



कामये दुःखतप्तानाम् प्राणिनामार्तिनाशनम्

Pharmacy Council of India

A Statutory body under Ministry of Health & Family Welfare,
Government of India

Request for Proposal (RFP)
for

Supply, Installation and Maintenance of IT Infrastructure at
Pharmacy Council of India

Issued By

Pharmacy Council of India

A Statutory body under Ministry of Health & Family Welfare,
Government of India

Overview

Pharmacy Council of India, a Statutory body under Ministry of Health & Family Welfare, Government of India hereby invites proposals for **Supply, Installation and Maintenance of IT Infrastructure for Pharmacy Council of India.**

The appointed firm shall have operations and support service in New Delhi, India. Following are the key dates under the bid process:

Key Timelines

Sr. No.	Description	Date & Time
1.	Tender Publishing Date	19.03.2025
2.	Pre-bid meeting Date and time	25.03.2025 at 03:00 PM at Pharmacy Council of India, New Delhi
3.	Last Date of Query Submission	26.03.2025
4.	Response to Pre-bid queries	02.04.2025
5.	Last Date for Bid Submission date and time	10.04.2025 5:00 PM
6.	Opening of Pre-Qualification cum Technical Bids	As informed by PCI
7.	Opening of commercial bid date and time	As informed by PCI

The complete details viz. term of reference, evaluation process, and format for submission of bids etc. is available for download from <https://gem.gov.in/>.

Registrar
Pharmacy Council of India
A Statutory body under Ministry of Health & Family Welfare,
Government of India

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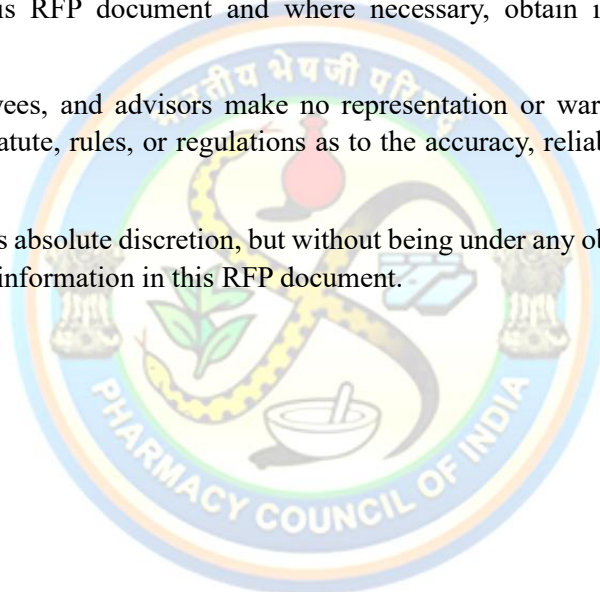
1. DISCLAIMER

The information contained in this Request for Proposal (hereinafter referred to as "RFP") document provided to the Bidders, by the Pharmacy Council of India, a Statutory body under Ministry of Health & Family Welfare, Government of India, hereinafter referred to as Department, or any of their employees or advisors, is provided to the Bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

The purpose of this RFP document is to provide the Bidder(s) with information to assist in the formulation of Proposals. This RFP document does not aim to hold all the information each Bidder may require. This RFP document may not be appropriate for all persons, and it is not possible for the Department, their employees, or advisors to consider the business/investment objectives, financial situation and particular needs of each Bidder who reads or uses this RFP document. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability, and completeness of the information in this RFP document and where necessary, obtain independent advice from appropriate sources.

Department, their employees, and advisors make no representation or warranty and shall incur no liability under any law, statute, rules, or regulations as to the accuracy, reliability, or completeness of the RFP document.

The Department may, in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP document.



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2. FACT SHEET

1	Name of the Work	Notice for inviting bid for Supply, Installation and Maintenance of IT Infrastructure at Pharmacy Council of India.
2	Name of the issuer of this tender	Pharmacy Council of India, a Statutory body under Ministry of Health & Family Welfare. Government of India
4	Date of issue of tender document	19/03/2025
5	Pre-Bid Meeting	Pre-Bid Meeting on 25/03/2025 at 03:00 PM at Pharmacy Council of India, New Delhi
6	Publishing of pre-bid queries response	02/04/2025
7	Last Date for Submission of Bids	10/04/2025 up to 05:00 P.M.
8	Date of opening of Pre-Qualification cum Technical Bids	As informed by PCI
9	Date of Commercial Bid opening	As informed by PCI
10	Place of Submission & Opening of Bids	https://gem.gov.in/
12	Address of Communication	Registrar, Pharmacy Council of India 1-300, 3rd floor, Tower-I, World Trade Centre, Nauroji Nagar, New Delhi 110 029
13	Email Address for all bid Correspondence	registrar@pci.nic.in
13	Earnest Money Deposit (EMD)	Rs. 3,50,000/- (Three Lakh Fifty Thousand Only). Either in form of Demand Draft or Bank Guarantee in favour of Registrar, Pharmacy Council of India payable at New Delhi valid for a period of 180 days from date of bid submission. Physical copy needs to be submitted in the office of Registrar.

14	Purchase of Tender Document	RFP can be Downloaded online. Downloaded from https://gem.gov.in/ . However, in this case, the bidders are required to submit the tender cost in the form of a demand draft (details mentioned in above para) along with the Proposal.
15	Validity of Proposal	Proposals must remain valid 180 days after the submission date.
16	Method of Selection	L1 (Least Cost Selection Method)
17	Bid Submission	Bidders must submit through online channel. https://gem.gov.in/

3. ABOUT THE DEPARTMENT – PHARMACY COUNCIL OF INDIA

The Pharmacy Council of India (PCI) is a statutory body constituted under the Pharmacy Act, 1948. The Parliament passed the Act to make better provisions for the regulation of the profession and practice of pharmacy throughout the country. The PCI was constituted on 09.08.1949 under section 3 of the Pharmacy Act.

The main objectives of the PCI are –

1. To prescribe minimum standard of education required for qualifying as a pharmacist i.e., framing of Education Regulations prescribing the conditions to be fulfilled by the institutions seeking approval of the PCI for imparting education in pharmacy.
2. To ensure uniform implementation of the educational standards throughout the country.
3. To approve the courses of study and examination for pharmacists i.e., approval of the academic training institutions providing pharmacy courses.
4. To withdraw approval, if the approved course of study or an approved examination does not continue to be in conformity with the educational standards prescribed by the PCI.
5. To approve qualifications granted outside the territories to which the Pharmacy Act extends i.e., the approval of foreign qualifications.
6. To maintain the Central Register of Pharmacists based on data forwarded by the State Pharmacy Councils.

