



**Tender document for appointment of Service Provider for  
maintenance of IT equipment**

Reference number: PSeGS/AMC/2018/3

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**Punjab State e-Governance Society (PSeGS),  
O/o Department of Governance Reforms (DGR),  
Government of Punjab  
Plot D-241, Industrial Area, Phase – 8B, Sector – 74,  
Near Quark City, Mohali - 160071**

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## **1. Notice Inviting Tender**

**Government of Punjab**

**RFP Reference Number: PSeGS/AMC/2018/03**

Punjab State e-Governance Society (PSeGS) invites online bids for the appointment of Service Provider for the maintenance of IT Equipment installed at various locations across Punjab and Chandigarh.

Closing date and time is 22.10.2018 at 03.00 PM. For details log on to [www.dgrpunjab.gov.in](http://www.dgrpunjab.gov.in) and [www.eproc.punjab.gov.in](http://www.eproc.punjab.gov.in).

## 2. Document Control Sheet

Sl. No.	Particular	Details
1.	Document Reference Number	PSeGS/AMC/2018/3
2.	Start date & time of sale of e-tender	28-09-2018 09:00 Hrs
3.	Last Date and Time for submission of queries	08-10-2018 11:00 Hrs
4.	Date and Time for Pre-Bid Meeting	08-10-2018 11:00 Hrs
5.	Last date and time for submission of bids	22-10-2018 15:00 Hrs
6.	Date and time of opening of Pre-Qualification bids	25-10-2018 11:00 Hrs
7.	Date of opening of commercial bids	To be intimated later
8.	Address for Communication	Punjab State e-Governance Society, O/o Department of Governance Reforms, Plot D-241, Industrial Area, Phase - 8B, Sector - 74, Near Quark City, Mohali - 160071
9.	Location of tender document	Tender document can be downloaded from the website <a href="https://eproc.punjab.gov.in/">https://eproc.punjab.gov.in/</a>
10.	Cost of tender document & Mode of Payment	Rs. 2,000/- (Rs. Two Thousand Only) through online mode.
11.	Earnest Money Deposit (EMD) through online mode	Rs. 50,000/- (Rs. Fifty Thousand Only)
12.	Contact details	Mr. Dhiraj Saini, Technical Executive Mobile : +91 7888805080 Email: <a href="mailto:dhiraj.saini@punjab.gov.in">dhiraj.saini@punjab.gov.in</a>
13.	Website for RFP Reference	<a href="https://eproc.punjab.gov.in/">https://eproc.punjab.gov.in/</a> and <a href="http://dgrpunjab.gov.in">dgrpunjab.gov.in</a>

Note:

- 2.1.1. In case a holiday is declared on any day, the event will be shifted to the next working day, same time.
- 2.1.2. All corrigendum /addendums /clarifications regarding this RFP shall be posted on the above mentioned websites only. No other communication or advertisement will be given.

### **3. Definitions**

Unless the context otherwise requires, the following terms whenever used in this tender and contract have the following meanings:

- 3.1.1.** “PSeGS” means Punjab State e-Governance Society.
- 3.1.2.** “DGR” means Department of Governance Reforms.
- 3.1.3.** “CEO” means office of Chief Electoral Officer, Punjab.
- 3.1.4.** “DEO” means offices of District Election Officers in the State of Punjab.
- 3.1.5.** “ERO” means offices of Electoral Registration Officers at Assembly Level in State of Punjab.
- 3.1.6.** “Client” may refer to PSeGS and / or CEO
- 3.1.7.** “Site Offices” may refer to any or all of the following:
  - 3.1.7.1.** DGR / PSeGS office, Mohali
  - 3.1.7.2.** CEO office (Punjab) at Chandigarh
  - 3.1.7.3.** DEO offices in 22 districts of Punjab
  - 3.1.7.4.** 117 offices of the EROs at Assembly Level
  - 3.1.7.5.** Election Store (Punjab) at Patiala.
- 3.1.8.** “Bidder” means firm / company / business entity who submits bid in response to this tender.
- 3.1.9.** “Committee” means the committee constituted by PSeGS for evaluation of bids.
- 3.1.10.** “IT equipment” refers to Servers, Desktops, Laptops, Printers, Scanners, Photocopiers, CD Writers (external), LAN/WAN systems, Network devices (UTP cable, Fiber, LAN switches, I/O devices, UTM, Routers, Hubs, Modems, Wi Fi routers etc.) and related equipment including software excluding batteries of UPS and laptops.
- 3.1.11.** “Similar works” means maintenance / AMC of “IT equipment”.
- 3.1.12.** “Service Provider” means the firm / company / business entity, selected through competitive tendering process in pursuance of this tender, for providing maintenance services of IT equipment to the Client under the contract.
- 3.1.13.** “Contract” refers to any of both of contracts:
  - 3.1.13.1.** The first contract entered between PSeGS and the Service Provider.

**3.1.13.2.** The second entered between CEO and the Service Provider.

## **4. Introduction**

### **4.1. Background**

- 4.1.1.** Department of Governance Reforms (DGR), Punjab with the help of its implementing agency Punjab State e-Governance Society (PSeGS) administers the implementation of e-Governance projects for the overall benefit of the citizens and public by setting up the necessary administrative, financial, legal and technical framework, implementation mechanism and resources in the State of Punjab. PSeGS assists the DGR in formulating and implementing policies, procedures and guidelines for the adoption of Information Technology and e-governance for improvement of citizen services through various government departments and to promote and disseminate Information Technology culture in the State so that the common man could avail the benefit of information technology and e-Governance at large.
- 4.1.2.** For achieving the aforesaid objectives, the Client uses various IT equipment at various locations across Punjab. As time progresses, the warranty on these equipment lapses. To maintain smooth operations, these out of warranty IT equipment need to be brought under comprehensive maintenance.

### **4.2. Invitation For Bid**

- 4.2.1.** Through this tender, PSeGS invites proposals from interested bidders (Service Providers for maintenance of IT equipment) for the comprehensive maintenance of IT equipment installed at various "Site Offices" across Punjab.
- 4.2.2.** PSeGS and CEO offices shall enter into two separate contracts (refer definition at 3.1.13) for one year initially with the successful bidder to obtain maintenance services for the IT equipment.
- 4.2.3.** Only the bidder, in whose name this tender document is purchased, shall be eligible to submit the bid.
- 4.2.4.** PSeGS may, at its own discretion, extend the date for submission of proposals. In such case, all rights and obligations of the PSeGS and



bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

## **5. Instructions to Bidders**

### **5.1. General**

- 5.1.1. All information supplied by bidders shall be treated as contractually binding on the bidders on successful award of the assignment by PSeGS / CEO on the basis of this tender.
- 5.1.2. 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 the Client. PSeGS may cancel this tender at any time prior to a formal written contract being executed by or on behalf of PSeGS.
- 5.1.3. This tender does not constitute an offer by PSeGS. The bidder's participation in this process may result in PSeGS selecting the bidder to engage towards execution of the contract.

### **5.2. Validity of Bids**

- 5.2.1. Bids shall remain valid till 180 (one hundred and eighty) days from the date of submission of bids. PSeGS reserves right to reject a proposal valid for a shorter period as non-responsive.
- 5.2.2. In exceptional circumstances, PSeGS may solicit the bidder's consent to extend the period of validity. The request and the response thereto shall be made in writing. Extension of validity period by the bidder should be unconditional. A bidder may refuse the request without forfeiting the Earnest Money Deposit. A bidder granting the request will not be permitted to modify its Bid.
- 5.2.3. PSeGS reserves the right to annul the tender process, or to accept or reject any or all the bids in whole or part at any time without assigning any reasons and without incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision.

### **5.3. Tender Document Fees**

The bidder may download the tender document from the website as mentioned in document control sheet. The bidder shall furnish tender document fees, as part of the Eligibility Criteria, as per detail provided in the Document Control sheet.

#### **5.4. Amendment to the Tender Document**

- 5.4.1.** Amendments necessitated due to any reasons, shall be made available on website only as provided in the document control sheet. It shall be the responsibility of the bidders to keep on visiting the website to amend their bids incorporating the amendments so communicated through the website. PSeGS shall not be responsible for any oversight or negligence on part of the bidders on the amendments to the terms and conditions of the tender document and notified through the website.
- 5.4.2.** The corrigendum (if any) & any other related communication regarding this tender shall be posted only on the website and no separate communication either in writing or through email will be made to any interested/ participating bidders.
- 5.4.3.** Any such corrigendum(s) or addendum(s) or clarification(s) shall be deemed to be incorporated into the tender document.
- 5.4.4.** PSeGS may, at its discretion, extend the last date for the receipt of Bids.

#### **5.5. Clarifications on submitted bids**

During process of evaluation of the bids, PSeGS may, at its discretion, ask bidders for clarifications on their bids. The bidders are required to respond within the prescribed time frame given for submission of such clarification.

