders	As per Form 3		
5	Average sales Turnover in Hardware Sales & Maintenance services in last three financial years	Certificate from the statutory auditor. And Extracts from the audited Balance sheet and Profit & Loss		
6	The net worth of the bidder in the last three financial years.	Certificate from the statutory auditor with CA's Registration Number/Seal indicating net worth of the firm.		
7	Legal Entity	Copy of certificate of Incorporation, GST registration, PAT, IT Returns		
8	Quality certification	For Bidder ISO 9001:2015 ; For Desktop OEM ISO 9001:2015, ISO 20000-1:2018, ISO 14001:2015, ISO 27001:2013 ; For MFP OEM ISO 9001:2015, ISO 14001:2015 ISO 27001:2013; For UPS O ISO 9001:2015		
9	Letter of Authorization from OEM	OEM authorization letter as per Form 4		
10	Office	Rental Agreement/ Utility Bill in the name of the company/Sale Deed or Declaration that the office will be set-up within a period of 30 days from the date of issuance of Letter of Intent.		
11	Local Service Centers	A Self Certified letter by an authorized signatory or Undertaking that the office will be set-up within a period of 30 days from the date of issuance of Letter of Intent.		
12	Mandatory Undertaking	Declaration by the Bidder as per format given in Form 5.		
13	Compliance sheet for Technical Proposal	Compliance sheet for Technical Proposal as per format given in Form 6.		
14	Authenticity of Hardware & Peripherals	As per Form 7		
15	Technical Capability	<ul style="list-style-type: none"> • Form 8 for each of the projects completed • Works order and completion / performance certificates from client fulfilling the experience criteria. 		
16	Technical Bill of Material and Bill of Quantity	Form 9: Technical Bill of Material and Bill of Quantity		
17	Restriction on procurement from a bidder of a country which shares a land border with India as per Rule 144 XI of the General Financial Rules GFRs 2017	<ul style="list-style-type: none"> • Relevant documents from OEMs to be submitted in compliance to Restrictions under Rule 144 XI of the General Financial Rules GFRs 2017 regarding procurement from <i>bidder</i> from a <i>country</i> which shares a land border with India as follows, <ul style="list-style-type: none"> - Registration certificate or NOC from the competent authority Registration Committee constituted by the Department for Promotion of Industry and Internal Trade (DPIIT) or - Undertaking from OEM that it is not from such a country which shares a land border with India. 		

14.2. Form 2: Letter of Proposal

Date: dd/mm/yyyy

To

The Registrar, Co-operative Societies,
3rd Floor, Pashupalan Evan Sahkarita Bhawan,
Hesag, Hatia, Ranchi-834003.

Subject: Submission of the Technical bid for Procurement of Hardware equipment's
for Computerisation of Office of the Registrar, Co-operative Societies, Jharkhand

Dear Sir/Madam,

We, the undersigned, offer to provide the Hardware to on with your Request for Proposal dated <insert date> and our Proposal. We are hereby submitting our Proposal, which includes this Technical bid and the Financial Bid uploaded on the e-Procurement portal (*mention URL*).

We hereby declare that all the information and statements made in this Technical bid are true and accept that any misinterpretation contained in it may lead to our disqualification.

We undertake, if our Proposal is accepted, to initiate the Implementation services related to the assignment not later than the date indicated in Fact Sheet.

We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for <180> days as stipulated in the RFP document.

We understand you are not bound to accept any Proposal you receive. Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory: Name of Firm:

Address:

Location: Date:

14.3. Form 3: Particulars of the Bidder

Sr. No	Description	Details (to be filled by the responder to the Bid)
1	Name of the company	
2	Official address	
3	Phone No. And Fax No.	
4	Corporate Headquarters Address	
5	Phone No. And Fax No.	
6	Web Site Address	
7	Details of Company's Registration (Please enclose copy of the company registration document)	
8	Name of Registration Authority	
9	Registration Number and Year of Registration	
10	ISO certifications and its validity	
11	GST registration No.	
12	Permanent Account Number (PAN)	
13	Company's Revenue for last 3 years (Year wise)	
14	Company's net worth for the last year	
15	Bank Details (Name, Account no., Branch, IFSC, MICR)	