4. INSTRUCTIONS TO BIDDER

4.1 Procedure for bid submission

- a. A pre-bid meeting is scheduled on 14.01.2025 at 3:00 PM in the Pharmacy Council of India, New Delhi, for clarifications if any, pertaining to the scope of assignment, responsibilities of either parties or other details. In case some significant changes are made in the terms/scope of the bid document because of pre-bid meeting or otherwise considered necessary, a formal corrigendum shall be uploaded only on **website: <https://gem.gov.in>**. All decisions taken during the pre-bid meeting and uploaded on GeM website shall form part of the terms and conditions of the assignment.
- b. The bidders must submit bids through online channel only, no physical means for submission of bidding application would be considered.
- c. Consortiums or Sub-contracting arrangements for this bid are NOT allowed.
- d. All the applications submitted by the bidders shall follow the formats mentioned in the Annexures. If the applications are not as per the format, then PCI reserves the right to reject the proposal without assessing it.
- e. The authorized signatory of the applicant shall sign all the pages of the proposal. A notarized affidavit to this effect including extract of minutes of board meeting countersigned by Company Secretary and all board members must be submitted along with the proposal mandatorily. Non submission of this document can lead to disqualification.

The details about the eligibility of the firm, experience certificates etc. shall be included in the bid. Both the technical details and financial bids shall be submitted to the department.

4.2 Earnest Money Deposit (EMD)

The bidder shall give **Earnest Money Deposit (EMD) of INR. 3,50,000** drawn on department payable at **New Delhi**. The EMD will be forfeited in case of non-performance by the party at any stage of the tender. EMD is to be deposited with the technical bids. The technical bids of the parties not submitting the EMD shall not be entertained & straightway rejected. The validity of the EMD must be 180 days from date of submission of proposal.

4.3 Confidentiality

The bidder undertakes not to divulge or communicate to any entity (unless required by law or by any regulation or court order) or use or exploit for any purpose whatever, any of the trade secrets or confidential knowledge about the department which it may receive or obtain as a result of entering into this Project Work order, and the vendor shall use its reasonable endeavours to prevent its officers, employees or agents if any from doing so.

4.4 Government Law & Arbitration

This Project shall be governed and construed in accordance with the laws of the Republic of India. All disputes, claims, suits, and actions arising out of this work order, or its validity will be in a binding manner finally decided in accordance with the provisions of the Arbitration and Conciliation Act 2008 and its amendments. The venue for arbitration shall be at Delhi and the proceedings will be conducted in English only.

4.5 Tender Validity

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

4.6 Performance Bank Guarantee

As a condition precedent to execution of the Agreement, the successful Bidder shall ensure submission of the requisite unconditional irrevocable Bank Guarantee, in the prescribed format within 15 days of receipt of the LoI as a Performance Guarantee for the services to be performed under the resultant Agreement. The Bank Guarantee shall be equivalent to 3% of the contract value must be issued by a Nationalized Bank/Scheduled Bank and will be valid until contract duration and co-terminus with the contractual agreement.

The bidder will submit the revise Performance Bank Guarantee prior to the expiration of current PBG. Revised PBG shall be based on revised contract if any and shall be valid until contract duration and co-terminus with the contractual agreement.

The format of Performance Bank Guarantee is attached as Annexure 3.

4.7 Bidder's Responsibility

The bidder must submit a declaration as per format given in Annexure 4.

4.8 Duration of the Engagement of Firm

The contract will be awarded to successful bidder for a **term of 3 years**.

4.9 Project ownership

The ownership of the project will fall on Registrar, PCI.

For any clarification, query, project monitoring, supervision etc., the bid awardee will be required to contact Registrar, PCI.

4.10 Delivery Site

All requested IT Infrastructure is to be delivered and installed at the below mentioned address:

**Pharmacy Council of India 1-300,
3rd floor, Tower-I,
World Trade Centre,
Nauroji Nagar,
New Delhi 110 029**

4.11 Limitation of Liability

The liability of the Implementation Partner (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, Deliverables or Services covered by this Agreement, shall be the payment of direct damages only which shall in no event in the aggregate exceed the Total Contract Value.

Subject to clause, in no event shall either party be liable for any consequential, incidental, indirect, special, or punitive damage, loss or expenses (including but not limited to business interruption, lost business, lost profits, or lost savings) even if it has been advised of their possible existence.

4.12 Indemnification

The Implementation Partner (the "Indemnifying Party") undertakes to indemnify the Purchaser and its nominated agencies (the "Indemnified Party") from and against all losses, claims, damages, compensation etc. on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including the Indemnified Party) attributable to the Indemnifying Party's negligence, wilful default, lack of due care or breach of terms of this Agreement.

If the Indemnified Party promptly notifies the Indemnifying Party in writing of a third-party claim against the Indemnified Party that any Deliverables/ Services provided by the Indemnifying Party infringes a copyright, trade secret, patent, or other intellectual property rights of any third party, the Indemnifying Party will defend such claim at its expense and will pay any costs or damages that may be finally awarded against the Indemnified Party.

The liability of the Purchaser (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement shall be limited to the amount of fees remaining to be paid to the Implementation Partner under this Agreement.

4.13 Force Majeure

The Implementation Partner or the Purchaser shall be entitled to suspend or excuse performance of its respective obligations under this Agreement to the extent that such performance is impeded by an event of force majeure ('Force Majeure').

A Force Majeure event means any event or circumstance, or a combination of events and circumstances referred to in this Clause, which:

- i. is beyond the reasonable control of the affected Party.

- ii. such Party could not have prevented or overcome with the exercise of reasonable skill and care.
- iii. does not result from the negligence of such Party or the failure of such Party to perform its obligations under this Agreement.
- iv. is of an incapacitating nature and prevents or causes a delay or impediment in performance; and
- v. may be classified as all or any of the following events:
- vi. Such events include:
 - a) act of God like earthquake, flood, inundation, landslide, storm, tempest, hurricane, cyclone, lightning, thunder, or volcanic eruption that directly and adversely affect the performance of services by the Implementation Partner under this Agreement.
 - b) radioactive contamination or ionizing radiation or biological contamination (except as may be attributable to the Implementation Partner's use of radiation or radioactivity or biologically contaminating material) that directly and adversely affect the performance of services by the Implementation Partner under this Agreement.
 - c) industry wide strikes, lockouts, boycotts, labour disruptions or any other industrial disturbances not arising on account of the acts or omissions of the Implementation Partner, and which directly and adversely affect the timely implementation and continued operation of the Project; or
 - d) an act of war (whether declared or undeclared), hostilities, invasion, armed conflict or act of foreign enemy, blockade, embargo, prolonged riot, insurrection, terrorist or military action, civil commotion, or politically motivated sabotage, for a continuous period exceeding seven (7) days that directly and adversely affect the performance of services by the Implementation Partner under this Agreement.