#### **5.6. Earnest Money Deposit (EMD)**

- 5.6.1.** The bidder shall furnish EMD, as part of the Eligibility Criteria, as per detail provided in the Document Control sheet.
- 5.6.2.** The EMD shall be in Indian Rupees and bidder has to pay through online mode.
- 5.6.3.** EMD of the successful bidder will be released after the successful bidder signs the final agreement and furnishes the Performance Bank Guarantee (PBG) as performance security.
- 5.6.4.** EMD of all unsuccessful bidders would be refunded by PSeGS as promptly as possible after signing of the agreement with the successful bidder.

- 5.6.5.** The EMD submitted shall be interest free and will be refundable to the bidders without any accrued interest on it.
- 5.6.6.** The Earnest Money will be forfeited on account of one or more of the following reasons:-
- 5.6.6.1.** Bidder withdraws its bid during the validity period specified in the tender.
  - 5.6.6.2.** Bidder does not respond to requests for clarification of its bid.
  - 5.6.6.3.** Bidder fails to provide required information during the evaluation process or is found to be non-responsive.
  - 5.6.6.4.** In case of a successful bidder, the said bidder fails to sign the Agreement in time; or furnish Performance Bank Guarantee in time.

## **5.7. Preparation of Bid**

The Bidder must comply with the following instructions during preparation of Bid:

- 5.7.1.** The Bidder is expected & deemed to have carefully examined all the instructions, guidelines, forms, requirements, appendices and other information along with all terms and condition and other formats of the bid. Failure to furnish all the necessary information as required by the bid or submission of a proposal not substantially responsive to all the requirements of the bid shall be at Bidder's own risk and may be liable for rejection.
- 5.7.2.** The bidders can visit "Site Offices" to see the actual installations for themselves to assess the quantum of work involved before submitting the bid. Once the bid is submitted, it will be presumed that the bidder has seen and understood the complete maintenance work of the IT equipment.
- 5.7.3.** The bid and all associated correspondence shall be written in English and shall conform to prescribed formats. 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. Any interlineations, erasures or over writings shall be valid only if they are authenticated by the authorized person signing the Bid.

- 5.7.4.** The bid shall be uploaded on the [www.eproc.punjab.gov.in](http://www.eproc.punjab.gov.in) website by the Bidder or duly authorized person(s) to bind the Bidder to the contract.
- 5.7.5.** No bidder shall be allowed to modify, substitute, or withdraw the Bid after its submission.
- 5.7.6.** The bidder shall be responsible for all costs incurred in connection with participation in the Bid process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of bid, in providing any additional information required by PSeGS to facilitate the evaluation process, in negotiating a definitive Service Provider and all such activities related to the bid process. PSeGS will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- 5.7.7.** Every page of the documents submitted by the bidder must be duly signed by the authorized signatory of the bidder along with the bidder seal.
- 5.7.8.** The bids submitted by fax/e-mail etc. shall not be accepted. No correspondence will be entertained on this matter.
- 5.7.9.** Failure to comply with the below requirements shall lead to the Bid rejection:-
- 5.7.9.1.** Comply with all requirements as set out within this tender.
- 5.7.9.2.** Submission of the forms and other particulars as specified in this tender and respond to each element in the order as set out in this tender.
- 5.7.9.3.** Non-submission of all supporting documentations specified in this tender, corrigendum or any addendum issued.

## **5.8. Disqualifications**

- 5.8.1.** PSeGS may at its sole discretion and at any time during the evaluation of bids, disqualify any bidder, if the bidder has:
- 5.8.1.1.** Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements;

- 5.8.1.2. Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three years.
- 5.8.1.3. Failed to provide clarifications related thereto, when sought;
- 5.8.1.4. Submitted more than one bid (directly/in-directly);
- 5.8.1.5. Declared ineligible by the Government of India/State/UT Government for corrupt and fraudulent practices or blacklisted.
- 5.8.1.6. Submitted a bid with price adjustment/variation provision.
- 5.8.1.7. Documents are not submitted as specified in the tender document.
- 5.8.1.8. Suppressed any details related to bid.
- 5.8.1.9. Submitted incomplete information, subjective, conditional offers and partial offers submitted
- 5.8.1.10. Not submitted documents as requested in the checklist
- 5.8.1.11. Submitted bid with lesser validity period
- 5.8.1.12. Any non-adherence/non-compliance to applicable tender content

## 5.9. Deviations

Bids submitted with any deviations to the contents of the Tender Document will be considered as non-responsive. No deviation(s) / assumption(s) / recommendation(s) shall be allowed with the bid. Bidders must ensure that pre-bid meeting is attended by their concerned senior people so that all clarifications and assumptions are resolved before bid submission

## 5.10. Clarification on Tender Document

The bidders requiring any clarification on the bid document may submit his queries by the due date and time as mentioned in the Document Control Sheet in the following format in a MS Excel file:

Sl.No.	Page No.	RFP Clause No.	Clarification Sought
1.			
2.			

## 5.11. Bid Opening and Evaluation

- 5.11.1.** PSeGS will constitute a committee to evaluate the bids submitted by Bidders. A two-stage process, as explained hereinafter, will be adopted for evaluation of Bids. No correspondence will be entertained outside the process of evaluation with the Committee.
- 5.11.2.** The bids submitted will be opened at time & date as specified in the document control sheet by Committee or any other officer authorized by Committee, in the presence of bidders or their representatives who may wish to be present at the time of bid opening.
- 5.11.3.** Only two persons for each participating bidders shall be allowed to attend the bid opening meetings.
- 5.11.4.** The representatives of the bidders are advised to carry the identity card or a letter of authority from the bidders to establish their identity for attending the bid opening.
- 5.11.5.** Committee may, at its discretion, call for additional information from the bidder(s) through email/fax/telephone/meeting or any other mode of communication. Such information has to be supplied within the set out time frame as provided by Committee, otherwise Committee shall make its own reasonable assumptions at the total risk and cost of the bidder and the bid may lead to rejection. Seeking clarifications cannot be treated as acceptance of the bid. For verification of information submitted by the bidders, the committee may visit bidder's offices at its own cost. The bidders shall provide all the necessary documents, samples and reference information as desired by the committee.

## **5.12. Eligibility / Pre-qualification Criteria**

The Eligibility criteria Evaluation of the bidders will be carried out by the Committee as per the Eligibility criteria defined in the tender document. Only the bidders who fulfill the given Eligibility Criteria shall be eligible for next round of evaluation i.e. Commercial bid opening. Non-conforming bids will be rejected and will not be eligible for any further processing. The eligibility criteria are given as below:-

*Tender document for selection of Service Provider for maintenance of IT equipment*

Sl. No.	Particulars	Eligibility Criteria	Supporting documents
1.	Legal Entity	<p>Bidder should be either:</p> <ul style="list-style-type: none"> <li>• A company registered under the Indian Companies Act, 2013 OR</li> <li>• A partnership firm registered under the Limited Liability Partnerships (LLP) Act, 2008 OR</li> <li>• A partnership firm registered under the Indian Partnership Act, 1932.</li> </ul>	<p>a. Certificate of Incorporation / Certificate of Registration</p> <p>b. Memorandum and Articles of Association / Partnership deed.</p>
2.	Business Continuity	The bidder should be in operation for at least the last three years as on 31st March 2018 in doing "Similar Work".	Work order / contract to validate the year and area of activities.
3.	Past Relevant Experience - Project Cost	<p>The bidder should have successfully completed "Similar Work" in government / large private organizations which involved providing "Similar Work" at more than 5 locations during the last three years ending 31.03.2018 as per following details:-</p> <ol style="list-style-type: none"> <li>a. One similar work costing not less than the amount equal to Rs. 25 lakh.</li> <li>b. Two similar works each costing not less than the amount equal to Rs. 15 lakh each.</li> <li>c. Three similar works costing not less than the amount equal to Rs. 10 lakh each.</li> </ol>	<p>Work orders along with the completion certificate/satisfactory client certificate confirming year, cost, number of locations and area of activity. Work orders (which are in progress) in which minimum 1 year has been completed will also be considered.</p> <p>Any other relevant documents for costing of each similar work may also be accepted.</p>
4.	Turnover	Bidder should have minimum annual average turnover of Rs. 25 lakh <b>from similar work</b> only, in the last three financial years for which bidder's accounts have been audited.	<ul style="list-style-type: none"> <li>• Audited Financial Statements OR</li> <li>• Certificate from statutory auditors clearly certifying the turnover requirements</li> </ul>
5.	Sufficient Manpower	The bidder should have minimum of 10 professionally qualified personnel (having minimum qualification of diploma in computer science/ IT/ Hardware/ networking or higher) on its payroll, deployed in the business of maintenance of IT equipment.	Self-certified letter



<b>Sl. No.</b>	<b>Particulars</b>	<b>Eligibility Criteria</b>	<b>Supporting documents</b>
6.	ISO Certification	The bidder should be ISO 9001:2008 or ISO 9001:2015 certified.	Self-certified copy of certification which is valid on date of bid submission.
7.	Disclosures	<p>The bidder shall submit the undertaking that the bidder :-</p> <p>a. Has not been ever under a declaration of ineligibility for corrupt or fraudulent practices and should not be blacklisted by any State Govt. / Central Govt. / Board, Corporations and Government Societies / PSU for any reason.</p> <p>b. Has not been ever insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by court or 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>c. And their directors, partners 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 maintenance provider contract within a period of three years preceding the commencement of the maintenance service supply process, or not have been otherwise disqualified pursuant to debarment proceedings.</p>	Self-Certified letter
8.	GST and PAN Registration	The Bidder should have valid GST registration certificate and PAN in the name of bidder.	Self-certified copy of relevant valid certificates
9.	Furnishing Tender document fees and EMD	The bidder must ensure to deposit the tender document fees and EMD	Any relevant proof