Contact Details of officials for future correspondence regarding the bid process:

Details	Authorized Signatory	Secondary Contact
Name		
Title		
Company Address		
Phone		
Mobile		
E-mail		

14.4. Form 4: Manufacturers' Authorization Form

Date: dd/mm/yyyy

To

The Registrar, Co-operative Societies,
3rd Floor, Pashupalan Evan Sahkarita Bhawan,
Hesag, Hatia, Ranchi-834003

Sub : Authorisation Letter to M/s. ----- for the participation in the bid.

Ref : Your RFP ref. No: <No> Dated <DD/MM/YYYY>

Sir,

We _____, (name and address of the manufacturer) who are established and reputed manufacturers of _____ having factories at _____ (addresses of manufacturing / development locations) do hereby authorize M/s _____ (name and address of the Bidder) to bid, negotiate and conclude the contract with you against the above mentioned bid for the above equipment / software manufactured / developed by us.

We herewith certify that the above-mentioned equipment/devices /software products are not end of the life and we hereby undertake to support this equipment /devices / software for the duration of minimum 5 years from the date of submission of the bid.

Yours faithfully,

For and on behalf of M/s _____(Name of the manufacturer)

Signature :

Name :

Designation :

Address :

Date :

Company Seal

Note: This letter of authority should be on the letterhead of the concerned manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer.

14.5. Form 5: Mandatory Undertaking for Qualification

(On Stamp Paper of Rs 500/- duly notarized)

DECLARATION CUM-INDEMNITY BOND

Date: dd/mm/yyyy

I, _____ of _____, do hereby declared and undertake as under.

1) I/we possess the necessary professional, technical, financial and managerial resources and competence required by the Bidding Document issued by the Procuring Entity;
2) I/we declared that, I have perused and examined the RFP document including addendum, condition of contract, specification, drawings, bill of quantity etc. forming part of RFP and accordingly, we submit our offer to execute the work as per RFP documents at the rates quoted by me in capacity as _____ of _____.

3) I/we and our Director and officers do not have, been convicted of any criminal offence related to my/our professional conduct or the making for false statements of misrepresentations as to my/our qualifications to enter into a procurement contract within a period of three years preceding the commencement of this procurement process, or not have been otherwise disqualified pursuant to debarment proceedings ; and have not been charged with any prohibitory and /or penal action such as demotion, suspension, black listing / de-registration or any other action under the law by any Government and / or Semi Government and/ or Government Undertaking

4) I/we have fulfilled my/our obligation to pay such of the taxes payable to the Union and the State Government or any local authority as specified in the Bidding Document; I/we are not insolvent, in receivership, bankrupt or being wound up, not have my / our affairs administered by a court or a judicial officer, not have my/ our business activities suspended and not the subject of legal proceedings for any of the foregoing reasons;

5) I/we do not have a conflict of interest as specified in the Act, Rules and the Bidding Document, which materially affects fair competition;

6) I/we are not blacklisted by any Central/State Government Organization or Department in India at the time of submission of the bid

7) I/we certify that the manpower involved in supply, support & services is genuine/ authentic, having desired qualification and experience, having good conduct, not having any criminal record in the country

8) I/we further declare that if, we are allotted the work and we failed to carry out the allotted work in accordance with the terms and conditions and within the time prescribed and specified, Office of the Registrar, Co-operative Societies, Jharkhand is entitled to carry out the work allotted to me by any other means at our risk and cost, at any stage of the contract.

8) I/we also declared that I will not claim any charge / damages / compensation for non availability of site for the contract work at any time.