For the avoidance of doubt, it is expressly clarified that the failure on the part of the Implementation Partner under this Agreement or the SLA to implement any disaster contingency planning and back-up and other data safeguards in accordance with the terms of this Agreement or the SLA against natural disaster, fire, sabotage, or other similar occurrence shall not be deemed to be a Force Majeure event. For the avoidance of doubt, it is further clarified that any negligence in performance of Services which directly causes any breach of security like hacking shall not be considered as arising due to forces of nature and shall not qualify under the definition of "Force Majeure". The Implementation Partner will be solely responsible to complete the risk assessment and ensure implementation of adequate security hygiene, best practices, processes, and technology to prevent any breach of security and any resulting liability therefrom (wherever applicable).

Upon the occurrence of any Force Majeure event prior to the Effective Date, the Parties shall bear their respective costs, and no Party shall be required to pay to the other Party any costs thereof.

4.14 Ownership and Intellectual Property Rights

The Purchaser shall own and have a right in perpetuity to use all newly created Intellectual Property Rights which have solely arisen out of or have been developed solely during execution of this Agreement, including but not limited to all processes, products, specifications, reports, drawings and other documents which have been newly created and developed by the Implementation Partner solely during the performance of the Services and for the purposes of, inter-alia, use or sub-license of such

Services under this Agreement. The Implementation Partner undertakes to disclose all such Intellectual Property Rights arising in performance of the Services to the Purchaser and execute all such agreements/documents and file all relevant applications, effect transfers and obtain all permits and approvals that may be necessary in this regard to effectively transfer and conserve the Intellectual Property Rights of the Purchaser.

Further, the Implementation Partner shall be obliged to ensure that all approvals, registrations, licenses, permits, and rights which are, inter-alia, necessary for use of the Deliverables, applications, services etc. provided by the Implementation Partner under this.

Agreement shall be acquired in the name of the Purchaser, prior to termination of this Agreement and which shall be assigned by the Purchaser to the Implementation Partner for the purpose of execution of any of its obligations under the terms of this Agreement. However, after the term of this Agreement, such approvals etc. shall endure to the exclusive benefit of the Purchaser.

Pre-existing work: All intellectual property rights existing prior to the Effective Date of this Agreement shall belong to the Party that owned such rights immediately prior to the Effective Date. Subject to the foregoing, the Purchaser will also have rights to use and copy all process, specifications, reports and other document drawings, manuals, and other documents provided by Implementation Partner as part of the Scope of Works under this Agreement for the purpose of this Agreement on non-exclusive, non-transferable, perpetual, royalty-free license to use basis.

Third Party Products: If license agreements are necessary or appropriate between the Implementation Partner and third parties for purposes of enabling / enforcing/implementing the provisions hereinabove, the Implementation Partner shall enter into such agreements at its own sole cost, expense, and risk. However, the Implementation Partner shall use all commercially reasonable endeavours to pass through to Purchaser any third party's warranties relating to such Third-Party Products. If such warranties cannot be passed through to or enforced by Purchaser, the Implementation Partner will enforce such warranties on Purchaser's behalf and account to Purchaser for so doing.

Commercially-Off-The-Shelf Software (COTS): For all COTS products whose source code and IPR vest with the COTS owner, the licenses for such COTS shall be in the name of Purchaser. Purchaser shall retain exclusive and irrevocable intellectual property rights to the customized enhancements of the COTS/ application, forms and the compilations of the Project in perpetuity and nothing herein shall or will be construed or deemed to grant to the Implementation Partner any right, title, license, sub-license, proprietary right or other claim against or interest in, to or under (whether by estoppels, by implication or otherwise) to the aforesaid rights.

Ownership of documents: The Purchaser shall own all Documents provided by or originating from the Purchaser and all Documents produced by or from or for the Implementation Partner while performing the Services. Forthwith upon expiry or earlier termination of this Agreement and at any other time on demand by the Purchaser, the Implementation Partner shall deliver to the Purchaser all Documents provided by or originating from the Purchaser and all Documents produced by or from or for the Implementation Partner in the course of performing the Services, unless otherwise directed in writing by the Purchaser at no additional cost. The Implementation Partner shall not, without the prior written consent of the Purchaser store, copy, distribute or retain any such Documents.

The ownership of all IPR rights in all documents, art crafts, etc. (including all training materials) made during the Term for implementation of the Project under this Agreement will lie with Purchaser.

Notwithstanding anything contained herein, the Implementation Partner may use in its business activities the ideas, concepts and knowledge which are retained in the unaided memories of its employees who have worked in the project under this Agreement. The foregoing does not permit intentional memorization of the any information for the purpose of evading obligations contained in this Agreement.

5. PRE-BID CONFERENCE (PBC) & CLARIFICATIONS

The department will organize pre-bid meeting at Pharmacy Council of India, New Delhi with the prospective bidders on the mentioned date. The bidders must ensure that their queries for Pre-Bid meeting reach the Nodal officer as per the schedule given.

The bidder shall submit queries via email (registrar@pci.nic.in) only in **editable excel format**. Any queries/clarification/letter etc. sent after scheduled timeline will not be entertained.