*Note: All the above mentioned documents have to be scanned and uploaded.*

### **5.13. Commercial Bids Evaluation**

- 5.13.1. Commercial Bids would be opened only for those bidders, who qualify all the Eligibility Criteria as explained above on the prescribed date in the presence of bidder's representatives, who may wish to be present.
- 5.13.2. The bidder offering lowest "**Grand Total of Maintenance Charges**" would be termed as L1 (Least Cost) bidder or the successful bidder.
- 5.13.3. In case the evaluated bid amount of two or more bidders are the same, then the firm having higher total turnover for the financial year 2017-18 will be declared as L1 bidder or the successful bidder.
- 5.13.4. Failure to abide the tender conditions may result into forfeiture of EMD & PBG.
- 5.13.5. Any conditional commercial bid will lead to disqualification of the entire bid and forfeiture of the EMD.
- 5.13.6. Bidder quoting zero or negative service charges will be treated as non-responsive and will result in forfeiture of the EMD.
- 5.13.7. Errors & Rectification:
  - 5.13.7.1. If there is a discrepancy between words and figures of the charges, the amount in figures will prevail.
  - 5.13.7.2. If the bidder doesn't accept the correction of error(s) as specified, its bid will be rejected.

#### **5.14. Notification of Award of Contract**

PSeGS will notify the successful bidder in writing about acceptance of their bid. The notification of award will constitute the formation of the two contracts after submission of separate PBGs to PSeGS and CEO offices, each valuing @ 10% of the value of the concerned contract as performance security by the successful bidder.

#### **5.15. Performance Security**

- 5.15.1. As soon as possible, but not more than 15 days following receipt of letter of award of the contracts, the successful bidder shall furnish separate PBG to PSeGS and CEO offices each valuing @ 10% of the value of the concerned contract as performance security.
- 5.15.2. Both PBGs shall remain valid for a period of 180 (one hundred eighty) days beyond the expiry of the contracts. Whenever the contract is

extended, Service Provider will have to extend the PBG proportionately. If more items are brought under the maintenance contract, the concerned PBG will have to be increased proportionately whenever the increase in required PBG is more than one lakh rupees.

**5.15.3.** In case the successful bidder fails to submit PBGs within the time stipulated, PSeGS at its discretion may cancel the award of contract to the successful bidder without giving any notice and the EMD of the concerned bidder will be forfeited.

**5.15.4.** The Service Provider will not be entitled for any interest on the PBGs submitted.

**5.15.5.** PSeGS shall forfeit the PBG in full or in part in the following cases:

**5.15.5.1.** When the terms and conditions of contract are breached/ infringed.

**5.15.5.2.** When contract is being terminated due to non-performance of the Service Provider.

**5.15.5.3.** The Clients incur any loss due to Service Provider's negligence in carrying out the project implementation as per the agreed terms & conditions.

## **5.16. Signing of Contract**

The successful bidder will sign the contract with PSeGS within 15 working days of the release of notification and submission of performance security. After signing of the contract, no variation in or modification of the term of the contract shall be made except by mutual written amendment signed by both the parties.

## **5.17. Fraud and Corrupt /Malpractices**

All the bidders must observe the highest standards of ethics during the process of selection of Service Provider and during the performance and execution of contract.

**5.17.1.** For this purpose, definitions of the terms are set forth as follows:

**5.17.1.1. "Corrupt practice"** means the offering, giving, receiving or soliciting of anything of value to influence the action of the Client or its personnel in contract executions.

**5.17.1.2. "Fraudulent practice"** means a misrepresentation of facts, in order to influence a selection process or the execution of a contract, and

includes collusive practice among bidders (prior to or after Proposal submission) designed to establish Proposal prices at artificially high or non-competitive levels and to deprive the Client of the benefits of free and open competition.

**5.17.1.3. “Unfair trade practice”** means supply of services different from what is ordered, or change in the Scope of Work.

**5.17.1.4. “Coercive practice”** means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the selection process or execution of contract.

**5.17.2.** PSeGS will reject a proposal for award, if it determines that the bidder recommended for award, has been determined to having been engaged in corrupt, fraudulent or unfair trade practices.

**5.17.3.** PSeGS will declare a bidder ineligible, either indefinitely or for a stated period of time, for award of contract, if bidder is found to be engaged in corrupt, fraudulent and unfair trade practice in competing for, or in executing, the contract at any point of time.

## **6. Scope of Work**

### **6.1. Introduction**

- 6.1.1.** The responsibility of the Service Provider is to provide the comprehensive maintenance of IT equipment installed at various “Site Offices” across Punjab. The initial list of these equipment is available in the financial bid format and is divided into 2 parts:
- 6.1.1.1.** Part-A of the list contains IT equipment which will covered under the contract of CEO office.
  - 6.1.1.2.** Part-B of the list contains IT equipment which will covered under the contract of PSeGS office.
- 6.1.2.** While every effort has been made to ensure correctness of the details of the equipment, however, some details may not be accurate. Further, some of the details like purchase price, year of manufacture, etc regarding the equipment could not be ascertained. The bidder is expected to satisfy itself before quoting the prices and may visit the Site Offices to find out the details of the equipment. No plea regarding incorrect / incomplete details and revision of price quoted will be entertained later on.
- 6.1.3.** The equipment to be covered in the AMC can be increased or decreased as per requirement of the Client. The charges under such circumstances shall be paid on pro-rata basis.
- 6.1.4.** The software installed in these equipment is also to be maintained by the Service Provider. However, batteries of UPS and laptops are excluded.
- 6.1.5.** The Service Provider should ensure to keep all hardware, software and networking in working condition as per the service levels prescribed by providing the required support and services:
- 6.1.6.** Deploying adequate engineers to ensure the service level/uptime agreed in the contract at “Site Offices” for maintenance, trouble-shooting and repair purpose.
- 6.1.7.** Maintaining stock of required spares of hardware items for quick response and resolution time.
- 6.1.8.** Implementing Complaints Management System of IT equipment.

- 6.1.9.** Providing MIS for registration of online complaints of IT equipment, and tracking of complaint status with a complete access to the Client.
- 6.1.10.** Smooth Functioning & operation of LAN.
- 6.1.11.** Study problems of slowdown of machine, high hard disk space, antivirus issues and suggest measures to overcome those problems for smooth operations.
- 6.1.12.** Expansion of hardware, software, LAN network etc., where required.
- 6.1.13.** In case internal HDD of computer system develops a fault, the Service Provider would be allowed to take only the logic card. The magnetic/storage media would not be handed over to them.
- 6.1.14.** The addresses of all “Site Offices” along with contact numbers and name of officer in-charge is annexed as Annexure-A of this tender document.
- 6.1.15.** The Service Provider shall be answerable to an office authorized by the Client for coordinating the day -to-day work.
- 6.1.16.** The contract will be comprehensive in nature, i.e., the rates submitted will cover the maintenance of operating systems, software installation and configuration of internet/e-mail on computers and cost of all spare parts of the IT equipment inclusive of but not limited to printer bands, fuser assemblies, power adapter, roller of printers, printer’s teflon and HDD media exclusive of consumables like plastic parts, printer ribbons, toners / inks for laserjet printers and inkjet cartridges, printer head, scanner lamp, monitor picture tube, UPS batteries and laptop batteries.
- 6.1.17.** This agreement specifically excludes damages caused due to fire, theft, riots, accidents and other exceptional circumstances like rat menace etc.

## **6.2. Taking Over**

- 6.2.1.** The Service Provider will take over all the IT equipment in working order and will hand over all the equipment in working order to the new vendor after expiry of the maintenance contract period.
- 6.2.2.** The Service Provider may inspect and bring out faulty units which are not in a position to be taken over for maintenance without repairs. If no such list/information is submitted within 15 working days from signing of the contract it will be assumed that all the IT equipment have been taken

over by the firm and no separate letter will be issued by the Client in this regard.

- 6.2.3.** In case of major repairs requiring in any IT equipment for which separate charges are to be claimed, the Service Provider may submit the details of all such equipment along with the problem and estimated expenses to be incurred to the Client within a period of 10 days from the date of signing of the contract and there after all the systems shall be deemed to have been taken over by the vendor satisfactorily and no such claim will be entertained.