9) I Indemnify Head of and the other officers of Office of the Registrar, Co-operative Societies, Jharkhand or their agents for any Damages, Loss, or Injury, any legal suit, proceeding or legal action whatsoever that may be caused at any time by me or any other staff of _____ company, for the work undertaken and all such damage, damages, injury or loss, legal suit, legal action, I shall be solely responsible in individual as well as official capacity and such loss, damages, injury shall be made good and/ or as the case may be shall be paid immediately by me / Company to the satisfaction of the Office of the Registrar, Co-operative Societies, Jharkhand.

Dated _____ day of _____, 20__

Identified by me

Before me
Advocate

14.6. Form 6: Compliance sheet for Technical Proposal

(The Technical proposal should comprise of the following basic requirements. The documents mentioned in this compliance sheet along with this form, needs to be a part of the Technical proposal. Please marks Complied / Not Complied for respective specifications as applicable).

Sr. No.	Hardware	Particular	Updated Specification
1	Desktop (All in One PC)	Display	21.5" or higher, FHD IPS Wide Screen 16:9 Aspect Ratio, HD+ (1600 X 900 @60 Hz), Tilt (-5 to + 20°), 1 HDMI Port should be compatible with supply Desktop (with HDCP support), Input voltage 100 to 240 VAC
		Processor	Latest Generation processor (i-5 or Greater) with Minimum 6 Cores, 3.5 GHz base clock, with Integrated graphics
		RAM	16 GB DDR4- RAM, with 2 DIMM (1 slot should be free for future upgrade)-upgradable to 32 GB DDR4
		Hard Disc	512 GB PCIe@ NVMe™ SSD + 1 TB
		Web Cam	5 MP pull-up webcam with integrated dual array digital microphone
		Operating System	Windows 11 Professional 64 bit Factory Preloaded in each PC. Certificate / declaration from OEM should be provided. Serial No. and License Keys to be provided at the time of supply / installation and along with Invoices. MS Office
		Optical Drive	Slim DVD writer
		Ports & connectors	Rear: 1 HDMI-out 1.4; 1 headphone/microphone combo; 1 power connector; 1 RJ-45; 2 USB 2.0; 2 USB 3.2 Gen 1 Bottom: 1 3-in-1 SD card reader
		Audio	High performance internal speaker, combo microphone/headphone jack, line-in and line- out rear ports (3.5 mm)
		Communications	Wi-Fi 5 (2x2) and Bluetooth™ 4.2 M.2 PCIe
		Keyboard and Mouse	USB Wired Keyboard, Native language Compatibility Keyboard. USB Wired Mouse, 1000 dpi Laser Mouse.
		Power	External power adapter
Anti-virus	Suitable Antivirus applications to be on boarded on systems and hardware during purchase until end of AMC or end of Contract period.		
2	Multifunction Printer (MFP) - A4 Mono MFP With Network Wi-Fi ADF	Function	Print, Scan, Copy, Automatic Duplex Print, ADF
		Technology	Ink Tank / Inkjet
		Print Speed (ISO)	20 IPM or more
		Print resolution	1200 dpi x 2400 dpi or more
		Copy reduction / enlargement	25-400%, Auto Fit Function
		Scanning resolution	1200 dpi x 2400 dpi or more
		Paper Sizes:	A4, A5, A6, B4, B5, Tabloid, Legal, Letter, Envelopes
		Max. Input capacity	250 sheets or more
		No. of input tray	2
		Connectivity	USB, Ethernet, WIFI, AirPrint, Cloud Print
		OS Support	Windows, Mac OS, Linux
		Standard Page Yield	Original Cartridge yield 5000 pages or more
Additional ink bottles	2		
Warranty	5 Years or 1,00,000 pages		
3	UPS - 1000 VA Line Interactive UPS/336VAH (4x7AH)	INPUT	Voltage - 120~300VAC, Frequency - 50/60HZ+ 10 HZ Autosensing
		OUTPUT	Voltage AVR Mode - 200~245V, Voltage Battery Mode - 230VAC ±10%, Frequency (Hz) on Battery - 50/60Hz ±0.1Hz, Waveform - Simulated Sine Wave
		BATTERY	Voltage - 12V DC, Type - Sealed Maintenance Free, Recharge Time - 6-8 Hours to 90% After Complete Discharge
		SYSTEM FEATURES	Audible Alarms - Low Battery. Overload, Short Circuit and Fault Conditions; LED Display - AC Mode, Battery Backup Mode, Fault Mode; Protection - Battery Low, Overload, Short Circuit, AC Input Low/ High & Fault conditions; Degree of Protection - IP 20; Cold Start – Yes; Type of Enclosure – ABS; Certification - ISO certificate, CE Certificate, BIS certificate, ROHS certificate;