The responses will be sent to the prospective bidders through email and shall be published on GeM as well. However, it will be bidder's responsibility that they collect all responses. Non-attendance at the Pre-Bid or pre-RFP Conference will not be a cause for disqualification of a bidder. The queries shall be submitted through authorized representative of the bidder in the below mentioned format:

S. No.	Page Number(s) & Section of RFP	Content of RFP requiring Clarification(s)	Points of clarification	Justification
1				
2				
3				
4				

6. ELIGIBILITY CRITERIA

6.1 Pre-Qualification:

Sl. No.	Checklist Item Description	Criteria	Proof/Documents Required
1	Bidder company Registration	The Company should be registered under Companies Act, 2013, Govt. of India and should have been in the business for a period of at least 5 years as on 31/03/2024.	Valid copy of Certificate of incorporation and Registration Certificates. GST and PAN/TAN number

2	Bidder's Average Annual Turnover	Average annual Turnover of the bidding entity shall not be less than Rs. 15.00 Crores in the information Technology hardware equipment supply during the last three respective financial years i.e., 2021-22; 2022-23; 2023-24.	CA Certificate with CA's Registration Number/ Seal for annual turnover. Copy of the audited profit and loss account of the company-showing turnover of the company during last three years.
3	Net worth	The Bidder net worth should be positive in last three respective financial years i.e., 2021-22; 2022-23; 2023-24.	CA Certificate with CA's Registration Number/ Seal.
4	Non-Blacklisting	The bidder shall not be under a Declaration of Ineligibility for corrupt or fraudulent practices or blacklisted with any of the Government agencies.	Self-Declaration in this regard by the authorized signatory of the bidder. (Annexure 5)
5	Similar Experience	The bidder must at least three similar assignments of Supply, Installation, Commissioning & Maintenance of IT infrastructure for any central & state level government/PSU department in India	Respective work orders from the client along with completion certificated from the designated authority (Annexure 2)
6	Human Capital Strength	The lead bidder must have at least 15 On roll Employees in India.	HR Declaration Certificate along with EPF Details
7	Quality Certification	The bidder shall have following three certifications: a. ISO 9001 :2015 b. ISO 27001: 2022 c. ISO 20000 With validity at least 180 days ahead from the date of this tender publication.	Copy of valid certificate as on date of bid submission to be provided.
9	Manufacturer Authorization	The bidder should have direct authorization from the Original Equipment Manufacturer (OEM) for SITC and supporting the equipment offered. Mandatory to submit MAF from OEMs against the following item (All in one Desktop, Laptop, Printer, Photo Copier Machine) along with compliance of technical. Specification in this RFP.	Refer Form: - "Manufacturers'/Producers' Authorization Form" for the MAF and complete the associated table provided with the form. – Annexure 6. If the MAF is not in RFP specified format, then Department may reject the bid.

Note: consortium/sub-contracting is not allowed for the submission of the bid.

Any applications without the supporting documentary proofs will be summarily rejected without any clarification.

6.2 Technical Evaluation

The Bidder must comply with all the Technical Specifications prescribed in Annexure 7 – Technical Specification Compliance Matrix. Failure to comply with all the specifications will render the bidder disqualified in the Technical Evaluation.

6.3 Commercial Bid Evaluation

1. Information provided in other than the format mentioned will not be considered for evaluation (Detailed financial evaluation format can be referred in Annexure 8).
2. Evaluation methodology is for this RFP is based on Lowest Cost or L1 based selection.
3. Financial bids for only those bidders shall be opened who will be qualifying the technical criteria.
4. A Technical Committee will be formed by the department for the purpose of evaluation of bids received in response to this RFP.
5. Only fixed price financial bids indicating total prices for all the deliverables and services specified in this bid document will be considered.
6. The bid price will be inclusive of all taxes and levies and shall be in Indian Rupees.
7. Any conditional bid would be rejected.
8. Errors & Discrepancies: Any errors and discrepancies in the information given in financial and technical bids, calculations, mismatch in rates and costs etc. will lead to rejection of the bid.

7. Award Criteria

Post evaluation process, Purchaser will award the Contract to the bidder whose proposal has been determined to be technically responsive to the requirements of the RFP and has confirmed all items in the Technical Specification Form and is L1 in the commercial evaluation process and this bidder will be considered as successful bidder.

8. REJECTION CRITERIA

Besides other conditions and terms highlighted in the Tender Document, bids may be rejected under following circumstances:

8.1 General Rejection Criteria

1. Conditional Bids.
2. If the information provided by the Bidder is found to be incorrect / misleading / fraudulent at any stage / time during the Tendering Process.
3. Any effort on the part of a Bidder to influence the bid evaluation, bid comparison or contract award decisions.

4. Bids without signature of person(s) duly authorized on required pages of the bid; v Bids without power of attorney/ board resolution.

8.2 Pre-Qualification rejection criteria

1. Bidders not complying with the Eligibility Criteria given in this Tender.
2. Failure to furnish all information required by the Tender Document or submission of a bid not responsive or clarification sought by department is not adequately addressed and complied by the bidder.

8.3 Technical rejection criteria

1. Technical Bid containing commercial details.
2. Revelation of Prices in any form or by any reason before opening the Commercial Bid.
3. Failure to furnish all information required by the Tender Document or submission of a bid not responsive to the Tender Document in every respect.
4. Bidders not quoting for the complete scope of Work as indicated in the Tender Documents, addendum (if any) and any subsequent information given to the Bidder.
5. Bidders not complying with the Technical and General Terms and conditions as stated in the Tender Documents.
6. The Bidder not confirming unconditional acceptance of full responsibility of providing services in accordance with the Scope of work.

8.4 Commercial Rejection Criteria

1. Incomplete Price Bid.
2. Price Bids that do not conform to the Tender's price bid format.
3. If there is an arithmetic discrepancy in the commercial, bid calculations, the department may consider rectifying the same. If the Bidder does not accept the rectification, then their bid may be rejected.

Detailed financial evaluation format can be referred in Annexure 8

9. SCOPE OF WORK

The Pharmacy Council of India invites bids for supply, installation, and maintenance of the following IT Infrastructure at PCI.

S. No.	Item List	Department	Number
1.	All in One Desktop Computers under warranty as per Technical Specifications Compliance Matrix narrated in Annexure 7	All Department (Administration/ Accounts/ Policy/ Inspection/IT/ Legal/Diary & Dispatch/Reception	200
2.	Photocopier Machine under warranty as per Technical Specifications Compliance Matrix narrated in Annexure 7	Administration: One Accounts: One Policy: One Inspection: Two Conference Room: One	6
3.	Printer under warranty as per Technical Specifications Compliance Matrix narrated in Annexure 7	Administration: Two Accounts: Three Policy: Two Inspection: Ten IT: Two Legal: Two Reception: One Department Heads: Five Conference Room: Two Diary and Dispatch: One	32
4.	Laptop under warranty as per Technical Specifications Compliance Matrix narrated in Annexure 7	Extra	10
5.	iMAC under warranty as per Technical Specifications Compliance Matrix narrated in Annexure 7	President, Vice-President, Registrar-cum-Secretary, Deputy Secretary, Assistant Secretary	5
6.	1 Laptop under warranty as per Technical Specifications Compliance Matrix narrated in Annexure 7	IT Department	1

7.	Mobile Phones (Android) under warranty as per Technical Specifications Compliance Matrix narrated in Annexure 7	All Department	10
8.	Maintenance for 3 years - one manpower	Manpower	1

It may be noted that the requirement given in this RFP is indicative only and may vary as per actual needs.