### **6.3. Complaints Management**

- 6.3.1.** The Service Provider will provide single window complaint logging system to enable the various users to log / complaint of their problems by phone, email and online portal.
- 6.3.2.** The Service Provider has to provide Complaint / Helpdesk System which will include Complaints Management Software to record and maintain details of all the calls logged, status, name of engineer deployed, time when the call was reported and attended, problem, resolution offered, feedback / comments of the user, etc. The software should be able to provide daily, weekly and monthly call reports and analysis in terms of number of calls received, calls attended, calls pending and calls escalated, IT equipment history sheet, etc. The Client should be provided with a master login to the portal so that these reports and other activities can be viewed online.
- 6.3.3.** The Service Provider will provide a unique complaint number for progress and closing of the complaints.
- 6.3.4.** The engineer from the Service Provider bidder must attend the call, rectify the fault within stipulated time and a certificate of satisfactory repairs obtained from the complainant.
- 6.3.5.** In case there is any major fault/repair identified by bidder and requiring more time than stipulated time, the bidder must replace the faulty equipment with equipment of similar configuration & quality and make it operative as original to avoid penalty.

- 6.3.6.** Monthly detailed call report and action taken report has to be submitted by the vendor to the Client.
- 6.3.7.** The Service Provider will correct any faults & failures in any IT equipment under the contract within defined SLA to avoid attracting penalty. As few of the “Site Offices” work round the clock and in case of urgent and emergent situations, it can be asked to rectify the problem on holidays and after working hours also, at no extra cost.
- 6.3.8.** The Service Provider is required to carry out Preventive Maintenance and Cleaning of IT equipment once in three months or whenever required as deemed fit by the Client or the Service Provider. Preventative maintenance includes but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust from the interior of the hardware, and necessary repairing of the IT equipment. The Preventive maintenance reports should be signed by concerned officer in-charge.
- 6.3.9.** To avoid penalty, the Service Provider must ensure a standby arrangement by providing a similar IT equipment as replacement so that work is not hampered. If standby arrangement is supplied before start of penalty period, no penalty shall be applicable. However, if standby arrangement is kept for longer than 10 days, then the Client may get the equipment repaired at its own level at the risk and cost of the Service Provider.
- 6.3.10.** No complete item will be taken to workshop by the Service Provider. Only defective parts may be taken to workshop by the Service Provider unless it is very essential. In case, the Service Provider has to take any item/part to the workshop for its repair, he has to provide standby arrangement in advance so that the work is not hampered.
- 6.3.11.** If company/firm provides standby arrangement for any item which is out of order, it will be the responsibility of the Service Provider to repair/replace the defective item and only then he could take its standby item back.
- 6.3.12.** No item should be rendered inoperative on the basis that the part equivalent to the defective part is not available. The Service Provider has



to install the latest or same or higher specification parts in the system so that the work is not hampered.

- 6.3.13.** The contractor shall provide spare parts, assemblies and subassemblies which develop defects or breakdown during the period of maintenance contract. No refurbished or old spare part shall be used. All spare parts replaced shall be from Original Equipment Manufacturer (OEM) or its authorized supplier. While submitting the monthly repair reports, the Service Provider needs to submit relevant proof that the spare part was obtained from OEM or its authorized dealer. The Service Provider shall also submit warranty certificate of the new spare part installed.
- 6.3.14.** In case, the Service Provider feels that help from a Specialist is required to repair any IT equipment, then the Specialist Engineer should accompany with Service Provider's engineer. The cost of the Specialist Engineer shall be borne by the Service Provider.
- 6.3.15.** Escalation matrix with contact detail should also be submitted.

#### **6.4. Stocking Of Spare Parts:-**

6.4.1. A stock of spares of the following hardware items should be readily available with Service Provider for meeting the SLAs:-

- 6.4.1.1.** Motherboard
- 6.4.1.2.** RAM
- 6.4.1.3.** Storage devices, i.e. Hard Disk Drives, ROM Drives, DVD Writers.
- 6.4.1.4.** Mouse
- 6.4.1.5.** Keyboard
- 6.4.1.6.** SMPS unit
- 6.4.1.7.** Printer spares
- 6.4.1.8.** Network switches
- 6.4.1.9.** Any other equipment/ components / items / parts required for ensuring smooth operations of the Client.

#### **6.5. Inclusion of additional equipment under maintenance contract**

**6.5.1.** If the warranty of any IT equipment expires, the Client may request the Service Provider to cover such equipment in the maintenance contract.

- 6.5.2.** Work order for the each such IT equipment to be added under the maintenance contract with the bidder will be issued separately duly signed by authorized signatory of the Client.
- 6.5.3.** IT equipment will be added in the maintenance contract under the same terms and conditions as per the terms of the contract. The validity of the contract will not be changed due to addition of these equipment.
- 6.5.4.** The cost of maintenance of such equipment would be decided by the Client in consultation with the Service Provider by matching the cost price, technical specification and location of “Site Office” where IT equipment is located. The decision regarding the price will be taken by the Client and will be final and binding on the Service Provider.
- 6.5.5.** Payment for additional equipment(s) will be made on pro-rata basis for the period of maintenance contract.

#### **6.6. Inclusion Of additional Sites/Locations under maintenance contract:-**

New office(s) created / established under the Client or shifting of the “Site Offices”, will be automatically included under the maintenance contract. The validity of the agreement will not be changed due to addition of new sites/locations.

#### **6.7. SLA and Penalties**

The key service level objectives that relate to the maintenance service and the related aspects of the interface between the client and the Service Provider are indicated below:

- 6.7.1.** The SLA parameters shall be monitored on a monthly basis as per the individual SLA parameter requirements. However, if the performance of the system/services is degraded significantly at any given point in time during the contract and if the immediate measures are not implemented and issues are not rectified to the complete satisfaction of the Client, then the Client will have the right to take appropriate disciplinary actions including termination of the contract.
- 6.7.2.** The full set of service level reports should be available to the Client on a monthly basis or based on the project requirements.

**6.7.3.** In case these service levels cannot be achieved at service levels defined in the agreement, the Client shall invoke the performance related penalties. Payments to the Service Provider will be linked to the compliance with the SLA metrics laid down in the agreement.

**6.7.4.** Penalties shall not exceed 100% of the quarterly bill. If the penalties exceed more than 50% of the total quarterly bill, it will result in a material breach. In case of a material breach, the Service Provider will be given a cure period of one month to rectify the breach failing which a notice to terminate the contract may be issued by the Client.

**6.7.5.** Repair/maintenance/Service of “IT equipment”, software and network will be provided as per deliverables & service levels defined below:

Sl. No.	Activity	Deliverable	Target/Service Level	Penalty
1.	Complaint Registration (Time identified as T0)	Complaint Number	Immediately after complaint is logged	Rs. 100/- per instance
2.	Preliminary Inspection	Equipment Inspection Report	• T0 + 2 hours for critical IT equipment.	• Rs. 100/- per such equipment for every 2 hours delay
			• T0 + 24 hours for non-critical IT equipment.	• Rs. 50/- per such equipment for every 12 hours of delay
4.	Repair of IT equipment	Equipment service call report	• T0 + 24 hours for critical IT equipment.	• Rs. 500/- per server per day
			• T0 + 72 hours for non-critical IT equipment.	• Rs. 100/- per equipment per day
6.	Preventative Maintenance and Cleaning of IT equipment	Preventive Maintenance & Cleaning Report signed by officer incharge	Quarterly	Rs. 100/- per equipment
7.	Maintenance Information System	<ul style="list-style-type: none"> <li>• MIS of Maintenance / Cleaning</li> <li>• MIS of Complaints / Resolutions</li> </ul>	Monthly. Also consolidated report with each invoice.	10% of the quarterly payment
8.	One onsite engineer at CEO office, Chandigarh. (In case of election period, two onsite engineers) having diploma in Computer Science / IT / Hardware / Networking (minimum 1 year full time course) with two years of relevant experience, on Service	-	Within one week from signing of contract with CEO office and replacement within one month. (No such requirement for contract with PSeGS)	Rs. 1,000/- per day

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Sl. No.	Activity	Deliverable	Target/Service Level	Penalty
	Provider's payroll.			
9.	Complaint Closing	Complaint rectification signed by complainant	Immediately after complaint resolution	Rs. 100/- per instance

**6.7.6. Critical IT equipment:** Servers, storage and related network equipment at Mohali and Chandigarh.

**6.7.7. Non-Critical IT equipment:** All other equipment not covered above including but not limited to Servers & storage (in districts except Mohali), Desktops, Laptops, Printers, Photocopiers, UPS, Network Equipment, etc.

## **7. General Contract Conditions**

### **7.1. Application**

These general conditions shall apply to the extent that provisions in other parts of the Contract do not supersede them. For interpretation of any clause in the tender or contract, the interpretation of the Client shall be final and binding.

### **7.2. Standards of Performance**

The Service Provider shall deliver the services and carry out its obligations under the contract with due diligence, efficiency and economy in accordance with generally accepted professional standards and practices. The Service Provider shall always act in respect of any matter relating to this contract as faithful Service Provider to the Client. The Service Provider shall always support and safeguard the legitimate interests of the Client, in any dealings with a third party. The Service Provider shall conform to the standards laid down in the tender in totality.

### **7.3. Contract Period**

This contracts shall be valid for a period of 1 year initially from the date of signing of contracts. If the services of the Service Provider are found satisfactory, contracts may be extended on the same prices for an additional period of maximum 2 years (1 year at a time) by mutual consent on the same terms & conditions.