Note:

1. **Malicious Code Certificate:** The Bidder/OEM must submit malicious code certificate for Desktop and MFP quoted along with the technical compliance sheet quoted as follows,

(a) This is to certify that the Hardware and the Software being offered, as part of the contract' does not contain Embedded Malicious code that would activate procedures to :-

- (i) Inhibit the desired and designed function of the equipment.
- (ii) Cause physical damage to the user or equipment during the exploitation.
- (iii) Tap information resident or transient in the equipment/network.

(b) The firm will be considered to be in breach of the procurement contract, in case physical damage, loss of information or infringements related to copyright and intellectual Property Right (IPRs) are caused due to activation of any such malicious code in embedded software.

2. Product brochures detailing the specification of the quoted items to be submitted along with technical compliance sheet

14.7. Form 7: Undertaking on Authenticity of IT Hardware and Peripheral
(On non-judicial Stamp Paper of Rs 100/-)

Date: dd/mm/yyyy

To,

The Registrar, Co-operative Societies,
3rd Floor, Pashupalan Evan Sahkarita Bhawan,
Hesag, Hatia, Ranchi-834003.

Reference: Your RFP ref. no. <No.>

This has reference to the item being supplied / quoted to you vide our bid ref. no. <no.>

We hereby undertake that all the components / parts / assembly / software used in the equipment shall be genuine, original and new from respective OEMs of the products and that no refurbished / duplicate / second hand components / parts / assembly / software are being used or shall be used. In respect of licensed operating system, we undertake that the same shall be supplied along with the authorized license certificate with our name/logo. Also, that it shall be sourced from the authorized source for use in India.

In case, we are found not complying with above at the time of delivery or during installation for the equipment already billed, we agree to take back the equipment already supplied at our cost and return any amount paid to us by you in this regard and that you will have the right to forfeit our PBG for this bid or debar / black list us or take action against us.

Authorized Signatory

Name:

Designation

Stamp & Seal.

14.8. Form 8: Format to share Project details

Name of the Project	
General Information	
Client for which the project was executed	
Name of the client contact person(s)	
Designation of client contact person(s)	
Contact details of the client contact person(s)	
Project Details	
Description of the project	
Scope of work of the Bidder	
Deliverables of the Bidder	
Technologies used	
Current Status of the project	
Other Details	
Total cost of the project	
Total cost of the services provided by the Bidder	
Duration of the project (number of months, start date, completion date, current status)	
Other Relevant Information	
Mandatory Supporting Documents:	
<ul style="list-style-type: none"> • Work order / Purchase order / Contract for the project • Client Certificate giving present status of the project and view of the quality of services by the Bidder 	

14.9. Form 9: Technical Bill of Material and Bill of Quantity (To be provided by the Bidder)

Notes:

1. The Bidder shall submit the technical proposal including the BoM with 'Make' and 'Model' details excluding the cost.
2. The Bidders can add additional line items as per their requirements
3. Bidder should not share any bid price information in the technical bid

Hardware specifications should be as per the specifications mentioned in Compliance sheet (Form 5). The quantity required may vary by +20% during the course of execution of the project. The unit rate quoted in the financial bid will be used to calculate the price of the varied component.

Sr. No	Description	Quantity/Unit	Make and Model
1.	XXX	XX	

Note: It is mandatory to fill up complete information in above table.

15. Appendix II – Financial Proposal Templates

15.1. General

The Bidders are expected to respond to the RFP using the forms given in this section for Financial Proposal.