Detailed technical specification for the above IT Infrastructure is furnished in Annexure 8. All the Infrastructure ordered for Supply, Installation and Maintenance of IT Infrastructure should have comprehensive onsite warranty of 3 years (Except of Mobile) & Support services of 3 Years (if contracted).

Comprehensive OEM Warranty and support services, The Successful bidder shall:

- Provide comprehensive OEM Warranty and support services through its designated Support Service Centres / Resident Engineers
- One Engineer onsite support is required for three years. PCI shall review the extension request and may grant an extension if it deems the reasons provided by the bidder to be valid and justifiable.

#	Manpower Designation	Minimum Qualifications	Quantity
1.	IT Support Engineer	B. E/ B. Tech with minimum five years of experience in System Hardware /Networking	One

- Warranty to start from date of acceptance of material delivered at Delivery Site.
- Be responsible to ensure adequate and timely availability of spare parts needed for repairing the supplied goods at the service support centres / Resident Engineers during the warranty period.
- Resolve incident raised by PCI users satisfactorily within 24 hours.
- If Bidder fail to resolve the issue within 24 hrs, a flat penalty of INR. 3000/ failure shall be applicable.
- Combined penalty in a quarter shall not be more than 10% of quarterly pay-out. If penalty will exceed more than 10% in continuous two quarters, PCI may terminate the contract and forfeit the bank guarantee.

The Successful bidder to provide Single Point of Contact Details (SPOC) for warranty and Support at Pharmacy Council of India at the time final delivery and installation of material at PCI.

10. Project Timelines

#	Activity Name	Period
1.	Contract signing	T + 2 days
2.	Delivery of Infrastructure (100%)	T + 1 weeks
3.	Installation and commissioning of the required Infrastructure	T + 2 weeks
4.	User acceptance Testing (UAT)	T + 3 weeks
5.	Training of PCI personnel	T + 4 weeks
6.	Maintenance	3 Years from UAT

Note: T = Date of Issuance of LOI

11. Payment Terms

#	Activity /Task	Deliverables (supporting for the Milestone completion)	Payment Milestone
1	Delivery of equipment as per BOM After completion of all activities till sl. No 5 i.e., Installation and commissioning of the equipment and Software on-site and User acceptance Testing (UAT) and training.	As per delivery project plan	80% of the Project Value
2	Maintenance of supplied equipment for 3 years.	Incident Register and Report	10% of the Project Value shall be distributed equally and paid Quarterly on submission of quarterly report.
3	Manpower-one Resource at onsite support for Three year (36 Month)		10% of the Project Value shall be distributed equally and paid Quarterly on submission of quarterly report

12. Penalties

#	Project Activities	Baseline Timeline (in Week) T= Date of issue of LOI	Penalty
1.	Contract signing	T + 1 week	25,000/- Per week
2.	Delivery of equipment (100%)	T + 2 weeks	2% of the commercial value of undelivered items per week up to 10% of contract value
3.	Installation and commissioning of the required equipment	T + 4 weeks	25,000/- per week up to 10% of the contract value
4.	User acceptance Testing (UAT)	T + 4 weeks	25,000/- per week up to 10% of the contract value
5.	Training of PCI personnel	T + 5 weeks	25,000/- per week up to 10% of the contract value
6	Maintenance	3 Years from UAT	10% penalty on quarterly pay-out

T: Issue of Workorder/LOI to the successful bidder.

Note: Maximum penalty shall not be more than 10% of supplied infrastructure cost. If the total penalty is more than 10%, PCI may terminate the contract and forfeit the PBG.

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13. Termination

The department reserve the right to cancel the contract placed on the selected bidder and recover expenditure incurred by the department under the following circumstances: -

- a. The selected bidder commits a breach of any of the terms and conditions of the bid.
- b. The bidder goes into liquidation, voluntarily or otherwise.
- c. An attachment is levied or continues to be levied for a period of seven days upon the effects of the bid.
- d. If the selected bidder fails to complete the assignment as per the timelines prescribed in the RFP. The department reserves its right to cancel the order in the event of delay and forfeit the bid security as liquidated damages for the delay.
- e. In case the selected bidder fails to deliver the services as stipulated in the delivery schedule, department reserve the right to procure the same or similar services from alternate sources at the risk, cost, and the responsibility of the selected bidder.
- f. After award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, department reserve the right to get the balance contract executed by another party of its choice by giving one-month notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which department may have to incur in executing the balance contract. This clause is applicable, if for any reason, the contract is cancelled.

The department reserve 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.

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14. Annexures**14.1 ANNEXURE-1 (FIRM'S DETAILS)**

S. No.	Particulars	Description
1.	Name: Address of the Bidder: Phone nos.: Fax no.	
	(a) Registered office	
2.	Nature of constitution of Bidder (Whether individual, Partnership, form or company registered under companies Act) Enclose certificate, MOU, AOA, Partnership Deeds, etc.	
3.	Name of authorized signatory Phone no. Email ID	
4.	GST Number	
5.	PAN/TAN number	

Name of the Firm (with seal):

Signature of Authorised signatory:

Name of the Authorised signatory:

Address:

Phone no.:

Date:

14.2 ANNEXURE-2 (FIRM'S SIMILAR EXPERIENCE)

Details of similar type assignments undertaken

Sr. No.	Name of Client	Country/ State Work is. Performed	Project Description	Project Start Date & End Date	Project Value

Name of the Firm (with seal):

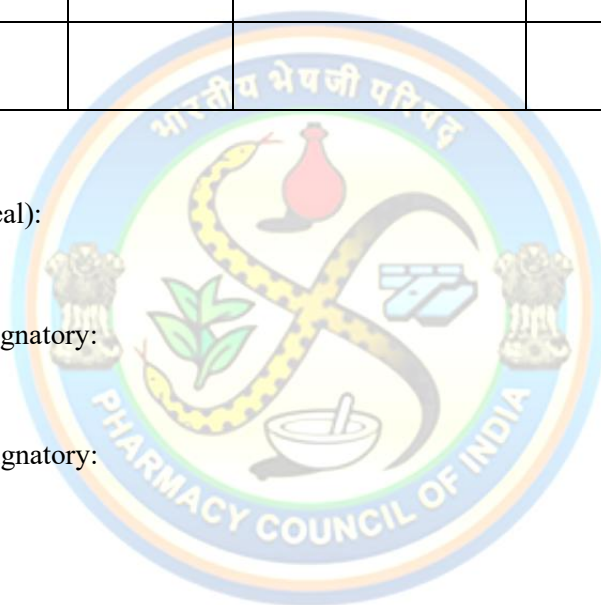
Signature of Authorised signatory:

Name of the Authorised signatory:

Address:

Phone no.:

Date:



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14.3 ANNEXURE 3 (PERFORMANCE BANK GUARANTEE)

The format of Performance Bank Guarantee:

PERFORMANCE GUARANTEE

Ref: -----

Bank Guarantee No:

Date:

To

The Registrar,

Pharmacy Council of India,

New Delhi

Against contract vide Advance Acceptance of the Tender No. _____ covering "Request for Proposal (RFP) for Supply, Installation and Maintenance of IT Infrastructure at Pharmacy Council of India" (hereinafter called the said 'contract') entered between Pharmacy Council of India, Govt. of India, (hereinafter called the Purchaser) and M/s. a Company incorporated under the Companies Act, 1956 and having its Registered Office at(hereinafter called the Bidder) this is to certify that at the request of the Bidder we (name of the Bank / Branch) a body corporate constituted under the Banking Companies [Acquisition and Transfer of Undertakings] Act, 1970 and having its, Registered Office at..... and a branch office at

.....are holding in trust in favor of the Purchaser, an amount of Rs (Rupees.....only) to indemnify and keep indemnified the Purchaser against any loss or damage that may be caused to or suffered by the Purchaser by reason of any breach by the Bidder of any of the terms and conditions of the said contract and/or in the performance thereof. We agree that the decision of the Purchaser, whether by any breach of any of the terms and conditions of the said contract and/or in the performance thereof has been committed by the Bidder and the amount of loss or damage that has been caused or suffered by the Purchaser shall be final and binding on us and the amount of the said loss or damage shall be paid by us forthwith on demand and without demur to the Purchaser.

1. We (Name of the Bank /Branch) further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for satisfactory performance and fulfilment in all respects of the said contract by the Bidder i.e., till hereinafter called the said date and that if any claim accrues or arises against us(Name of the Bank /Branch) by virtue of this guarantee before the said date, the same shall be enforceable against us(Name of the Bank/Branch) notwithstanding the fact that the same is enforced within six months after the said date, provided that notice of any such claim has been given to us(Name of the Bank/Branch) by

the Purchaser before the said date. Payment under this guarantee shall be made promptly upon our receipt of notice to that effect from the Purchaser.

2. It is fully understood that this guarantee is effective from the date of the said contract and that we..... (Name of the Bank /Branch) undertake not to revoke this guarantee during its currency without the consent in writing of the Purchaser.
3. We undertake to pay to the Purchaser any money so demanded notwithstanding any dispute or disputes raised by the Bidder in any suit or proceeding pending before any court or Tribunal relating thereto our liability under this present bond being absolute and unequivocal.
4. The payment so made by us under this bond shall be a valid discharge of our liability for payment there under and the Bidder shall have no claim against us for making such payment.
5. We..... (Name of the Bank / Branch) further agree that the Purchaser shall have the fullest liberty, without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said contract or to extend time of performance by the Bidder from time to time or to postpone for any time or from time to time any of the powers exercisable by the Purchaser against the said Bidder and to forebear or enforce any of the terms and conditions relating to the said contract and we, (Name of the Bank / Branch) shall not be released from our liability under this guarantee by reason of any such variation or extension being granted to the said Bidder or for any forbearance by the Purchaser to the said Bidder or for any forbearance and or omission on the part of the Purchaser or any other matter or thing whatsoever, which under the law relating to sureties, would, but for this provision have the effect of so releasing us from our liability under this guarantee.
6. This guarantee will not be discharged due to the change in the constitution of the Bank or the Bidder. Notwithstanding anything contained herein:
 - i) Our liability under this Bank Guarantee shall not exceed of Rs..... (Rupees in words only).
 - ii). The Bank Guarantee shall be valid up to, and,
 - iii) We..... (Name of the Bank / Branch) are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before XX/XX/XXXX

Authorized Signatory of the Bank

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Signature

Full name/designation/ Address of the official and date

WITNESS NO. 1

Signature

Full name/designation/ Address

WITNESS NO. 2

Signature

Full name/designation/ Address

14.4 ANNEXURE 4 (UNDERTAKING)

Tender Ref. _____

Date:

To:

Registrar,

Pharmacy Council of India, Government of
India.

Dear Sir,

Sub: Self certificate regarding Total Responsibility

This is to certify that we undertake total responsibility for the successful and defect free operation of the proposed Project, as per the requirements and terms and condition of the Request for Proposal (RFP) for Supply, Installation and Maintenance of IT Infrastructure at Pharmacy Council of India

Thanking you,

Yours faithfully

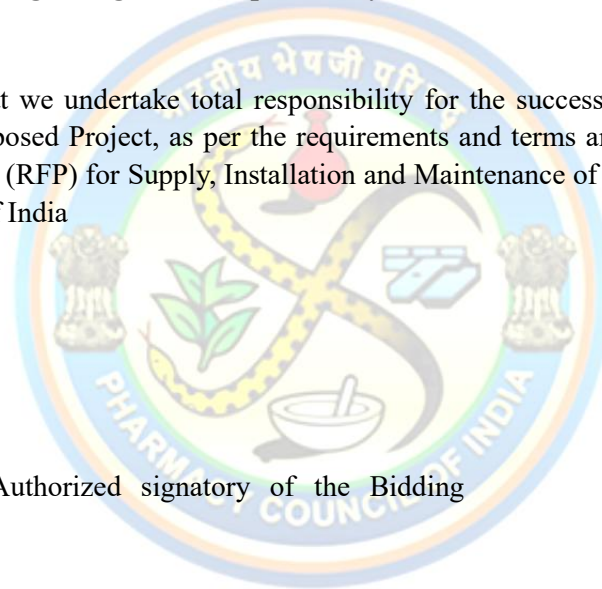
(Signature of the Authorized signatory of the Bidding
Organization) Name:

Designation :

Date :

Seal :

Business Address:



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14.5 ANNEXURE 5 (NON-BLACKLISTING CERTIFICATE)

(To be submitted on the Letterhead of the responding agency)

Tender Ref. _____

Date:

To:

Registrar,

Pharmacy Council of India,

Government of India,

Sub: Self Declaration of not been blacklisted in response to the RFP <<**>>**

Dear Sir,

We confirm that our company, is not blacklisted in any manner whatsoever by any of the State/UT and/or central government in India on any ground including but not limited to indulgence in corrupt practice, fraudulent practice, coercive practice, undesirable practice, or restrictive practice as on date --/--/----

Place:

Bidder's Company Seal:

Authorized Signatory's Signature:

Authorized Signatory's Name and Designation:

Note: The Bidder shall necessarily provide a copy of Board resolution/ 'Power of Attorney' authorizing the signatory for signing the Bid on behalf of the Bidder in its Pre-Qualification Bid.