### **7.4. Prices**

**7.4.1.** The service charges quoted in the commercial bid shall be exclusive of all statutory duties & taxes.

**7.4.2.** The maximum maintenance rates that can be quoted are as under:

Sl. No.	IT equipment	Maximum maintenance rate as percentage of purchase price of the IT equipment
1.	Computers and Servers (Tower type)	5%
2.	Chassis type Servers	12%
3.	SAN Storage	12%
4.	Laptops	10%
5.	UPS Systems	8% (excluding batteries)

Sl. No.	IT equipment	Maximum maintenance rate as percentage of purchase price of the IT equipment
6.	Printers, MFPs and Photocopiers	10%
7.	Projectors	5%
8.	VC Equipment	5%

**7.4.3.** The prices shall remain fixed for the complete contractual period. No price change request will be accepted after opening of the bids and during the validity of the contract.

**7.4.4.** In the financial bid format, the bidder must quote prices of all equipments. If the bidder fails to quote price of any of the line item, then the bid of the concerned bidder shall be rejected.

## **7.5. Payment Terms**

**7.5.1.** Payment to the Service Provider shall be made in Indian Rupees through account payee cheque only on quarterly basis.

**7.5.2.** The invoices shall be raised using GST No. of Punjab only.

**7.5.3.** The call detail reports should be submitted along with each invoice, both corresponding to the same period.

**7.5.4.** Payments shall be made on quarterly basis and shall be subject to deductions of any amount for which the Service Provider is liable under the contract. Further, all payments shall be made subject to deduction of TDS (Tax Deduction at Source) at the rate applicable from time to time as per the Income-Tax Act, 1961 and any other applicable deductions/taxes.

**7.5.5.** The decision of the Client pertaining to the quality and quantity of works / services performed by the Service Provider will be final and acceptable to the Service Provider besides being binding. It shall be the responsibility of the Service Provider to rectify the deficiencies so pointed out without any extra payment. In the event of default by Service Provider, the Client reserves the right to get the concerned work / services fixed at its own level at the cost, risk and responsibility of the Service Provider after giving a notice in regard thereto in writing and expenditure so incurred by the Client will be recovered from the invoices of the Service Provider or from PBG, as it may deem fit.

## **7.6. Applicable Law**

Applicable Law means the laws and any other instruments having the force of law in India as may be issued and in force from time to time. The contract shall be interpreted in accordance with the laws of the Union of India and the State of Punjab.

## **7.7. Governing Language**

The Contract shall be written in English language. All correspondences and other documents pertaining to the contract, which are exchanged between the parties, shall be written in the English language.

## **7.8. Taxes and Duties**

All taxes, duties and any statutory levies etc. payable by the Service Provider during the contract tenure shall be the sole responsibility of the Service Provider.

## **7.9. Confidentiality**

- 7.9.1.** Confidential information shall mean and include any and all confidential or proprietary information furnished, in whatever form or medium, or disclosed verbally or otherwise by the Service Provider and/ or the Client to each other including, but not limited to, the services, plans, financial data and personnel statistics, whether or not marked as confidential or proprietary by the parties.
- 7.9.2.** The Service Provider shall ensure that the while providing maintenance services, all the details and information inside various IT equipment is kept confidential.
- 7.9.3.** During the execution of the project except with the prior written consent of the Client, the Service Provider or its personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the contract.
- 7.9.4.** The Service Provider will maintain the confidentiality of the data stored on the computer systems of end customer. The Service Provider will be

required to take appropriate actions with respect to its personnel to ensure that the obligations of non-use & non-disclosure of confidential information are fully satisfied. In case of failure, the Client has right to take legal action against the firm.

#### **7.10. Termination of Contract for default**

The Client or the Service Provider can terminate the contract in the event of default of terms and conditions of this tender or the subsequent contract by the other party by giving 2 months' written notice. In such case, the provisions under Exit Management clause shall apply.

#### **7.11. Termination of contract for Insolvency, Dissolution etc.**

The Client may at any time terminate the Contract by giving written notice to the Service Provider, if the Service Provider becomes bankrupt or otherwise insolvent or in case of dissolution of firm/company or winding up of firm/company. In this event termination will be without compensation to the Service Provider, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to Client. In such case, the provisions under Exit Management clause shall apply.

#### **7.12. Termination for Convenience**

The Client reserves the right to terminate, by prior written 2 months' notice, the whole or part of the contract, at any time for its convenience. The notice of termination shall specify that termination is for Client's convenience, the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective. In such case, the provisions under Exit Management clause shall apply.

#### **7.13. Exit Management**

**7.13.1.** On expiry or premature termination of the contract, the Service Provider shall handover the IT equipment in good condition to the Client or to the new AMC vendor, except fair wear and tear, failing which the Service Provider shall pay to the Client such damages, which shall be deducted from the pending payments or from the PBG.



**7.13.2.** The faults pointed out by new AMC vendor during the inspection before taking over of the equipment are to be rectified within two working days by the outgoing AMC vendor, and for any delay in rectification of faults thus pointed out, the Client can get such equipment repaired at its own level at the risk and cost of outgoing AMC vendor.

#### **7.14. Force Majeure**

**7.14.1.** The Service Provider shall not be liable for forfeiture of its PBG or termination of contract for default if and to the extent that delays in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

**7.14.2.** For purposes of this clause, “Force Majeure” means an event beyond the control of the Service Provider and not involving the Service Provider’s fault or negligence, and not foreseeable. Such events may include, but are not restricted to, wars or revolutions, riot or commotion, earthquake, fires, floods, epidemics, and quarantine restrictions.

**7.14.3.** If a Force Majeure situation arises, the Service Provider shall promptly notify the Client in writing of such condition and the cause thereof. Unless otherwise directed by Client in writing, the Service Provider shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

#### **7.15. Resolution of Disputes**

If any dispute arises between parties, then these would be resolved in following ways:

**7.15.1.** Amicable Settlement: Performance of the Contract is governed by the terms and conditions of the Contract, however at times dispute may arise about any interpretation of any term or condition of Contract including the scope of work, the clauses of payments etc. In such a situation either party of the contract may send a written notice of dispute to the other party. The party receiving the notice of dispute will consider the Notice

and respond to it in writing within 30 days after receipt. If that party fails to respond within 30 days, or the dispute cannot be amicably settled within 60 days following the response of that party, then the second Sub-clause of resolution of disputes shall become applicable.

**7.15.2. Arbitration:** In case dispute arising between the Client and the Service Provider, which has not been settled amicably, the Service Provider can request the Client to refer the dispute for Arbitration under Arbitration and Conciliation Act, 1996. Such disputes shall be referred to the Arbitrator which shall be “Vice Chairman-PSeGS”. The Indian Arbitration and Conciliation Act, 1996 and any statutory modification or re-enactment thereof, shall apply to these arbitration proceedings. Arbitration proceedings will be held at Chandigarh. The decision of the arbitrator shall be final and binding upon both the parties. All arbitration awards shall be in writing and shall state the reasons for the award. The expenses of the arbitration as determined by the arbitrator shall be borne equally by the client and the Service Provider. However, the expenses incurred by each party in connection with the preparation, presentation and litigation shall be borne by the party itself.

### **7.16. Legal Jurisdiction**

All legal disputes between the parties shall be subject to the jurisdiction of the Courts situated in Chandigarh, India only.

## **8. Bid Formats**

Following are the bid formats to be used by the bidders for submitting their bids online for selection as Service Provider under the tender:-

<b>Sr. No.</b>	<b>Form</b>	<b>Description</b>
<b>1.</b>	Form-1	Covering Letter
<b>2.</b>	Form-2	Eligibility Criteria Form

*[Note: Italicized comments in rectangular brackets of formats have been provided for the purpose of guidance/ instructions to bidders for preparation of the bid formats. These should not appear in the final bids to be submitted by the bidders]*

## **8.1. Form-1: Covering Letter requesting selection as Service Provider for maintenance of IT equipment**

**Bid Reference No. : PSeGS/AMC/2018/3**

*[Bidders are required to submit the covering letter as given here on their letterhead]*

To

**Member Secretary,  
Punjab State e-Governance Society,  
O/o Department of Governance Reforms,  
Plot D-241, Industrial Area, Phase 8B, Sector - 74, Near Quark City,  
Mohali-160071**

**Sub: Bid for Selection as Service Provider for maintenance of IT equipment**

Dear Sir,

1. We, the undersigned, have carefully examined the referred tender no. PSeGS/AMC/2018/3, offer to propose for the selection as Service Provider for maintenance of IT equipment, in full conformity with the said tender.
2. We have read all the provisions of tender & corrigendum and confirm that these are acceptable to us.
3. We further declare that additional conditions, variations, if any, found in our proposal shall not be given effect to.
4. We agree to abide by this bid, consisting of this letter and commercial bid, and all attachments, till 180 days from the date of submission of bids as stipulated in the tender and modifications resulting from contract negotiations, and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period.
5. Until the formal final contract is prepared and executed between us, this bid, together with your written acceptance of the Bid and your notification of award, shall constitute a binding contract between us.
6. We hereby declare that all the information and statements made in this proposal are true and accept that any misrepresentation or misinterpretation contained in it may lead to our disqualification.
7. We understand you are not bound to accept any bid you receive, not to give reason for rejection of any bid and that you will not defray any expenses incurred by us in bidding.