Form 10: Covering Letter

Form 11: Commercial Bid Template

15.1. Form 10: Covering Letter

Date: dd/mm/yyyy

To

The Registrar, Co-operative Societies,
3rd Floor, Pashupalan Evan Sahkarita Bhawan,
Hesag, Hatia, Ranchi-834003.

Sub : Selection of the Financial fid.

Ref : Your RFP ref. No: <No> Dated <DD/MM/YYYY>

Dear Sir,

We, the undersigned Bidders, having read and examined in detail all the bidding documents in respect of Procurement of Hardware equipment's for Office of the Registrar, Co-operative Societies, Jharkhand do hereby propose to provide services as specified in the bid referred above.

1. PRICE AND VALIDITY

- All the prices mentioned in our bid are in accordance with the terms as specified in the bid documents. All the prices and other terms and conditions of this bid are valid for a period of 180 calendar days from the date of submission of the Bids.
- We hereby confirm that our bid prices include all taxes. Taxes are quoted separately under relevant sections, as specified in the bid formats.
- We have studied the clause relating to Indian Income Tax and hereby declare that if any income tax, surcharge on Income Tax, Professional and any other Corporate Tax in altered under the law, we shall pay the same.

2. UNIT RATES

We have indicated in the relevant schedules enclosed, the unit rates for the purpose of payment as well as for price adjustment in case of any increase to / decrease from the scope of work under the contract.

3. DEVIATIONS

We declare that all the services shall be performed strictly in accordance with the bid documents and there are no deviations.

4. QUALIFYING DATA

We confirm having submitted the information as required by you in your Instruction to Bidders. In case you require any other further information/documentary proof in this regard before evaluation of our bid, we agree to furnish the same in time to your satisfaction.

5. BID PRICE

We declare that our Bid Price is for the entire scope of the work as specified in the bid document. These prices are indicated in the subsequent sub-sections of this Section.

6. CONTRACT GUARANTEE BOND

We hereby declare that in case the contract is awarded to us, we shall submit the contract Bank Guarantee in the form prescribed in the bid.

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

We understand that our bid is binding on us and that you are not bound to accept a bid you receive. We confirm that no Technical deviations are attached here with this commercial offer.

Thanking you,

Yours faithfully,

(Signature of the Authorised Signatory)

Name

Designation

Seal.

Date:

Place:

Business Address:

15.2. Form 11: Financial Bid Template

The Bidder has to quote the rate in the Item Data available online with this bid. Details to be filled up for price bid are as below:

The price shall be inclusive of Goods & Services Tax as applicable under the relevant Laws of India.

Sr. No.	Particular	Amount (inclusive of All the taxes) In Rs.
1	Table 1 Cost related to Supply and Installation of Hardware with Comprehensive Onsite Warranty for 5 years	
Total		

Table 1: Cost related to Supply and Installation of Hardware /Software with **Comprehensive Onsite Warranty for 5 years** as per Items mentioned in the Compliance sheet for technical proposal.

Sr. No.	Item Description	Quantity	Unit Rate		Total Commercial Cost
			Base price	% GST/HSN	
1.	Xxxxxx	Xxxx			
2.	Xxxxxx	Xxxx			
3.	Xxxxxx	Xxxx			
Total A					

Note:

1. The Bidder should submit only the 'Summary of the Financial Format' on the e-Tender portal and the detailed financial bid should be submitted manually when asked. The formats for detailed financial bids to be as per formats defined in his RFP.
2. The bidders may visit the site and obtain additional information at their own cost and responsibility.
3. Minimum 10% stock of basic spares like keyboard, mouse, RAM, SMPS and other spares/components/hardwares as required etc is mandatory by the supply vendor at the service center/resident engineer.
4. The value of the hardware discover in this bid will be valid for 1 year from the date of LoA issued and Office of the Registrar, Co-operative Societies, Jharkhand may release the purchase order to the bidder in any month during this one year.
5. Office of the Registrar, Co-operative Societies, Jharkhand to scale up and scale down resources based on requirements. Any line items may be removed from the scope based on Office of the Registrar, Co-operative Societies, Jharkhand discretion.
6. All the prices are to be entered in Indian. Rupees ONLY.
7. Prices indicated in the schedules shall be inclusive of all taxes, Levies, duties etc. It is mandatory to provide breakup of all Taxes, Duties and Levies wherever asked for.
8. During the payment stage, Office of the Registrar, Co-operative Societies, Jharkhand reserves the right to ask the Bidder to submit proof of payment against any of the taxes, duties, levies indicated.
9. The Bidder needs to account for all Out of Pocket expenses due to Boarding, Lodging and other related items. No additional/separate payment shall be made regarding the same.