14.6 ANNEXURE 6 (MANUFACTURERS'/PRODUCERS' AUTHORIZATION FORM)

This form must be provided by the OEMs of the products proposed. Separate MAF's to be provided from OEM if same item has different parts from different OEM.

To
The Registrar,
Pharmacy Council of India,
Government of India, New Delhi
Tender Ref.

Date:

Subject: OEM Authorization Letter for requested IT Infrastructure

Dear Sir,

We, (name and address of the manufacturer) who are established and reputed manufacturers of having factories at (addresses of manufacturing locations) do hereby authorize (name of the bidders & address of the manufacturer) to bid, negotiate, and conclude the contract with you against the above-mentioned tender for the below equipment manufactured by us.

Item	Name of OEM and brand/Make	Model no.

Item	XXX	
Specification	Requirement	Compliance (Yes/No)

We hereby extend our full guarantee and warranty as per the RFP Conditions for the goods offered for supply and installation against this RFP offered by the above firm. We also declare to provide direct onsite unconditional technical support by our team during installation and commissioning as per RFP terms.

Yours faithfully,

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

Signature

Name Designation

Date

Stamp

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

14.7 ANNEXURE 7 (TECHNICAL SPECIFICATIONS COMPLIANCE MATRIX)**All-in-one Desktop****QTY:200**

#	Description	Minimum Specifications	Compliance (Yes/No)
1.	Brand		
2.	Model		
3.	Processor	Minimum 13th Gen Intel i7 or Intel Core 7	
4.	Memory	16 GB DDR4, 3200 MT/s or Higher	
5.	Monitor	27 inch or higher widescreen flat-panel display	
6.	Video/ Graphics	FHD 1920x1080/1200, 60Hz, WVA, IPS, Non-Touch, Narrow Border or Better	
7.	Storage	1 TB PCIe NVMe M.2 SSD	
8.	Ports	Minimum 7 Ports USB 3.0 or more (out of which 2 USB 3.0 or more Type-A; 2 USB 3.2 Gen 1 ports 5Gbps signalling rate; 1 USB 3.0 or more Type-C 5Gbps signalling rate, 1 RJ-45, 1 Universal headset jack	
9.	Mouse	Wireless and/or USB, 2-button, optical mouse	
10	Speakers and Microphone	Built-in audio with minimum dual 5W speakers.	
11	Operating System	Microsoft Windows 11 Home, Pro or Enterprise version including Office Suite: MS Office latest version of equivalent and antivirus	
12	Webcam	Webcam: 1080p FHD IR tilt privacy camera with temporal noise reduction	
13	Network	802.11ac (or better) Wi-Fi capability (1 Gbps card support for wi-fi and LAN)	
14	Warranty	Three years Comprehensive onsite warranty	
15	Backup device/scheme	Windows backup software and/or cloud backup service/subscription	
16	Installation	Installation on-site	

Laptops (Category A)**QTY: 10**

#	Description	Minimum Specifications	Compliance (Yes/No)
1.	Make		
2.	Model		
3.	Processor	Minimum 13th Gen Intel i7 or Intel Core 7	
4.	Memory	2*8 GB, 16 GB DDR4, 5200 MT/s or Higher	
5.	Monitor	14"	
6.	Form	Touchscreen	
7.	Video/ Graphics	Integrated or discrete graphics processor capable of FHD+ 1920x1200 with IPS Display	
8.	Storage	1TB M.2 PCIe NVMe Solid State Drive	
9.	Ports	Minimum 7 Ports with all latest configurations. Ex. 2 USB 3.2 Gen 1 (5 Gbps) ports, 1 USB 3.2 Gen 1 (5 Gbps) Type-C® port Data Only, Ethernet Ports etc.	
10	Mouse	Built-in or external trackpad, wireless and/or USB, 2-button, optical mouse	
11	Speakers and Microphone	Built-in audio or soundcard	
12	Operating System	Microsoft Windows 11 Home, Pro or Enterprise version including Office Suite: MS Office latest version of equivalent and antivirus	
13	Battery	Battery Minimum 50 WHr or more long-life battery	
14	Keyboard & Touchpad	Backlit Keyboard Multi-Touch Touchpad	
15	Weight	Minimum 1.5 Kg or maximum 1.7 Kg	
16	Power	Minimum 65W or more adapter	
17	Webcam	Built-in	
18	Network	802.11ac (or better) Wi-Fi capability 1 Gbps card support for Wi-Fi and LAN	
19	Warranty	Three years Comprehensive onsite warranty	
20	Backup device/scheme	External USB or Windows backup software and/or cloud backup service/subscription	

21	Bag	Backpack	
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Laptops (Category B)- MacBook**QTY 1**

#	Description	Minimum Specification	Compliance (Yes/No)
1.	Product Description	13inch, M3-Chip, 8-Core CPU 10-Core GPU 8GB Unified Memory 512GB SSD Storage footnote with bag pack	

Desktop (Category B)-iMac**QTY: 5**

#	Description	Minimum Specifications	Compliance (Yes/No)
1.	Make		
2.	Model		
3.	Processor	iMAC (M4 chip) or Higher	
4.	Memory	10-core CPU with 4 performance cores and 6 efficiency cores, 10-core GPU, Hardware-accelerated ray tracing 16-core Neural Engine 120GB/s memory bandwidth.	
5.	Monitor	(24") 4.5K Retina display	
6.	Video/ Graphics	As per standard specification for this product category	
7.	Storage	512GB SSD Configurable to: 1TB or 2TB	
9.	Mouse	Built-in or external trackpad, wireless and/or USB, 2-button, optical mouse	
10.	Speakers and Microphone	As per standard specification for this product category	
11.	Operating System	As per standard specification for this product category	
12.	Battery	As per standard specification for this product category	
13.	Keyboard & Touchpad	As per standard specification for this product category	
14.	Weight	As per standard specification for this product category	