*Tender document for selection of Service Provider for maintenance of IT equipment*

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8. We declare that this is our sole participation in this tender bid and we are not participating/co-participating through any of other related party or channel.
9. We have not been blacklisted or barred by any State Govt. / Central Govt. / Board, Corporations and Government Societies / PSU for any reason.
10. EMD of Amount Rs. Fifty Thousand only (Rs. 50,000/-) has been paid online. Details are as below:-  
*[Insert the details as applicable].*
11. Tender document cost has also been paid online. Details are as below:-  
*[Insert the details as applicable].*
12. Our details have been filled below:-

S.No	Particulars	Details
1.	Name of the Bidder	
2.	Principal place of business	
3.	Address with Telephone numbers, Fax number, etc	
4.	Date of incorporation and/or commencement of business	
5.	Name of Partners/ Directors	
6.	Registration Number	
7.	PAN Number	
8.	GST Registration Number	
9.	Brief description of the Service Provider's line of business	
10.	Name, designation, postal address, e-mail address, phone numbers (including mobile) etc., of Authorized Signatory of the Bidder with power of attorney.	
11.	Details of individuals who will serve as the point of contact/communication with the Client in case of the award of the contract. <i>[The details to include Name, designation, postal address, e-mail address, phone numbers (including mobile) etc.]</i>	

***Tender document for selection of Service Provider for maintenance of IT equipment***

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13. Details of Similar Works that are in progress or have been completed (Proofs attached) :-

S. No.	Name of the Service Contract	Name of the Client	Number of persons deployed	Value of Contract	Contract start date	Contract completion date

**Signature**

**Full Name**

**In the capacity of**

**Duly authorised to sign Proposal for and on behalf of**

**Date.....**

**Place.....**

*[\*: Strike off whichever is not applicable]*

## 8.2. Form 2: Eligibility Criteria Form

Bid Reference No.: PSeGS/AMC/2018/3

8.2.1. The compliance against each of the particulars provided under Clause 5.12 is to be submitted as per below format:-

Sl. No.	Particulars	Eligibility Criteria	Supporting documents	Pg. No.	Compliance (Yes / No)
...	...	...	...	...	...

### 8.3. Annexure A: Details of Site Offices

**8.3.1.** List regarding addresses of the office of the Deputy Chief Electoral Officer, along with contact numbers and name of Officer:

Sl. No.	Name of Officer	Addresses	Telephone No. (Office)	Mobile No.
1.	Sukhdev Lal	SCO No. 29-30-31-32, Sector: 17-E, Chandigarh	0172-2704701	97791-15407

**8.3.2.** List regarding addresses of the District Election Offices along with contact numbers and name of Officer In-charge (Election Tehsildar):

Sl. No.	Name of District	Name of Officer	Address	Telephone No. (Office)	Mobile No.
1.	Pathankot	Sh. Sarbjeet Singh	Old PWD Rest House Shimla Pahari near Avalon school Pathankot. PIN-145001	0186-2345078	98787-44929
2.	Gurdaspur	Sh. Rajinder Singh	House No.338 Ward No. 7 Railway Road, Gurdaspur PIN-143521	01874-223487	98153-86852
3.	Amritsar	Sh. Rakesh Kumar	District Election Office, D.C. Office, Amritsar -PIN -143001	0183-2227118	98146-57634
4.	Jalandhar	Sh. Raj Kumar	New Court Complex, Jalandhar PIN-144001	0181-2244059	98885-46546 83605-25228
5.	Nawanshahr	Sh. Harish Kumar	District Election Office, D.C. Office, Nawanshahr PIN-144514	01823-222580	98155-11651
6.	Kapurthala	Smt. Manjit Kaur	District Election Office, Zila Parishad Complex, 2nd Floor, Char Batti Chowk, Kapurthala PIN-144601	01822-239448	98157-23132
7.	Hoshiarpur	Sh. Karnail Singh	Room No. 219, IIInd Floor, Mini Secretariat, Near D.A.V.College, Hoshiarpur PIN-146001	01882-225013	98152-76076
8.	Ludhiana	Smt. AnjuBala	District Election Office, D.C. Office, Ludhiana PIN-141001	0161-2431430	99140-43200
9.	S.A.S. Nagar	Sh. Hardeep Singh	D.C. Office, Sector-76 SAS Nagar, PIN-160055	0172-2219522	94170-85231
10.	Ropar	Sh. Harminder Singh	District Court Complex, Ropar PIN-140001	01881-221469	98156-23453
11.	Patiala	Sh. Hardev Singh	Room No. 325, IIInd Floor, Mini Secretariat, Block -A, Patiala PIN-147001	0175-2350779	94175-58059
12.	Fatehgarh Sahib	Sh. Labh Singh	Room No. 303, IIIrd Floor, Mini Secretariat, Fatehgarh Sahib PIN-	01763-232102	97800-33503



*Tender document for selection of Service Provider for maintenance of IT equipment*

Sl. No.	Name of District	Name of Officer	Address	Telephone No. (Office)	Mobile No.
			140406		
13.	Sangrur	Sh. Harinder Pal Singh	Mini Secretariat, Sangrur PIN-148001	01672-230726	96467-00660
14.	Ferozepur	Sh. Chand Parkash(EK)	Red Cross Complex, Illrd Floor, Ferozepur PIN-152001	01632-242473	80540-02640
15.	Moga	Sh. Manjit Singh	Mini Secretariat, Moga PIN-142001	01636-234073	98723-41546
16.	Faridkot	Smt. RatinderKaur	New District Administrative Complex, Muktsar PIN-152026	01639-253602	99154-65025
17.	Muktsar	Sh. Inderjit Singh Satpal (EK)	District Election Office, D.C.Office, Faridkot-PIN -151203	01633-262857	95018-00835 98787-44929
18.	Bhatinda	Sh. Bharat Bhushan (Addl.charge)	Room No. 303, Mini Secretariat, Bhatinda PIN-151001	0164-2211022	94170-26842
19.	Mansa	Sh. Bharat Bhushan	District Election Office, Mini Secretariat, Mansa PIN-151505	01652-227687	94170-26842
20.	TarnTaran	Sh. Atinder Kumar	Room No. 26, IInd Floor, DC Office, Tarn Taran PIN-143401	01852-24115/07	98555-74555
21.	Fazilka	Sh. Inderjit Singh	DC Office, Fazilka, Room No. 205 PIN-152123	01638-262620	95018-00835
22.	Barnala	Smt. Naresh Kiran	District Election Office, Court Complex, Barnala PIN-148101	01679-231307	99145-00484
23.	Patiala Store	Sh. Sanjeev Kumar	Election Tehsildar, Incharge Election Store, Punjab, Baradari Garden, Patiala PIN-147001	0175-2305013	94647-74171

**8.3.3. List of ERO Locations**

Sl. No.	District Name	No. & Name of Assembly Constituency	ERO Name	Contact Number	Office Address
1.	Pathankot	1 - Sujampur	Dr. Nidhi Kalotara, PCS	8283816950	O/o Sub Divisional Magistrate, Dharkalan
		2 - Bhoa	Sh. Gurpartap Singh Nagra , ADC (Dev)	9815795915	Community hall, Sarna, Pathankot.
		3 - Pathankot	Dr. Amit Mahajan, PCS	9888666305	Room no 120 DAC Complex, Malakpur, Pathankot
2.	Gurdaspur	4 - Gurdaspur	Sh. Sakatar Singh Bal, PCS	9915474422	O/o Sub Divisional Magistrate, Gurdaspur, DAC, Block-B
		5 - Dina Nagar	Sh. Jagwinderjit Singh Sandhu	9781985000	O/o Addl. Deputy Commissioner (Dev), Gurdaspur
		6 - Qadian	Sh. Veer Parkash Singh	9872910028	O/o Assistant Excise & Taxation Commissioner Gurdaspur, near railway station

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Sl. No.	District Name	No. & Name of Assembly Constituency	ERO Name	Contact Number	Office Address
		7 - Batala	Sh. Rohit Gupta, PCS	9815008658	O/o Sub Divisional Magistrate, Batala, near bus stand Batala
		8 - Sri Hargobindpur	Sh. Harjinder Singh	9501146000	O/o District Development & Panchayat Officer, Gurdaspur, DAC, Block-B
		9 - Fatehgarh Churian	Sh. Jaswant Singh Dhillon	9463223923	O/o Regional Transport Authority, Gurdaspur
		10 - Dera Baba Nanak	Sh. Vijay Kumar Syal, PCS	8872389006	O/o Sub Divisional Magistrate, Dera Baba Nanak
9.	Amritsar	11 - Ajnala	Sh. Rajat Oberoi, PCS	9515398111	O/o Sub Divisional Magistrate, Ajnala.
		12 - Raja Sansi	Sh. Mukesh Kumar	9646995595	O/o District Revenue Officer, Amritsar.
		13 - Majitha	Sh. Vikas Heera, PCS (Addl. Charge)	9988565609	O/o Sub Divisional Magistrate, Majitha.
		14 - Jandiala	Sh. Tejinderpal Singh, PCS	9779730055	O/o AC, PUDA, Ranjit Avenue, Amritsar
		15 - Amritsar North	Sh. Ravinder Singh, PCS	9876900441	O/o Addl. Deputy Commissioner (Dev)
		16 - Amritsar West	Sh. Nitish Singla, PCS	9872279287	O/o Sub Divisional Magistrate, Amritsar-I
		17 - Amritsar Central	Sh. Sourabh Kumar Arora, PCS	9501602021	O/o Deputy Director, Urban Local Bodies, Amritsar
		18 - Amritsar East	Sh. Gurpreet Singh Gill	9815244331	O/o District Development and Panchayat Officer, Amritsar.
		19 - Amritsar South	Sh. Sourabh Kumar Arora, PCS (Addl. Charge)	9501602021	O/o Joint Commissioner, Municipal Corporation, Amritsar
		20 - Attari	Sh. Vikas Heera, PCS	9988565609	O/o Sub Divisional Magistrate, Amritsar-II
		25 - Baba Bakala	Sh. Ravinder Singh Arora, PCS	9872264640	O/o Sub Divisional Magistrate, Baba Bakala
20.	Tarn Taran	21 - Tarn Taran	Smt. Amandeep Kaur, PCS	8437666205	O/o Sub Divisional Magistrate, Tarntaran
		22 - Khem Karan	Sh. Jagjit Singh Bal	9417857299	O/o District Development and Panchayat Office, Tarn Taran
		23 - Patti	Sh. Surinder Singh, PCS	8283808371	O/o Sub Divisional Magistrate, Patti
		24 - Khadur Sahib	Smt. Palavi IAS	9815697927	O/o Sub Divisional Magistrate, Khadoor Sahib
24.	Kapurthala	26 - Bholath	Sh. Barjinder Singh, PCS	9814144444	O/o Sub Divisional Magistrate Bholath
		27 - Kapurthala	Smt. Nayan Bhular, PCS	8000500003	O/o Sub Divisional Magistrate Kapurthala

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Sl. No.	District Name	No. & Name of Assembly Constituency	ERO Name	Contact Number	Office Address
		28 - SultanpurLodhi	Smt. Charumita, PCS	8427990701	O/o Sub Divisional Magistrate SultanpurLodhi
		29 - Phagwara	Mrs. Jyoti Bala Matu, PCS	9888880414	O/o Sub Divisional Magistrate Phagwara
28.	Jalandhar	30 - Phillaur	Sh. Varinderpal Singh Bajwa, PCS	9814528007	O/o Sub Divisional Magistrate Phillaur
		31 - Nakodar	Smt. Amrit Singh, PCS	9888007644	O/o Sub Divisional Magistrate Nakodar
		32 - Shahkot	Smt. Navneet Kaur Bal, PCS	9988113641	O/o Sub Divisional Magistrate shahkot
		33 - Kartarpur	Sh. Paramvir Singh, IAS	9899016543	O/o Sub Divisional Magistrate Kartarpur
		34 - Jalandhar West	Sh. Girish Dayalan, IAS	8528299999	O/o Chief Administrator JDA Jalandhar
		35 - Jalandhar Central	Sh. Rajiv Verma, PCS	9872138015	O/o Sub Divisional Magistrate Jalandhar-1
		36 - Jalandhar North	Dr. Sanjeev Sharma, PCS	7837048773	O/o Deputy Director, Urban Local Bodies, Jalandhar
		37 - Jalandhar Cantt	Sh. Darbara Singh, PCS	9872962056	O/o Secretary Regional Transport Authority Jalandhar
		38 - Adampur	Smt. Shikha Bhagat, PCS	7837725996	O/o Joint Commissioner, Municipal Corporation, Jalandhar
37.	Hoshiarpur	39 - Mukerian	Ms. Komal Mittal, IAS	8447864360	O/o Sub Divisional Magistrate, Hoshiarpur
		40 - Dasuya	Sh. Himanshu Agarwal, IAS	9501200927	O/o Sub Divisional Magistrate, Dasuya, Hoshiarpur
		41 - Urmar	Sh. Amarjit Singh, PCS	9814462099	O/o Asst. Commissioner (Gri) Hoshiarpur
		42 - Sham Chaurasi	Sh. Sarbjit Singh	9815773511	O/o District Development & Panchayat officer, Hoshiarpur
		43 - Hoshiarpur	Sh. Jitendera Jorwal, IAS	9592300883	O/o Sub Divisional Magistrate Hoshiarpur
		44 - Chabbewal	Sh. Harbir Singh, PCS	9814066550	O/o ADC (D) Hoshiarpur
		45 - Garhshankar	Sh. Hardeep Singh Dhaliwal, PCS	9872936367	O/o Sub Divisional Magistrate Garhshankar, Hoshiarpur
44.	SBS Nagar	46 - Banga	Sh. AdityaUppal, IAS (Addl Charge)	8130149349	O/o Sub Divisional Magistrate, Banga
		47 - NawanShahr	Sh. Aditya Uppal, IAS	8130149349	O/o Sub Divisional Magistrate, Nawanshahr
		48 - Balachaur	Sh. Jagjit Singh , PCS	9814236221	O/o Sub Divisional Magistrate, Balachaur
47.	Roopnagar	49 - Anandpur Sahib	Sh. Rakesh Kumar, PCS	9417430361	O/o Sub Divisional Magistrate, ANANDPUR SAHIB
		50 - Rupnagar	Ms. Harjot Kaur, PCS	9780199101	O/o Sub Divisional Magistrate,

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Sl. No.	District Name	No. & Name of Assembly Constituency	ERO Name	Contact Number	Office Address
					RUPNAGAR
		51 - Chamkaur Sahib	M/S RUHEE DUG, IAS	9464340002	O/o Sub Divisional Magistrate, CHAMKAUR SAHIB
50.	SAS Nagar	52 - Kharar	Sh. Amaninder Kaur Brar, PCS	9569350001	O/o Sub Divisional Magistrate, Kharar
		53 - S.A.S. Nagar	Dr. Rupinder Pal Singh, PCS	9876177110	District Administartor Office SAS Nagar
		112 - Dera Bassi	Sh. Paramdeep Singh, PCS	9872551530	O/o Sub Divisional Magistrate, Dera bassi
53.	Fatehgarh Sahib	54 -Bassi Pathana	Vacant post (Addl. Charge SDM FGS)	9592015117	O/o Sub Divisional Magistrate, Bassi Pathana
		55 - Fatehgarh Sahib	Sh. Manjit Singh Cheema, PCS	9592015117	O/o Sub Divisional Magistrate, Fatehgarh Sahib
		56 - Amlloh	Sh. Jaspreet Singh ,IAS	9988118004	O/o Sub Divisional Magistrate, Amlloh
56.	Ludhiana	57 - Khanna	Sh. Sandeep Singh Garha, PCS	9988808884	O/o Sub Divisional Magistrate, Khanna
		58 - Samrala	Sh. Amit Bamby, PCS	9888867455	O/o Sub Divisional Magistrate, Samrala
		59 - Sahnewal	Sh. Amarjit Bains, PCS	8968271703	O/o Sub Divisional Magistrate Ludhiana East, Mini Secretariat Ludhiana
		60 - Ludhiana East	Sh. Vishes Sarangal, IAS	7087980227	O/o Addl.Commissioner-I, MC Zone-A, Mata Rani Chowk, Near Clock Tower, Ludhiana
		61 - Ludhiana South	Sh. Jaspal Singh Gill, PCS	9872910027	O/o AETC-II, Excise & Taxtation Office, Near Commissioner of Police Office, Ludhiana
		62 - Atam Nagar	Sh. Kulpreet Singh, PCS	9855883389	O/o Joint Commissioner, MC Zone-D, Sarabha Nagar, Ludhiana
		63 - Ludhiana Central	Sh. Ajay Sood, PCS	9814900026	O/o ACA GLADA, Ferozepur Road, Ludhiana
		64 - Ludhiana West	Sh. Shiv Kumar, PCS	9646700636	O/o DDLG Ludhiana, Room No.129, Mini Secretariat, Ludhiana
		65 - Ludhiana North	Sh.Navraj Singh Brar, PCS	9888888802	O/o Estate Officer, GLADA, Ferozepur Road, Ludhiana
		66 - Gill	Sh. Harkamaljit Singh	9417176900	Zila Parishad, Ludhiana
		67 - Payal	Smt. Swati Tiwana, PCS	7508161360	O/o Sub Divisional Magistrate, Payal
		68 - Dakha	Sh. Damanjit Singh Maan, PCS	9988000082	O/o SDM Ludhiana West, Mini Secretariat Ludhiana
69 - Raikot	Miss. Kanu Thind, PCS	9876122400	O/o Sub Divisional Magistrate, Raikot		

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Sl. No.	District Name	No. & Name of Assembly Constituency	ERO Name	Contact Number	Office Address
		70 - Jagraon	Sh. Ram Singh, PCS	9915335032	O/o Sub Divisional Magistrate, Jagraon
70.	Moga	71 - Nihal Singh Wala	Sh. Amarbir Singh Sidhu, PCS (Add Charge)	8725041150	O/o Sub Divisional Magistrate, Nihal Singh Wala
		72 - Bhagha Purana	Sh. Amarbir Singh Sidhu, PCS	8725041150	O/o Sub Divisional Magistrate, Baghapurana
		73 - Moga	Sh. Sukhpreet Singh Sidhu, PCS	9569635386	O/o Sub Divisional Magistrate, Moga
		74 - Dharamkot	Sh. Gurvinder Singh Johal, PCS	9814021021	O/o Sub Divisional Magistrate, Dharamkot
74.	Firozpur	75 - Zira	Sh. Amit Gupta, PCS	9958391722	O/o Sub Divisional Magistrate, Zira
		76 - Firozpur City	Sh. Harjeet Singh Sandhu, PCS	9815425128	O/o Sub Divisional Magistrate, Ferozpur
		77 - Firozpur Rural	Sh. Ravinder pal Singh Sandhu, DDPO	9646598212	O/o District Development & Panchayat Officer, Ferozpur
		78 - Guru HarSahai	Sh. Charndeeep Singh, PCS	9876578690	O/o Sub Divisional Magistrate, Guruharsahai
78.	Fazilka	79 - Jalalabad	Sh. Pirthi Singh, PCS	9888498055	O/o Sub Divisional Magistrate, Jalalabad
		80 - Fazilka	Sh. Balbir Raj Singh, PCS	9501149592	O/o Sub Divisional Magistrate, Fazilka
		81 - Abohar	Miss Poonam Singh, PCS	9888473547	O/o Sub Divisional Magistrate, Abohar
		82 - Balluana	Sh. Arun Kumar Jindal, DDPO	9876037543	DDPO Office, Fazilka
82.	Sri Muktsar Sahib	83 - Lambi	Sh. Rajpal Singh, PCS, ADC (G)	9815947155	ADC Office, Mini Secratariat, Sri Muktsar Sahib
		84 - Gidderbaha	Sh. Narinder Singh Dhaliwal, PCS	8146182782	O/o Sub Divisional Magistrate, Gidderbaha
		85 - Malout	Sh. Narinder Singh, PCS	9646416430	O/o Sub Divisional Magistrate, Malout
		86 - Sri Muktsar Sahib	Sh. Rajpal Singh, PCS	9815947155	O/o Sub Divisional Magistrate, Sri Muktsar Sahib
86.	Faridkot	87 - Faridkot	Sh. Gurjeet Singh, PCS	9464211020	O/o Sub Divisional Magistrate, Mini Secratariat, Faridkot
		88 - Kotkapura	Dr. Mandeep Kaur, PCS	9815757255	O/o Sub Divisional Magistrate, Kotkapura
		89 - Jaitu	Dr. Mandeep Kaur, PCS	9815757255	O/o Sub Divisional Magistrate, Jaitu
89.	Bathinda	90 - Rampura Phul	Sh. Subhash Chander Khatak, PCS	9646240089	O/o Sub Divisional Magistrate, Rampura Phul
		91 - Bhuchio	Smt. Shena Aggarwall,	9872751154	ADC Office, Mini Secratariat,

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Sl. No.	District Name	No. & Name of Assembly Constituency	ERO Name	Contact Number	Office Address
		Mandi	IAS		Room No. 242E,1st Floor,Bathinda
		92 - Bathinda Urban	Smt. Sakshi Sawahney, IAS	8130256305	O/o Sub Divisional Magistrate,Mini Secratariat, 2nd Floor, Bathinda
		93 - Bathinda Rural	Post Vacant ACA (BDA)	---	BDA Complex Cabin No.213-214,Zila Parshid Bhawan,2nd Floor, Bathinda
		94 - Talwandi Sabo	Sh. Varinder Kumar, PCS	9465503032	O/o Sub Divisional Magistrate,Talwandi Sabo
		95 - Maur	Sh. Varinder Kumar, PCS (Addl Charge)	9465503032	O/o Sub Divisional Magistrate, Maur
95.	Mansa	96 - Mansa	Sh. Abhijeet Kaplish, IAS	9592460089	O/o Sub Divisional Magistrate, Mansa
		97 - Sardulgarh	Sh. Latif Ahmed, PCS	9417055198	O/o Sub Divisional Magistrate, Sardulgarh
		98 - Budhlada	Sh. Gursimran Singh Dhillon, PCS	9988727260	O/o Sub Divisional Magistrate, Budhlada
98.	Sangrur	99 - Lehra	Sh. Birkramjit Singh, P.C.S	9915006379	O/o Sub Divisional Magistrate. Lehra
		100 - Dirba	Sh.Amreshver Singh, P.C.S ( Addl. Charge )	8558830041	O/o Sub Divisional Magistrate, Dirba
		101 - Sunam	Sh.Rajdeep Singh Brar, P.C.S	9530600067	O/o Sub Divisional Magistrate, Sunam
		105 - Malerkotla	Dr. Preeti Yadav, IAS	9888008644	O/o Sub Divisional Magistrate, Malerkotla
		106 - Amargarh	Dr. Preeti Yadav, IAS ( Addl. Charge )	9888008644	O/o Sub Divisional Magistrate, Malerkotla
		107 - Dhuri	Sh. Amreshver Singh, P.C.S	8558830041	O/o Sub Divisional Magistrate, Dhuri
		108 - Sangrur	Sh. Avikesh Gupta, P.C.S	9888209395	O/o Sub Divisional Magistrate, Sangrur
105.	Barnala	102 - Bhadaur	Post Vacant (Addl.Charge to SDM Barnala)	--	O/o Sub Divisional Magistrate, Tapa
		103 - Barnala	Sh. Sandeep Kumar, IAS	7009344873	O/o Sub Divisional Magistrate, Barnala
		104 - Mehal Kalan	Sh. Sanjeev Kumar Sharma	8427900078	O/o District Development & Panchayat Officer, Barnala
108.	Patiala	109 - Nabha	Miss. Jashanpreet Kaur Gill, PCS	9915497820	O/o Sub Divisional Magistrate, Nabha
		110 - Patiala Rural	Smt. Jiwan Jagjot, PCS	9855174220	Mini Secretariat,Block-A,4th Floor Room No 509,DDLG Office,Patiala

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Sl. No.	District Name	No. & Name of Assembly Constituency	ERO Name	Contact Number	Office Address
		111 - Rajpura	Sh. Sanjeev Kumar, PCS	9814643678	O/o Sub Divisional Magistrate, Rajpura
		113 - Ghanaur	Sh.Harpreet Singh Sudan, IAS	7528902828	ACA Puda Office, Patiala
		114 - Sanour	Sh. Showkat Ahmad Parray, IAS	7837867084	Additional Deputy Commissioner ( Dev) Office, Patiala
		115 - Patiala	Sh. Anmol Singh Dhaliwal, PCS	8556011621	Mini Secretariat,Block-A,4th Floor Room No 504,SDM Office, Patiala
		116 - Samana	Sh.Arvind Kumar, PCS	9780050508	O/o Sub Divisional Magistrate, SAMANA
		117 - Shutrana	Sh.Kala Ram Kansal, PCS	9417124284	O/o Sub Divisional Magistrate, Patran



#### **8.4. Annexure B: Performance Bank Guarantee**

<Name>  
<Designation>  
<Address>  
<Phone Nos.>  
<Fax Nos.>  
<Email id>

Whereas, <<name of the Service Provider and address>> (hereinafter called “the applicant”) has undertaken, in pursuance of contract no. <<insert contract no.>> dated. <<insert date>> to provide consulting services for <<name of the assignment>> to <<Client>> (hereinafter called “the beneficiary”)

And whereas it has been stipulated by in the said contract that the applicant shall furnish you with a bank guarantee by a recognized bank for the sum specified therein as security for compliance with its obligations in accordance with the contract;

And whereas we, <<**Name of the Bank**>> a banking company incorporated and having its head /registered office at <<address of the registered office>> and having one of its office at <<address of the local office>> have agreed to give the Client such a bank guarantee.

Now, therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the Service Provider, upto a total of **Rs. <<Insert Value>> (Rupees <<insert value in words>> only)** and we undertake to pay you, upon your first written demand declaring the Service Provider to be in default under the contract and without cavil or argument, any sum or sums within the limits of Rs. <<Insert Value>> (Rupees <<insert value in words>> only) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the applicant before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the Service Provider shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This Guarantee shall be valid until <<Insert Date>>.

Notwithstanding anything contained herein:

- I. Our liability under this bank guarantee shall not exceed **Rs <<Insert Value>> (Rupees <<insert value in words>> only)**.
- II. This bank guarantee shall be valid up to <<insert expiry date>>.
- III. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this bank guarantee that we receive a valid written claim or demand for payment under this bank guarantee on or before <<insert expiry date>> failing which our liability under the guarantee will automatically cease.