10. For the purpose of evaluation of financial Bids, Office of the Registrar, Co-operative Societies, Jharkhand shall make appropriate assumptions to arrive at a common bid price for all the Bidders. This however shall have no co-relation with the Contract value or actual payment to be made to the Bidder.
11. The Contract Price shall be firm and not subject to any alteration.
12. The Implementation agency should be deemed to have satisfied itself as to the correctness and sufficiency of the contract price, which shall, except as otherwise provided for in the contract, cover all its obligations under the contract.
13. Please note invitation of price discovery rate for future requirements does not imply guarantee of any additional work or any increase in scope. The price discovery rates are being invited to meet any exigency requirements if a need emerges during the period of contract with respect to deployment of additional manpower resources.
14. No advance payment shall be made towards any activity.

16. Appendix III – Other Templates

16.1. Legal & Stationary Charges

Successful bidder shall pay the Legal & Stationary charges as applicable. The bidders are requested to note that stationary charges as given in the table above will be recovered from the successful bidder for preparing certificate bills in respect of the work.

16.1. Stamp Duty

Stamp duty shall be paid as applicable.

16.2. List of Banks

Financial instruments from any commercial bank operating in the country is acceptable.

16.3. Contract Agreement (CA) Format

Contract agreement format will be shared separately with the successful bidder.

16.4. Performance Security Bank Guarantee Format

Format of Electronic Performance Bank Guarantee (e-PBG) shall be downloaded online from GEM Portal by the successful L1 Bidder (s) after financial Bid evaluation.

16.5. Non-Disclosure Agreement Format

(To be submitted by the selected bidder on a non-judicial ₹ 100 Stamp Paper)

This Non-Disclosure Agreement ("Non-Disc") is made and entered into _____ day of _____ month _____ year (effective date) by and between _____ ("Department") and _____ ("Company").

Whereas, Department and Company have entered into an Agreement ("Agreement")

_____ effective _____ for _____; and

Whereas, Each party desires to disclose to the other party certain information in oral or written form which is proprietary and confidential to the disclosing party, ("CONFIDENTIAL INFORMATION").

NOW, THEREFORE, in consideration of the foregoing and the covenants and agreements contained herein, the parties agree as follows:

1. **Definitions.** As used herein:

- a) The term "Confidential Information" shall include, without limitation, all information and materials, furnished by either Party to the other in connection with citizen/users/persons/customers data, products and/or services, including information transmitted in writing, orally, visually, (e.g. video terminal display) or on magnetic or optical media, and including all proprietary information, customer and prospect lists, trade secrets, trade names or proposed trade names, methods and procedures of operation, commercial or marketing plans, licensed document know-how, ideas, concepts, designs, drawings, flow charts, diagrams, quality manuals, checklists, guidelines, processes, formulae, source code materials, specifications, programs, software packages, codes and other intellectual property relating to the disclosing party's data, computer database, products and/or services. Results of any tests, sample surveys, analytics, data mining exercises or usages etc. carried out by the receiving party in connection with the Department's information including citizen/users/persons/customers personal or sensitive personal information as defined under any law for the time being in force shall also be considered Confidential Information.
- b) The term, "Department" shall include the officers, employees, agents, consultants, contractors and representatives of Department.
- c) The term, "Company" shall include the directors, officers, employees, agents, consultants, contractors and representatives of Company, including its applicable affiliates and subsidiary companies.

2. **Protection of Confidential Information:** With respect to any Confidential Information disclosed to it or to which it has access, Company affirms that it shall:

- a) Use the Confidential Information as necessary only in connection with Project and in accordance with the terms and conditions contained herein;
- b) Maintain the Confidential Information in strict confidence and take all reasonable steps to enforce the confidentiality obligations imposed hereunder, but in no event take less care with the Confidential Information that the parties take to protect the confidentiality of its own proprietary and confidential information and that of its clients;
- c) Not to make or retain copy of any commercial or marketing plans, citizen/users/persons/customers database, Bids developed by or originating from Department or any of the prospective clients of Department except as necessary, under prior written intimation from Department, in connection with the Project, and ensure that any such copy is immediately returned to Department even without express demand from Department to do so;
- d) Not disclose or in any way assist or permit the disclosure of any Confidential Information to any other person or entity without the express written consent of the other party; and
- e) Return to the other party, or destroy, at Department's discretion, any and all Confidential Information disclosed in a printed form or other permanent record, or in any other tangible form (including without limitation, all copies, notes, extracts, analyses, studies, summaries, records and reproductions thereof) immediately upon the earlier to occur of (i) expiration or termination of either party's engagement in the Project, or (ii) the request of the other party therefore.

- f) Not to discuss with any member of public, media, press, any or any other person about the nature of arrangement entered between Department and Company or the nature of services to be provided by the Company to the Department.
3. **Onus.** Company shall have the burden of proving that any disclosure or use inconsistent with the terms and conditions hereof falls within any of the foregoing exceptions.
4. **Exceptions.** These restrictions as enumerated in section 1 of this Agreement shall not apply to any Confidential Information:
- a) Which is independently developed by Company or lawfully received from another source free of restriction and without breach of this Agreement; or
 - b) After it has become generally available to the public without breach of this Agreement by Company; or
 - c) Which at the time of disclosure to Company was known to such party free of restriction and evidenced by documentation in such party's possession; or
 - d) Which Department agrees in writing is free of such restrictions.
 - e) Which is received from a third party not subject to the obligation of confidentiality with respect to such Information;
5. **Remedies.** Company acknowledges that (a) any actual or threatened disclosure or use of the Confidential Information by Company would be a breach of this agreement and may cause immediate and irreparable harm to Department; (b) Company affirms that damages from such disclosure or use by it may be impossible to measure accurately; and (c) injury sustained by Department may be impossible to calculate and remedy fully. Therefore, Company acknowledges that in the event of such a breach, Department shall be entitled to specific performance by Company of Company's obligations contained in this Agreement. In addition Company shall indemnify Department of the actual and liquidated damages which may be demanded by Department. Moreover, Department shall be entitled to recover all costs (including reasonable attorneys' fees) which it or they may incur in connection with defending its interests and enforcement of legal rights arising due to a breach of this agreement by Company.
6. **Need to Know.** Company shall restrict disclosure of such Confidential Information to its employees and/or consultants with a need to know (and advise such employees of the obligations assumed herein), shall use the Confidential Information only for the purposes set forth in the Agreement, and shall not disclose such Confidential Information to any affiliates, subsidiaries, associates and/or third party without prior written approval of the disclosing party.
7. **Intellectual Property Rights Protection.** No license to a party, under any trademark, patent, copyright, design right, mask work protection right, or any other intellectual property right is either granted or implied by the conveying of Confidential Information to such party.
8. **No Conflict.** The parties represent and warrant that the performance of its obligations hereunder do not and shall not conflict with any other agreement or obligation of the respective parties to which they are a party or by which the respective parties are bound.
9. **Authority.** The parties represent and warrant that they have all necessary authority and power to enter into this Agreement and perform their obligations hereunder.
10. **Dispute Resolution.** If any difference or dispute arises between the Department and the Company in connection with the validity, interpretation, implementation or alleged breach of any provision of this Agreement, any such dispute shall be referred to the Registrar, Co-operative Societies, Jharkhand
- a) The arbitration proceedings shall be conducted in accordance with the (Indian) Arbitration and Conciliation Act, 1996 and amendments thereof.
 - b) The place of arbitration shall be Ranchi, Jharkhand.
 - c) The arbitrator's award shall be substantiated in writing and binding on the parties.
 - d) The proceedings of arbitration shall be conducted in English language.
 - e) The arbitration proceedings shall be completed within a period of 180 days from the date of reference of the dispute to arbitration.

11. **Governing Law.** This Agreement shall be interpreted in accordance with and governed by the substantive and procedural laws of India and the parties hereby consent to the exclusive jurisdiction of Courts and/or Forums situated at Ranchi, Jharkhand, India only.
12. **Entire Agreement.** This Agreement constitutes the entire understanding and agreement of the parties, and supersedes all previous or contemporaneous agreement or communications, both oral and written, representations and under standings among the parties with respect to the subject matter hereof.
13. **Amendments.** No amendment, modification and/or discharge of this Agreement shall be valid or binding on the parties unless made in writing and signed on behalf of each of the parties by their respective duly authorized officers or representatives.
14. **Binding Agreement.** This Agreement shall be binding upon and inure to the benefit of the parties hereto and their respective successors and permitted assigns.
15. **Severability.** It is the intent of the parties that in case any one or more of the provisions contained in this Agreement shall be held to be invalid or unenforceable in any respect, such provision shall be modified to the extent necessary to render it, as modified, valid and enforceable under applicable laws, and such invalidity or unenforceability shall not affect the other provisions of this Agreement.
16. **Waiver.** If either party should waive any breach of any provision of this Agreement, it shall not thereby be deemed to have waived any preceding or succeeding breach of the same or any other provision hereof.
17. **Survival.** Both parties agree that all of their obligations undertaken herein with respect to Confidential Information received pursuant to this Agreement shall survive till perpetuity even after any expiration or termination of this Agreement.
18. **Non-solicitation.** During the term of this Agreement and thereafter for a further period of two (2) years Company shall not solicit or attempt to solicit Department's employees and/or consultants, for the purpose of hiring/contract or to proceed to conduct operations/business similar to Department with any employee and/or consultant of the Department who has knowledge of the Confidential Information, without the prior written consent of Department. This section will survive irrespective of the fact whether there exists a commercial relationship between Company and Department.
19. **Term.** Subject to aforesaid section 17, this Agreement shall remain valid up to years from the "effective date".

IN WITNESS HEREOF, and intending to be legally bound, the parties have executed this Agreement to make it effective from the date and year first written above.

For Department

Name:

Title:

WITNESSES:

1.

2.

For Company

Name:

Title:

WITNESSES:

1.

2.

16.6. Irrevocable Undertaking Format

(To be submitted by selected bidder, on ₹ 500/- stamp paper duly notarized)

I Shri / Smt. aged, years Indian Inhabitant. Proprietor/ Partner /
Director of M/s..... resident at
..... do hereby give Irrevocable undertaking as under;

1. I say & undertake that as specified in section 171 of CGST Act, 2017, any reduction in rate of tax on supply of goods or services or the benefit of input tax credit shall be mandatorily passed on to Office of the Registrar, Co-operative Societies, Jharkhand by way of commensurate reduction in prices.
2. I further say and undertake that I understand that in case the same is not passed on and is discovered at any later stage, Office of the Registrar, Co-operative Societies, Jharkhand shall be at liberty to initiate legal action against me for its recovery including, but not limited to, an appeal to the Screening Committee of the GST Counsel.
3. I say that above said irrevocable undertaking is binding upon me / my partners / company / other Directors of the company and also upon my / our legal heirs, assignee, Executor, administrator etc.
4. If I fail to compliance with the provisions of the GST Act, I shall be liable for penalty / punishment or both as per the provisions of GST Act.

Whatever has been stated here in above is true & correct to my / our own knowledge & belief.

Solemnly affirmed at

DEPONENT

This day of

BEFORE ME

Interpreted Explained and Identified by me.