15.	Power	As per standard specification for this product category	
16.	Webcam	12MP Centre Stage camera with support for Desk View 1080p HD video recording Advanced image signal processor with computational video	
17.	Network	As per standard specification for this product category	
18.	Warranty	One year's Comprehensive onsite warranty	
19.	Backup device/scheme	External USB or Windows backup software and/or cloud backup service/subscription	

Printers**QTY: 32**

#	Description	Minimum Specification	Compliance (Yes/No)
1.	Make		
2.	Model		
3.	Printing Technology	Laser (Wireless 3-in-1 (Print Copy Scan) Multifunction, Wireless, Color Laser Printer	
4.	Type of printing	BW and Color with 5-inch, Color Touch LCD	
5.	Paper Size	Standard Cassette 3.9" x 5.8" to 8.5" x 14" / Multipurpose Tray: 3" x 5" to 8.5" x 14"	
6.	Print Speed (A4)	Mono (PPM) 30 PPM or higher	
7.	Print Speed (A4)	Color (PPM) 30 PPM or higher	
8.	Resolution Mono (Dpi)	1200 x 1200 dpi or higher	
9.	Resolution Colour (Dpi)	1200 x 1200 dpi or higher	
10	Scan speed (A4)	30 ppm (mono) or higher, 25 ppm (color) or higher with scan resolution of 600 x 600 dpi or higher	
11	Memory	1 GB (Shared)	
12	Network Connectivity	Yes (IP/MAC Address Filtering, IPSEC, TLS 1.3, SNMP V3.0, IEEE 802.1X, IPv4/IPv6, SMTP Authentication, POP3)	
13	Wireless Connectivity	Yes (USB 2.0 High-Speed, 10/100/1000Base-T/TX Ethernet	

		(Network), Wi-Fi 802.11b/g/n, Wi-Fi® Direct Connection)	
14	USB Port	USB 2.0 or higher	
15	Paper Tray Capacity	250-sheet, 50-sheet Multipurpose Tray, 50-sheet Automatic Document Feeder, Expandable Paper Capacity of up to 850-sheets Using Optional Cassette PF-K1, auto 2-sided Printing	
16	Number of Paper Trays	Min 1	
17	Operating System	Windows® 11 / 10 / 8.1 / Windows® Server 2012 / 2012 R2 / 2016 / 2019 / 2022, Mac OS X (10.11 or later)	
18	Duty Cycle /month (No of Prints)	Min 40000 pages	
19	BIS Registration	Required	
20	Warranty	Three years comprehensive onsite warranty	

Photocopier Machine**QTY 6**

#	Description	Minimum Specification	Compliance (Yes/No)
1.	Make		
2.	Model		
3.	Type and Function	A3 Color Laser Multifunctional Printer. Print, Copy, Scan, Send, Store and Optional Fax with Multi-purpose tray	
4.	Control Panel	25.64cm (10.1in) TFT LCD WSVGA Color Touch panel	
5.	Memory	RAM: Main CPU: 2GB Image Processing CPU: 2GB + 1GB	
6.	Storage	Standard: (SSD) 256GB Optional: (SSD) 1TB	
7.	Supply Capacity	Standard: 1 200 sheets 100-sheet multi-purpose tray x 1 550-sheet Paper cassette x 2, Maximum: 6 350 sheets (with High-Capacity Cassette Feeding Unit-C1 + Paper Deck Unit-F1)	

8.	Output Capacity	Standard: 250 sheets Maximum: 3,450 Sheets (with Staple Finisher-AB1 or Booklet Finisher-AB1 and 3rd Copy Tray Kit-A1)	
9.	Print resolution and speed	1200*1200 dpi and minimum 75PPM	
10.	Copy resolution	600*600 dpi	
11.	Scan feeder capacity	Upto 200 sheets	
12.	Scan Speed	1-sided Scanning: 135/135 (300 x 300 dpi, send), 80/80 (600 x 600 dpi, copy), 2-sided Scanning: 270/270 (300 x 300 dpi, send), 160/90 (600 x 600 dpi, copy)	
13	Scan Resolution	Scan for Copy: 600 x 600 Scan for Send: (Push) 600 x 600 (SMB/FTP/WebDAV/IFAX), (Pull) 600 x 600 Scan for Fax: 600 x 600	
14	Mailbox	100 User Inboxes 1 Memory RX Inbox 50 Confidential Fax Inboxes Maximum 30 000 Pages (2 000 jobs) Stored	
15	Paper supply option	Cassette Feeding Unit-AQ1 High-Capacity Cassette Feeding Unit-C1 Paper Deck Unit-F1	
16	Warranty	Three years comprehensive onsite warranty	

Mobile Phone**QTY: 10**

#	Description	Minimum Specification	Compliance (Yes/No)
1.	Make		
	Model		
2.	OS	Android 15.0 or higher	
3.	RAM	16 GB	
4.	Storage	256 GB	
5.	Cellular Technology	5G/ LTE	

6.	Screen Size	Minimum 6 Inches	
7.	Wireless network technology	Bluetooth, Cellular, Wi-Fi (Latest Configurations)	
8.	Connector Type	USB Type C	
9.	Battery Power	5000 Milliamp Hours or higher	
10.	Form factor	Touchscreen	
11.	Warranty	One-year comprehensive onsite warranty	



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14.8 ANNEXURE 8 (FINANCIAL EVALUATION FORMAT) Format for Financial Bid
Application Form (Financial Bid)

#	Line Item	Quantity	Unit Price	Total Price (INR)
1	All-in-one Desktop (As per Specification mentioned in Technical Specifications)	200		
2	Laptops (Category A) (As per Specification mentioned in Technical Specifications)	10		
3	Laptops (Category B)- MacBook (As per Specification mentioned in Technical Specifications)	1		
4	Desktop (Category B)-iMAC (As per Specification mentioned in Technical Specifications)	5		
5	Printer (As per Specification mentioned in Technical Specifications)	32		
6	Photocopier Machine (As per Specification mentioned in Technical Specifications)	6		
7	Mobile Phones (As per Specification mentioned in Technical Specifications)	10		
8	Installation/ set up charges	1		
9	Maintenance including (One Manpower on-site for three year)	1		
Total Project Value without GST				
GST @ __				
Total Project Value with GST				

Note: The above prices should be inclusive of the delivery, warranty, implementation, maintenance cost.

Name of the Firm (with seal):

Signature of Authorised signatory:

Name of the Authorised signatory:

Address:

Phone no.:

Date: