

सेवा में/To

As per list attached

**विषय: सर्वर्स, पीसी, बाह्य उपकरणों तथा नेटवर्क घटकों के वार्षिक रखरखाव की संविदा**  
**Sub: - Annual Maintenance Contract for Servers, PCs, Peripherals and Network Components**

महोदय/Dear Sirs,

भारत के राष्ट्रपति की ओर से एवं उन के लिए, सर्वर्स, पीसी, बाह्य उपकरणों तथा नेटवर्क घटकों के वार्षिक रखरखाव की संविदा के लिए संलग्न (i) फॉर्मेट में (ii) सामान्य दिशानिर्देश (iii) नियम और शर्तों पर, (iv) घोषणा सह वचन-पत्र सहित मुहरबंद कोटेशन आमंत्रित किए जाते हैं :

For and on behalf of the President of India, Sealed Quotations are invited for “**Annual Maintenance Contract for Servers, PCs, Peripherals and Network Components**” (i) **Format** (ii) **General Guidelines, General Terms & conditions** (iii) **Terms & Conditions** (iv) **Declaration cum undertaking :**

कोटेशन की प्राप्ति के लिए अंतिम तिथि तथा समय **17 मार्च 2022** को **15:00** बजे तक है। दरों और अन्य नियमों और शर्तों का पालन करते हुए विधिवत हस्ताक्षरित एवं स्टाम्पित कोटेशन हमारे कार्यालय के पते पर अधोहस्ताक्षरी तक पहुंच जाना चाहिए अथवा उपरोक्त समय और तारीख से पहले एक सील लिफाफे में इसे इस कार्यालय के सिक्योरिटी काउंटर के पास रखे निविदा बॉक्स में गिराया जा सकता है। लिफाफे पर “**सर्वर्स, पीसी, बाह्य उपकरणों तथा नेटवर्क घटकों के वार्षिक रखरखाव की संविदा**” लिखा होना चाहिए। विलम्बित कोटेशनों एवं वे कोटेशन जिन्हें सील नहीं किया गया है और जिनके उपर कुछ नहीं लिखे गये हो, उन पर विचार नहीं किया जायेगा।

The closing time and date for receipt of quotation is **15:00hrs on March 17, 2022**. The quotation indicating the rates and conforming to other terms and conditions duly signed and stamped should reach the undersigned at our office address or can be dropped in the tender box kept near the Security Counter of this office on or before the above mentioned time and date in a sealed envelope superscribing “**Annual Maintenance Contract for Servers, PCs, Peripherals and Network Components**”. Late quotations and those which are not sealed and superscribed will not be considered.

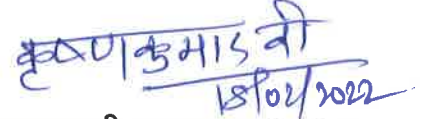
Cont...

ये कोटेशन कार्यालय के कक्ष संख्या 204 में 17 मार्च 2022 को 15:30 बजे अधोहस्ताक्षरी के कार्यालय में खोले जाएंगे। बोली लगाने वाले के प्रतिनिधि, यदि चाहें, तो पूर्व अनुमति से कोटेशन खोलने के दौरान उपस्थित हो सकते हैं।

The quotations will be opened in the office of the undersigned in Room No. 204, on **March 17, 2022 at 15:30 hrs.** The representatives of the bidders may, if they so desire, be present during opening of the quotations, with prior appointment.

धन्यवाद /Thanking you,

भवदीय/Yours faithfully,



(कृष्णकुमार वी./ Krishnakumar V.)

प्रशासनिक अधिकारी-III/Administrative Officer -III

Tel .:- 022 – 25990 204



Government of India  
Atomic Energy Regulatory Board  
Niyamak Bhavan, Anushakti Nagar,  
Mumbai - 400 094.

**Item Description: Annual Maintenance Contract of Servers, PCs, Peripherals & Network**

**Tender Notice No.: AERB/2022-23/427**

S. No	Description of item / Specifications	Qty. (Nos)	Rate (Rs.) per No.	Amount (Rs.)
<b>( A ) Network Switches</b>				
1	Cisco Catalyst 3750 layer3 switch with 24Gigabit ports and 4 SFP 1000LX fibre ports [Location: Server Rack-5]	2		
2	3Com 4200 28 Port Switch (3C17304A SuperStack3) with (2 No. 10/100/1000Mbps Ports, 2 GBIC Port & 24 No. 10/100Mbps ports) [Location: Server Rack-1 & 607]	2		
6	ATEN Masterview 8 Port KVM Switch (with LCD Monitor) [Location: Server Rack 2 & 5]	2		
7	Cisco SF 100-24 10/100 24 port Switch [Location: 616C]	1		
8	Network Switches: CISCO SGT 300-52 Ports: 50x10/100/1000+2 xcomboGigabitSFP(Mini-GBIC)/L3Managed [Location: Floor network racks & Server Room NR-2]	12		
9	Dlink DGS-1024B 24 Port Switch	1		
10	Dlink DES 3225G 24 Port switch [Location: Anunet Rack]	1		
11	Nortel 5520 Switch 48 Port	1		
12	CISCO SF 300 24 port switch [Location: DR-358]	1		
13	HP 5500 24 PORT ETHERNET SWITCH [Location: SR-3]	3		
14	Cisco Catalyst 4500-X 16 port Core Switch	2		
15	Netgear M4300-28G	1		
16	D-link Managed Switch DGS-3100-24 port	1		
17	Extream X440-G2-24t-10GE4	4		
18	3COM 3C17304A Superstack@3 Switch 4200 - 28 port	1		
20	Juniper EX4200 Series 8 POE Switch	2		
21	Cisco SG300-28 port Gigabit Managed Switch	1		
22	Cisco SG300-28 port Gigabit Managed Switch	1		
<b>Total ( A )</b>		<b>39</b>		
<b>( B ) Network Panels &amp; IO Points</b>				
1	Information Outlets (RJ-45)	300		
2	Fibre terminations	40		
<b>Total ( B )</b>		<b>340</b>		
<b>( C ) Network Firewall, LLB etc.</b>				
1	Link Load Balancer Make/Model: APV1600 AppVelocity ADC With 1 year support [Location: SR-4]	2		
2	Checkpoint 5600 Next Generation Perimeter Security Appliance: Configuration 10x1GbE copper ports, 4x1000 Base-F SFP interface, 16 GB RAM, 1 HDD, 1 AC Power Unit, Additional AC power supply, SFP transceiver for 1G fiber ports – short range (1000Base-SX) compatible with CPAC-4-1F-B, CPAC-2-1F-SM525/5050/5150, Next Generation Threat Prevention (NGTP) Security Subscription Package for 1 Year. [Location: NR-3]	2		
3	Barracuda Web Application Firewall 660 appliance (1U, 4GB Memory, 1TB hard drive, 6x1G ports, 2 by-pass cards, 2.4Gbps L4 throughput, 600Mbps L7 throughput, 32 total protected web sites, single power supply) with 1 year support and subscription [Location: SR-5]	2		
<b>Total ( C )</b>		<b>6</b>		
<b>( D ) Wi-Fi System</b>				
1	Wireless Access Controller Cisco AIR - CT2504-5-K9 [Location: 253]	1		
2	Wireless Access Point Cisco AIR-AP-1852 [Location: NBB 2 & 3 FL]	4		
3	Wireless Access Point Cisco AIR-CAP1602-E-N-K9 with Bi-pole antenna (24.GHz 2 dBi / 5 GHz) white RP-TNC [Location: NBA 5 & 6 FL]	2		
<b>Total ( D )</b>		<b>7</b>		

S. No	Description of item / Specifications	Qty. ( Nos )	Rate (Rs.) per No.	Amount (Rs.)
( E )	<b>Servers</b>			
1	<b>HPDL380G5 – 2U Rack MountServer</b> 2 x IntelXeon 5060 Dual Coreprocessor 3.2GHz, Intel 5000P chipset, 4 GB PC2-5300DDR2 SDRAM, Smart ArrayP400 Controllerwith 256 MBcache (RAID0/1/15), 3x72GBHDD withRAID 5, Slim line DVD drive, EmbeddedDual NC 373iGigabitNICs. 800Watt, Hot plugAC redundantpowersupply.	2		
2	<b>HPDL180G6 – 2U Rack MountServer</b> 2 x Intel® Xeon® E5620, 2.40GHzProcessor, Intel® 5520 Chipset , 16 GB (4 x 4 GB) DDR3 RAM, 3 x 500GB 3G SATA HDD, Smart ArrayRAID controller, Slim line DVD drive, HP NC362i Integrated Dual Port Gigabit Server Adapter, 750W Hot plugAC redundant power supply.	8		
3	<b>Super Micro SYS-6028R-TR</b> 2x Intel E5-2620V3 2.4 GHz (6 Core) Intel C600 series Chipset 16GB DDR3 1600 ECC RDIMM SAS II 6.0 Gbps RAID controller with hardware support for RAID level 0, 1, 10 Five nos. x 300 GB, 6 Gb/s, SAS, 15,000 rpm, hot-plug, 2.5 inch, Integrated Ethernet 1GB 2-port Adapter Total 2x10/100/1000 NIC Ports, 1xserial, 1xVGA, 2xRJ45, 1xManagement port, 2xFront USB 2.0 or higher and 4xRear USB 2.0 , 2U Rack mount chassis with rack mount kit, 740W (1+1) redundant power supplies Win 2012 R2 Standard	2		
4	<b>Fujitsu Servers</b> 2 x Intel Xeon E5-2407v2 or higher 2.4 GHz / 4 Core / 10 MB Cache, Intel C600 Series Chipset, 64 GB Upgradable upto 384 GB, Type: DDR3, RDIMM, UDIMM or LR DIMM Advanced ECC, 3 X 1 TB SAS Hot pluggable, RAID5, Smart Array P420 with 1 GB FBWC Controller, Drive for reading and writing DVD+/-RW and CD+/-R/W, 4 x 1 Gbps 10/100/1000 Mbps RJ 45 Ports, Fully redundant hot plug fans (N+1), Redundant 460w Hot Swappable Gold Power Supply, 2 U Rack Mountable, Red Hat Enterprise Linux	3		
5	<b>HP Proliant DL380P Gen 8 Rack server</b> 2 X Intel® Xeon® E5-2670 (2.6 GHz/8-core/20MB/ 256 DDR3 RAM, 8 x 600GB 10 K SAS / RAID 1,5/12 X 1 GBPS ETHERNET ADAPTER / DVD- RW Hot Pluggable Hard Drive. Rack 2U. Hot plug power supply with redundancy 2 Nos. power supply.	1		
6	<b>HP Proliant DL380P Gen 8 Rack server</b> 2 X Intel® Xeon® E5-2670 (2.6 GHz/8-core/20MB/ 256 DDR3 RAM, 2 x 600GB 10 K SAS / RAID 1,5/12 X 1 GBPS ETHERNET ADAPTER / DVD- RW Hot Pluggable Hard Drive. Rack 2U. Hot plug power supply with redundancy 2 Nos. power supply.	1		
7	<b>HP Proliant DL380P Gen 8 Rack server</b> 2 X Intel® Xeon® E5-2670 (2.6 GHz/8-core/20MB/ 256 DDR3 RAM, 2 x 600GB AND 6 x 900 10 K SAS / RAID 1,5/12 X 1 GBPS ETHERNET ADAPTER / DVD- RW Hot Pluggable Hard Drive. Rack 2U. Hot plug power supply with redundancy 2 Nos. power supply.	1		
8	<b>HP Proliant DL380P Gen 8 Rack server</b> 2 X Intel® Xeon® E5-2670 (2.6 GHz/4-core/20MB/ 8GB DDR3 RAM, 2 x 300GB AND 6 x 900 10 K SAS / RAID 1, 2 X 1 GBPS ETHERNET ADAPTER / DVD- RW Hot Pluggable Hard Drive. Rack 2U. Hot plug power supply	1		
9	<b>HP Proliant DL380E Gen 8 Rack server</b> 2 X Intel® Xeon® E5-2407v2 (2.4 GHz/4-core/10 MB/ 32GB (4x8) DDR3 RAM, 3 x 1 TB 7.2K SATA / RAID 5 4X 1 GBPS ETHERNET ADAPTER / DVD- RW Hot Pluggable Hard Drive. Rack 2U. Hot plug power supply with redundancy 2 Nos. power supply.	6		
10	HP P2000 G3 ISCSI STORAGE, DUAL ISCSI CONTROLLERS, 4 X 1GBPS PORTS PERCONTROLLER, 8 X 450 GB AND 4 X 600 GB 15 K RPM HDD	1		
11	HP LTO 5 ULTRIUM 3000 TAPE DRIVE	1		
12	<b>Dell Power Edge Storage</b> R730XD Server 2 x Intel Xeon E5-2630 v4 2.2GHz, 8.0 GT/s QPI, Turbo, HT, 10-Core / 20-Thread (85W) With 25M Cache, Intel C612 chipset, 2 x 16GB DDR4 Memory, (2Rx4, 1.2V) PC4-17000 2133MHz LP RDIMM Memory protection: ECC Expandable Up to 24 DIMM sockets (12 DIMMs perprocessor), 2 x 600GB 10K 12Gbps SAS 2.5in SAS drive and 5 x 1.2TB 10K 12Gbps SAS 2.5in SAS SED, Up to 24 front and 2 rear 2.5- inch HDDs/SSDs, 12 Gbps dedicated slot for the first RAID; support for up to Four RAID adapters, DVD Writer (9.5mm Ultra-Slim SATA Multi-Burner), Dual, Hot-plug, Redundant Power Supply (1+1), 750W High Efficiency Power Supply, Four integrated RJ-45 Gigabit Ethernet 1000BASE-T ports. Windows Storage Server 2012 R2 Standard EMC2	2		
13	SAN Storage System 10TB Usable Capacity on 6 Gbps or Higher Disc with 8 Min front end ports, 2 backend ports, 4GB Total Cache per drive. Scalable to Drive Slots: 100 Make: EMC VNX5200	1		
<b>Total ( E )</b>		<b>30</b>		
( F )	<b>Workstations</b>			
1	HP-Z-820 Workstation, Intel® Xeon® E5-2690v2 (3.0 GHz), 128 GB RAM 6 TB HDD, HP KEYBORAD, MOUSE, HP 24" WIDE LED Monitor	5		
2	FUJITSU CELERIUS R940 Workstation, Intel® Xeon® E5-2697v3 (3.0 GHz), 256 GB RAM 2 x 600 GB HDD, KEYBORAD, MOUSE, 24" WIDE LED Monitor,	1		
3	Lenovo Think station Intel® Xeon® CPU E-1245 v5 @3.50GHz, 4GB RAM, 500 GB HDD+1TB, Lenovo Keyboard, Lenovo 24" Wide LED Monitor	23		
4	Computer Workstation - 1 no, DPS/CPU/02/A1/1148/PO/602 Dt. 31/01/2019 2 x Intel® Xeon Processor E5-2690 14 Cores 2.60 GHz 35 MB Cache 9.6 GT/s QPI, 135W 64 GB DDR4-2400 (4 x16GB), 3 x 4TB 7200 RPM 6Gb/s SATA Hard Drive, 16X Super Multi DVDRW SATA ODD, NVIDIA Quadro K620 2GB Graphics Card , 24-Inch LED IPS Backlit Monitor Genuine Windows 10 Professional 64-bit Operating System Supplier: Virupaux Instruments	4		

S. No	Description of item / Specifications	Qty. ( Nos )	Rate (Rs.) per No.	Amount (Rs.)
5	Computer WorkstationS -(DPS/CPU/02/C2/1237/PT/PO/592 Dt. 16/04/2018) 2 x Intel® Xeon Processor E5-2690 14 Cores 2.60 GHz 35 MB Cache 9.6 GT/s QPI, 135W 64 GB DDR4-2400 (4 x16GB), 3 x 4TB 7200 RPM 6Gb/s SATA Hard Drive, 16X Super Multi DVD RW SATA ODD, NVIDIA Quadro K620 2GB Graphics Card , 24-Inch LED IPS Backlit Monitor Genuine Windows 10 Professional 64-bit Operating System. Supplier: Rite System	1		
		34		
<b>( G ) Desktop PCs</b>				
1	Intel 945Board, P4 3.4 GHz, 4 GB RAM, Seagate SATA160+160HDD, Sony Floppy, Samsung DVD writer, Logitech keyboard/mouse, creative speakers, 17" LCD monitor. Brand: Expert Info	4		
2	Intel(R) Core™ i3, 2120 @ 3.30 GHz, 4GB RAM, 500GB HDD, LG Super Multi DVD Writer, Onboard LAN, Logitech Key-board, Mouse & Speaker, LG (KBS) 20" Wide Monitor. Brand: New KBS	40		
3	Intel DZ77RE-75K, Intel(R) Core™ CPU, i7 3770 @ 3.90 GHz, 8GB RAM, 1-TB HDD, LG Super Multi DVD Writer, Onboard 2 LAN Port, Logitech Cordless Key- Board & Mouse, Logitech Dual Stereo Speaker, Samsung LED 24" Wide Monitor. Brand: Rite Sys	4		
4	Intel(R) CORE(TM), i3, 3.20 GHz, (Board DH55PJ) 4GB RAM, 250GB HDD, Super Multi DVD Writer, Onboard LAN, Logitech Key-board, Mouse & Speaker, Philips TFT 20" Wide Monitor. Brand: Zenith	10		
5	Intel DH61PR(R) Core™ i3, 3220 @ 3.30 GHz, 4GB RAM, 500GB HDD, LG Super Multi DVD Writer, Onboard LAN, Logitech K ey-board, Mouse & Speaker, LG 20" Wide, Brand: GrayTech	30		
6	Intel DH77EB Board, Core i3, 3.3 GHz, 4GB RAM, 500GB HDD, LG Super Multi DVD Writer, Onboard LAN, Logitech Key-Boar d & Mouse, Creative, Speaker, LG LED 20" wide, Brand: GrayTech	28		
7	Intel DH61BF(R) Core™ i3, 3220 @ 3.30 GHz, 4GB RAM, 500GB HDD, LG Super Multi DVD Writer, Onboard LAN, Logitech K ey-board, Mouse & Speaker, LG 20" Wide, Brand: NewLogic	24		
8	Intel H61(R) Core™ i3, 2105 @ 3.10 GHz, 4GB RAM, 500GB HDD, Super Multi DVD Writer, Onboard LAN, HCL Key-board, M ouse & In-built Speaker, HCL 18" Wide, Brand: HCL	30		
9	HP Pro 330 MT, Intel(R) Core™ CPU i3-3220, 3.3 GHz, 4GB RAM, 500GB HDD, Super DVD Player, Onboard LAN, HP Key-Boar d & Mouse, HP LED 20" wide, Brand: HP Desktop	24		
10	HP Compact Elite 8300 MT, Intel(R) Core™ CPU i7, 3.4 GHz, 4GB RAM, 500GB + 1TB HDD, Super DVD Player, Onboard LAN, HP Key-Board & Mouse, HP LED 20" wide, Brand: HP Desktop	1		
11	Intel® Core™ i5-7400 CPU @ 3.00 GHz, 4GB RAM, 500GB HDD, LG Super Multi DVD Writer, Onboard LAN, Logitech Key-board, Mouse & Speaker, Acer 20" Wide LED Monitor	25		
12	Intel Core i5 Series Processor, 7th Generation (6 MB Cache or more, 3.4 GHz or higher), 8 GB DDR4, 400 watts SMPS, 24x internal SATA DVD Writer, 2 Nos. of 1 TB SATA HDD 7200 rpm, 10/100/1000 Mbps either in-built Ethernet card, KBD, Mouse & Speakers, 19.5" LED Colour Monitor	60		
	<b>Total ( G )</b>	280		
<b>( H ) Laptops</b>				
1	Lenovo 450 Intel core i5, 4GB RAM, 500 GB HDD (SATA 7200 rpm), 14" Display, Internal DVD Writer and Stereo Speaker, , Keyboard with Touch Pad and Track, Integrated Intel HD Graphics 5 Hrs battery backup, Win 8.1 Prof	20		
2	Asus vivobook 200 Series Intel Core i3 3217U, 1.8 GHz 4 GB DDR3 RAM, 500 GB HDD, 11.6 LED touch screen, HD Web camera, Integrated RJ45 port, Speaker, Mic, Windows 8 OS.	8		
3	Acer Laptops TMX 3410-M Intel Core i5: 8250u, 8GB DDR4, 1 TB HDD (5,4 RPM), 14" FHD IPS (1920X1080) Non-touch LED HD Backlit, Integrated Gigabit ethernet port, wi-fi, HD Webcam, Speakers, Mic, touch pad etc. Windows 10 Pro	45		
	<b>Total ( H )</b>	73		
<b>( I ) Printers</b>				
1	Samsung SCX-4300	20		
2	Samsung SCX-3401	35		
3	HP Color Laser 400 M475DN	9		
4	HP LaserJet 3010-DN	3		
5	HP LaserJet 2420dn	8		
6	HP Color LaserJet 1215	8		
7	HP LaserJet P1008	4		
8	HP Office Jet 5610 All in one	3		
9	HP Deskjet 5652	8		
10	HP LaserJet 1020 plus	7		
11	HP Photo shot C4688	4		
12	HP LaserJet 3050	1		
13	HP LaserJet 3055	1		
14	HP color LaserJet 1600	1		
15	HP Color LaserJet 2600	1		
16	HP Photosmart 2608	1		
17	HP Color Laser400/ M451DN	2		
18	HP Photo Smart 6510	3		
19	HP Color LaserJet 1215	1		
20	HP Pro-MFP-M226DN	4		
21	HP Color Laser400/ M476DW	2		

S. No	Description of item / Specifications	Qty. ( Nos )	Rate (Rs.) per No.	Amount (Rs.)
22	HP Color Laser400/ M451DN	2		
23	Canon LBP 2900 Color LaserJet	1		
24	HP Color LaserJet 1525	1		
25	Canon LBP 6780	2		
26	HP Color Laser M377DW	2		
27	Xerox DocuCentre SC2020	1		
28	HP Mono Laser M1136	13		
	<b>Total ( I )</b>	<b>148</b>		
<b>( J )</b>	<b>Service Personnel</b>			
1	Supervisor / Team Leader	1		
2	Network Engineer	1		
3	Resident Engineers	2		
4	Helper-cum-Office boy	1		
	<b>Total ( J )</b>	<b>5</b>		
	<b>Subtotal ( A+B+C+D+E+F+G+H+I+J)</b>			
	<b>Amount ( Rs.) of Tax, if any</b>			
	<b>Amount ( Rs.) of Tax, if any</b>			
	<b>Delivery charges, if any</b>			
	<b>GRAND TOTAL</b>			
	<b>% of GST</b>			
	<b>ADDRESS OF THE BIDDER</b>			
	<b>TEL. / MOBILE NO. OF THE BIDDER</b>			
	<b>EMAIL ADDRESS OF THE BIDDER</b>			
	<b>ANY OTHER INFORMATION, BIDDER MAY LIKE TO PROVIDE</b>			

## GENERAL GUIDELINES, TERMS & CONDITIONS

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### 1. Introduction

Atomic Energy Regulatory Board (AERB) is a Government of India organization which regulates nuclear & radiation facilities and activities to ensure that the use of ionizing radiation and nuclear energy in India does not cause undue risk to health and the environment. AERB has its Central Office located at Niyamak Bhavan, Anushaktinagar, Mumbai – 400 094. At Central office, AERB has about three hundred PCs connected on LAN, several servers and network appliances, printers, laptops and a few other I&CT accessories. It is intended to obtain offers from competent parties for the Annual Maintenance Contract (AMC), on comprehensive on-site maintenance basis, for the Information and Communication Technology (I&CT) set up through this enquiry.

### 2. Scope

- 2.1 This AMC shall cover annual maintenance of the Servers, PCs, Laptops, Printers, Local Area Network equipment (routers, firewall, switches, LAN cables etc.) and other peripherals as per details given in **Annexure-II**. **The total maintenance charges shall be quoted separately against each item given in Annexure-II as mentioned in the price-bid sheet. The charges quoted in any other format or partial quotations are liable for rejection.**
- 2.2 The contract shall be for comprehensive and onsite maintenance services during the complete period of the contract. No extra charges (other than the AMC charges) shall be paid for any of the services which are part of the contract.
- 2.3 The maintenance shall cover breakdown as well as Preventive Maintenance (PM) services.
- 2.4 The maintenance shall cover replacement/repair all associated components inclusive of hard disk drives & monitors.
- 2.5 The consumables such as ribbons, ink/toner cartridges, floppies/ CDs are excluded from maintenance contract. However, all other parts (whether mentioned specifically or not) like **SMPS, DMP print heads, DMP knobs, Fuser Assembly of Laser Jets including Teflon paper, data cables, belts, Logic Boards, internal moving/ electronic items, shutters, paper trays and all other parts, which are not coming under the category “consumables” are in the scope of work.**
- 2.6 **Disagreement to inclusion of any items / parts, due to any reason like over-aging, unavailability of spares, obsolescence etc., may result in rejecting the offer.**
- 2.7 The maintenance shall cover configuring the PC, installing/ uninstalling drivers / operating systems and other software packages / applications supplied by AERB, and in taking proper backup wherever required.
- 2.8 The contractor's engineers shall provide all assistance in shifting/relocating the systems.
- 2.9 The contractor shall provide all manpower assistance free of cost for up-gradation of hardware, if required. However, payment for additional hardware items, if applicable, will be done separately.

- 2.10 The present Anti-virus setup is under AMC with a third party vendor. However, the rectification of preliminary problems related to virus, especially for client PCs, (like loading/ updating the client software, cleaning of infected systems etc.) will be in the scope of this AMC.
- 2.11 The contract shall also cover the preliminary checkup of the equipment which is under warrantee & confirming that the problem in the equipment is related to Hardware or Software. If the problem is hardware related, the AMC engineer should immediately contact the original supplier for repair/replacement. Software related problems of the equipment under warrantee should be attended by the AMC contractor.
- 2.12 The contract shall also cover routine check-up of the PCs and Audio-visual equipment kept at common places like Auditoriums and Meeting rooms on daily basis.
- 2.13 The maintenance shall cover recovery of lost data from logically crashed hard disk. The necessary software, tools and expertise shall be provided by AERB to the Resident Engineers (REs). This job is occasional and "as and when happen" basis. However, recovery of data from physically damaged hard disk will not be in the scope of the contract.
- 2.14 After accepting the order, the vendor shall store following items as emergency standby in the premises of AERB. (A suitable space along with lock/key arrangements shall be made available by AERB for safe storage of these items). No payment towards AMC charges shall be cleared without delivery of these items.
- Complete PC: 5Nos.
  - Additional 19 inch Monitors, CDRW/DVDRW Drives - 5Nos each.
  - Keyboard and Mouse: 10 Nos. each.
  - Memory spares of sizes 2 GB, 4 GB, 8 GB: 5 Nos. Each.
  - HDD: 5 Nos. of 500 GB or higher size.
  - Colour Inkjet & Mono LaserJet printers: 2 Nos. each.
  - 24 Port 1GBaseT with 2 x 1G Fiber Ports L3 Network Switch: 2 Nos.
  - Any additional items as felt necessary by the vendor.
- 2.15 If any system/equipment cannot be repaired within 24 hour, the vendor shall provide a temporary standby system/equipment of equivalent/ better specifications for the same (any inferior quality equipment will not be accepted as standby).
- 2.16 Any equipment shall be repaired / replaced within one month. The period exceeding one month shall be treated as down-time for calculating the penalty even if the standby is provided for the same. In such cases, AERB reserves the right to purchase the same / equivalent equipment from the market at the cost of the vendor.
- 2.17 In case, if any emergency standby material mentioned against 2.14 above is being used as a temporary standby for more than 2 days, then the same shall be replenished so that the quantity mentioned against 2.14 will remain maintained.
- 2.18 In case a system/equipment is not repairable, the vendor shall give a permanent replacement for the same. The replaced system/equipment shall be of the same, equivalent or better configuration and make with respect to the original system/equipment. Acceptance of equivalent/better make shall be **solely at the discretion of AERB**. Equipment older/inferior to the original system will not be accepted as a replacement.
- 2.19 If any equipment is required to be taken out of the premises of AERB for



repair/recovery, the same shall be allowed only after receipt of an equivalent or better standby.

- 2.20 Any equipment brought in as a standby or permanent replacement shall carry a valid delivery challan which has to be signed by the authorized person from AERB.

2.21 **The vendors are suggested to inspect the systems for their functionality, age, availability of spares etc. before quoting in order to maintain the up-time.**

- 2.22 **Period of Contract:** The contract shall be initially for a **period of two years (tentatively from 01/06/2022)** which could be extended, as mentioned in section 12, **for one more year** depending upon the performance and willingness of the vendor. (A few systems, which are under partial warranty, shall be included in the contract from the date of expiry of the warranty.)

### **3. Qualification Criteria**

- 3.1 The Bidder should have an annual turnover of Rs. 1 crore and above for last 3 years with no loss in consecutive 2 year. The bidders should submit relevant documents like profit loss statement for the same.
- 3.2 The Bidder should have successfully executed similar AMC with minimum single Purchase Order of 35 Lakhs or two orders of 20 Lakhs each in Govt./PSU/MNC in last 5 years. Satisfactory Work Completion Certificate should be attached. Partial executed PO will not be accepted.
- 3.3 The Bidder should be an authorized partner or equivalent of Checkpoint, Array, Barracuda, Nutanix and Hewlett Packard Enterprise (HPE) for last 2 years prior to the release of this tender. Relevant valid certificates of the same should be attached.
- 3.4 Support & Subscription for Products like Checkpoint, Array, Barracuda & Nutanix would be directly from the OEM. The relevant Manufacturer Authorisation Form (MAF) along with the tender number authorizing the bidder to participate for bidder to participate from the OEM should be attached. The Support should be for 24 x 7 x 365 days. All the necessary cost should be factored in.
- 3.5 The Bidder should have at least 2 valid CCNA, Checkpoint (CCSA/CCSE), Nutanix (NCP/NCM) certified engineers at the time of bidding and till completion of the contract, if awarded, on their payroll as a backup to the network engineer deployed at AERB. All certifications should be completed prior to the release of this tender. Relevant Certificates should be attached.
- 3.6 The Bidder should have at least 2 engineer having knowledge and experience in configuration of Checkpoint firewalls and other web application firewalls on their payroll. Relevant Certificate should be attached. The Certification should be completed prior to the release of this tender.
- 3.7 Bidders shall have their registered/branch office at Greater Mumbai region at the time of bidding and till completion of the contract, if awarded. The address and the strength of the office should also be indicated which will be subjected to verification by AERB.

3.8 The firm should not have been blacklisted/debarred by any of the Govt. Depts./Autonomous body/PSU for non-performance or malpractices. The firm should submit an undertaking to that effect. If at any point during the contract it is proved that the firm has submitted a false undertaking, then contract will be terminated at the risk and cost of the vendor/agency and Security Deposit will be forfeited.

3.9 Bidders are requested to provide the following details in their offer:

- a) Company profile along with all the contact details of the concerned persons.
- b) PAN No., GST Registration No. (PAN and GST should be registered in the name of the company)
- c) Clientele list along with AMC order value & contact details of the coordinators.
- d) Copies of the required certificates.
- e) Brief description of set up maintained at local office in Mumbai.
- f) Bio-data of all the proposed Service Engineers.

#### 4. Resident Manpower

4.1 The contractor shall depute the following service personnel at AERB on all working days during the period of the contract for which separate charges shall be quoted as mentioned in the price-bid format:

Sr. No.	Category of the onsite service personnel	Qty	Minimum Qualification/Experience
1.	Team Leader	01	<ul style="list-style-type: none"><li>Graduate in Computer/ Electronics Engg. with 2 years' experience or MCA/BCA/BSc IT / Comp. Science or Diploma holder (BTE approved) in Computer/Electronics Engg. with 4 years' experience in Maintenance of Servers, PCs, Printers, Network devices and peripherals.</li><li>Holding a Valid CCNA certificate.</li><li>Good knowledge of IT Security implementation &amp; Monitoring.</li><li>Overall experience of taking responsibility of all the activities related to the AMC.</li><li>Experience in ITIL Service Management is preferable.</li></ul>
2.	Network Engineer	01	<ul style="list-style-type: none"><li>BCA/Diploma Holder (BTE approved) in Computer / Electronics and Telecommunication Engg. or BSc IT/Comp. Science with Min 2 Years' Experience with valid CCNA certificate.</li><li>Good knowledge of configuration of Network devices and Network Security implementation &amp; Monitoring.</li></ul>

3.	Maintenance Engineer	02	<ul style="list-style-type: none"> <li>• BCA/Diploma in Computer/Electronics and Telecommunication Engg. or BSc IT/Comp. Science with 1 year experience</li> <li>OR</li> <li>• Diploma/Graduate – Any Stream with 3 years' experience in Maintenance of PCs, Peripherals etc. and at least 1 Certificate Course in relevant area.</li> <li>• Knowledge in different OS like Windows 2016, Windows 7, Windows 8, Windows 10 Linux &amp; packages like MS Word, Excel, PowerPoint, AutoCAD etc., and</li> <li>• Fundamental knowledge of IT Security.</li> </ul>
4.	Helper-cum-office boy	01	10 <sup>th</sup> Pass and working knowledge in English/Hindi and 2 years experiencing in shifting, unpacking and cleaning IT equipment, and other office work like preparation of gate pass, maintaining the records / files etc.

- 4.2 The vendor should submit the photo-copies of qualification/experience certificates of the proposed Resident Engineers along with the offer. Without these copies, the offer shall be liable for rejection. In order to ensure the quality of the onsite personnel, AERB may conduct interviews before placing the order.
- 4.3 The engineers can be replaced either on the request of this office in case of unsatisfactory performance or due to unavoidable reasons like resignation, long leave etc. in the middle of the contract period. In that case equivalent or better replacement acceptable as approved by this office must be provided immediately.
- 4.4 Generally the contractor resident manpower should be available at AERB from 09:15 Hrs to 17:45 Hrs from Monday to Friday (excluding Central Government Holidays being followed by AERB). However, under emergency conditions, they may have to work beyond the stipulated working hours or even on holidays. No additional payment for such extra work shall be made.
- 4.5 During the office hours the onsite personnel will not be allowed to take up any outside assignments.
- 4.6 The vendor shall provide sufficient tools to the Service Personnel in order to discharge

their duty efficiently. No tools from AERB shall be allowed to be used by the Service Personnel.

- 4.7 The Service Personnel should report to the designated Officer and should sign a muster available in IT Section for entry and exit times. Punctuality and discipline at work will be a prime responsibility of the individual. AERB reserves right to debar engineers if found in-disciplined or not punctual.
- 4.8 The Service Personnel shall also make entries of the daily work in the complaint register or an on-line system.
- 4.9 The Service Personnel shall also fill up the Preventive Maintenance (PM) checklist after carrying out the PM of PCs & Printers.
- 4.10 In case, there is not much load on the service personnel then AERB would be utilizing their services for some equivalent relevant work. The vendor or the Service personnel should not have any objection for the same.
- 4.11 The Service Personnel will have to follow all the security, safety and other work-related guidelines given by AERB, DAE and/or Government of India time to time.
- 4.12 In case of absence/leave of the deputed Service Personnel, an equivalent substitute shall be provided by the vendor after due approval of AERB.
- 4.13 After selection of the service personnel, the vendor will have to arrange for their Police Verification at their own cost.
- 4.14 The contractor shall indemnify and keep this office harmless of all claims arising under or by reason of this contract, if such claims resulting from the fault and/or negligence or willful acts or omissions of the contractor or his employees deputed.
- 4.15 The contractor shall not subcontract/outsourced, the maintenance jobs to any other agency.

## **5. Guaranteed Up-Time**

- 5.1 The rectification/replacement for a faulty item will have to be done within 24 hours from the time of reporting the fault.
- 5.2 Even if any small auxiliary part/peripheral is faulty but if it is not possible to operate the equipment without that small part/peripheral then the downtime of the equipment will be treated as 100% (e.g. if a keyboard of a PC or the Paper Holder of a Printer is faulty, and the respective PC/Printer cannot be operated without the faulty part, then it will be treated as 100% down).
- 5.3 In case of those peripherals, without which the equipment may work under reduced performance/facilities (e.g. one memory module out of two is faulty or devices like CDROM/DVD drives are faulty or the PC/Printer is working slow/intermittently) then the down time shall be treated as 25%.

- 5.4 Vendors are requested to propose and keep sufficient stock of standby equipment (in addition to that mentioned in 2.14 in order to avoid penalty on account of not maintaining the guaranteed up-time.

## 6. Overall Availability

The overall availability of the servers and network components covered under AMC shall be 99% and other systems covered under AMC shall be 95%, which will be computed for every quarter, using the following formula:

$$\frac{\text{Number of days the equipment was operational}}{\text{Total working days during the quarter.}} \times 100$$

Time taken for repairing/replacing/testing etc. will also be included in the downtime

7. **Penalty:** In case of not maintaining the Guaranteed Up-time, Overall availability, Attendance of the service person or PM Schedule, the following penalty shall be levied.
- 7.1 **Penalty for not providing standby:** If any system is down beyond 24 hours and no standby is provided then a penalty @1% of the value of the annual charges, per day, for the equipment under consideration will be levied up to 3 working days. Beyond 3 working days, the penalty shall be @ 2% of the value of the annual charges, per day, for the equipment under consideration will be levied until the system is repaired or a standby system is provided.
- 7.2 **Penalty for not meeting uptime:** In the event of not maintaining the 99% and 95% overall uptime for a quarter for the servers and other systems respectively, a penalty @ 2.5% of the value of Annual Maintenance Contract of the equipment will be levied for every 1% shortfall w.r.t the percentage uptime mentioned above, in the availability of the equipment without any upper limit. This penalty will be in addition to the penalties mentioned elsewhere in the enquiry.
- 7.3 **Penalty for absence of Service Personnel:** A penalty of 2 days equivalent charges of a person in the particular category per day shall be levied if the overall absence of the respective service person exceeds 3 days in a quarter. If the person is reporting on duty after 09:15 hrs (but before 10:30 hrs) or leaving the place of duty before 17:45 hrs (but after 16:30 hrs) then 4 such occasions in a month will be treated equivalent to 1/2 day for calculating the penalty. Reporting after 10:30 hrs or leaving before 16:30 hrs shall be treated as 1/2 day absence respectively.
- 7.4 **Penalty for not carrying out PM:** A penalty of 5% of the annual value of AMC charges of the equipment will be charged if the PM of a quarter is not carried out in the same quarter itself.
- 7.5 The clause No. 7.3 will not be applicable in situation like flood, storms, riots, curfew etc. if declared by local government.
- 7.6 Any equipment shall be repaired/replaced within a period of one month from the date of the fault. The period exceeding one month shall be treated as down-time for calculating the penalty even if the standby is provided for the same. In such cases, AERB reserves the right

to purchase the same/equivalent equipment from the market at the cost of the vendor.

- 7.7 All penalties said above are independent of each other. Even if the amount of the penalty for any equipment exceeds the total AMC charges for that equipment, then also the penalty amount **shall not be** restricted to the total AMC value of the equipment and shall be imposed as per the actual calculation.
- 7.8 On the last day of the contract period or on termination of the contract, all the equipment under the contract shall be in the perfect working condition failing which the full cost of repair/replacement will be recovered from the final bill of the party.

## **8. Preventive Maintenance (PM)**

- 8.1 PM of all the equipment under AMC shall be carried out once in a quarter; within the same quarter. The spilling over of the PM to the subsequent quarter will be treated as lapse in PM and shall be liable for penalty.
- 8.2 There should be a gap of minimum 2 months between the consecutive PM of any equipment.
- 8.3 The vendor, after accepting the contract, shall give a date-wise schedule of each equipment for the PM & will strictly follow the same.
- 8.4 The system, taken for PM, shall be handed over to the user in fully working condition after completing the maintenance within a period of 4 hours. Any delay beyond 4 hour shall be treated as downtime of the equipment. The time required for disk scan / de- fragmentation will not be included in these 4 hour.
- 8.5 The Service Personnel of the vendor shall fill up the individual format for each equipment and take the signature of the user/coordinator after carrying out the PM.
- 8.6 The PM shall include (but not limited to) all the steps mentioned in the checklist provided by AERB.
- 8.7 Costing for Preventive Maintenance (PM) should be included with the equipment AMC charges.

## **9. Revision of Maintenance charges**

The maintenance charges shall remain firm during the period of the contract. No revisions in the charges shall be permitted.

## **10. Exclusion of Equipment**

AERB reserves the right to upgrade any equipment and/or attach any new peripherals to the existing equipment from parties other than the AMC vendor with intimation/supervision (not consent) of the AMC vendor. The vendor shall also undertake such upgradation work on request from AERB at an extra cost as applicable. The equipment, totally upgraded/replaced shall be taken out of AMC, since the same will be covered under warranty.

#### 11. Inclusion of additional equipment

The vendor shall accept any additional equipment (which would be procured by AERB after placement of this AMC) on expiry of warranty of the same during the period of the contract/extension, at the same rate of similar or equivalent equipment. AERB will ensure that all such items will be in fully working condition before including in the AMC.

#### 12. Extension of contract

AERB reserves the option to renew the Annual Maintenance Contract (on the same terms and conditions) for **one more** year depending upon the performance and willingness of the vendor.

13. Any deviation/disagreements from the specifications, general guidelines and terms & Conditions mentioned above may be specifically brought out in the offer otherwise the same will be treated as accepted by the vendor.

#### 14. EMD & Performance Bank Guarantee

- Along with the quotation, the bidders shall enclose a Demand Draft towards Earnest Money Deposit (EMD) as mentioned in the NIT. Offers without EMD shall not be accepted. The firms who are registered with DGS&D, NSIC, and KVIC & DPS irrespective of the stores for which they are registered are exempted from payment of EMD.
- The EMD of the unsuccessful bidders shall be returned back immediately after finalizing the contract with the successful bidder.
- The EMD of the successful bidder shall be returned back after submission of a **Bank Guarantee of 10% of the amount of the contract value**, which shall be valid up to 6 months after the expiry date of the contract. In the event of the extension of the contract, the amount and the validity of the Bank Guarantee shall also be extended accordingly.

#### 15. Termination of Contract

- AERB reserves the right to terminate the contract by giving notice of one month without any financial obligation on its part. In the event of cancellation of the contract, the payment for services actually carried out will be made on pro rata basis.
- In case the contractor opts out in mid-term without any explicit consent of this department, he will be liable to pay the recovery at the higher rates, vis-à-vis expenses to be incurred by this department on maintenance for the balance period of contract through alternative means. The above act of backing out would automatically debar the firm from any further dealing with this department.

#### 16. Terms of Payment

The total Maintenance charges shall be paid on quarterly basis at the end of every quarter (on pro-rata basis), after deducting the penalties, taxes, levies etc., if applicable on submission/verification of the following documents:

- Invoice in duplicate duly certified by officer-in-charge, IT Section, R&DD, AERB
- Advanced Stamped Receipt from the vendor.
- Certification from the vendor stating that salary/wages to all the personnel deputed on this work is paid fully for the billing period.
- Satisfactory Performance Certificate from officer-in-charge, ITS, IT Services Section, R&DD, AERB.

Note: If some penalties are left out to be deducted from a particular quarter, then the same shall be adjusted in the subsequent quarter.

#### 17. Applicable law

- The contract shall be interpreted in accordance with the Law of the Union of India. Company / firms shall be solely responsible for compliance of all labour laws, payment of fair salaries and allowances to his employees. The company/firms have to show the proof of payment of fair salaries to his workers and when asked for the same by AERB.
- Minimum wages act to be complied with – The company/firm shall comply with all the provisions of the Ministry Wages Act, 1948 and Contract Labour (Regulation and Abolition) Act 1970, amended from time and rules frames hereunder and other labour laws affecting contract labour that may be brought into force from time to time.

#### 18. Non-disclosure Clause:

- The AMC contractor shall not disclose any Confidential information to any third party without the prior written approval of AERB or make any use of Confidential information only to evaluate a possible business transaction between the parties and to perform the purpose set forth above; or shall not make confidential information available to any of its employees or consultants except on a need to know basis to evaluate the possible business transaction with the disclosing party i.e. AERB and shall advise such persons to undertake obligations of confidentiality and non-disclosure similar to the terms and conditions stated herein, that obligate them to treat confidential information as required under this Agreement.
- Further, the AMC contractor shall not disclose the confidential information to third parties, including independent contractors/consultants, without prior express written consent of the Disclosing party, and shall advise such third parties of the obligations of confidentiality and non-disclosure hereunder. The receiving party shall take all reasonable measures to protect the confidentiality and avoid the unauthorized use, disclosure, publication or dissemination of Confidential Information.

19. For any further enquiries/details the following officers may be contacted:

Name	Telephone	Email
Smt. Sharmeen Shaikh, TO/E	25990316	<a href="mailto:sharmeen@aerb.gov.in">sharmeen@aerb.gov.in</a>
Shri. Vaibhav Gholap, SO/G	25990320	<a href="mailto:vpgholap@aerb.gov.in">vpgholap@aerb.gov.in</a>
Shri. E. R. Titto, SO/G, OIC-ITS	25990309	<a href="mailto:titto@aerb.gov.in">titto@aerb.gov.in</a>



निम्नलिखित दस्तावेजों की प्रतियां कोटेशन के साथ संलग्न की जानी हैं

Copies of the following documents are to be enclosed with quotations.

1	पैन कार्ड/आधार कार्ड PAN / Aadhar Card
2	जीएसटी पंजीकरण प्रमाणपत्र GST Registration Certificate
3	पिछले दो वित्तीय वर्षों के लिए आयकर रिटर्न Income Tax Returns for last two financial years.
4	DGS & D, MSME, NSIC, KVIC और DPS के पंजीकरण प्रमाण का साक्ष्य Proof of registration certificate with DGS & D, MSME, NSIC and KVIC & DPS
5	कंपनी के पत्र शीर्ष पर एनईएफटी बैंक का विवरण NEFT Bank details on company's letterhead
6	कंपनी पत्र शीर्ष पर घोषणा सह वचन-पत्र (अनुबंध - III में दिए गए) Declaration cum undertaking (Given in Annexure - IV) on Company letterhead
	<b>नियम एवं शर्तें /Terms &amp; Conditions :</b>
1	मूल्य वैधता: बोली देय तिथि से 90 दिन /Price Validity : 90 days from bid due date
2	मूल्य वृद्धि: मूल्य में कोई वृद्धि की अनुमति नहीं दी जाएगी। Price Escalation: No escalation in price will be allowed.
3	बयाना धन जमा (EMD) : बोली सुरक्षा / बयाना धन जमा के संबंध में दिनांक 12.11.2020 के अनुसार, संबंधित मंत्रालयों / विभागों के साथ पंजीकृत फर्मों को बिड सुरक्षा जमा करने से छूट दी गई है। इसके अलावा, बोली सुरक्षा के बदले में, मंत्रालय / विभाग बोलीदाताओं को "बोली सुरक्षा घोषणा" पर हस्ताक्षर करने के लिए कह सकते हैं। <b>Earnest Money Deposit (EMD) : As per OM dated 12.11.2020 regarding Bid security / Earnest Money Deposit, firms registered with concerned Ministries/Departments are exempted from submission of Bid security. Further, in lieu of Bid Security, Ministries/Departments may ask bidders to sign "Bid Security Declaration".</b>
4	सुरक्षा जमा : सफल बोलीदाता को आदेश प्राप्त होने के 15 दिनों के भीतर खरीद आदेश मूल्य के 10% की दर से "वेतन एवं लेखा अधिकारी, आईआरबी" के पक्ष में डिमांड ड्राफ्ट/ बैंक चेक मुंबई में देय या किसी राष्ट्रीयकृत बैंक की सावधि जमा रसीद के माध्यम से जमा करना होगा। सुरक्षा जमा की वैधता अनुबंध अवधि/दोष देयता अवधि से परे 3 (तीन) महीने की अवधि होगी। <b>Security Deposit : The successful bidder shall have to submit Security Deposit within 15 days of the receipt of the Order @ 10% of Purchase Order value by way of Demand Draft/Banker's Cheque or Bank Gurantee drawn in favour of " Pay &amp; Accounts Officer, AERB " payable at Mumbai or Fixed Deposit Receipt of any Nationalized Bank. The validity of the security deposit shall be 3 (three) months period beyond the contract period / defect liability period.</b>
5	कोई अग्रिम भुगतान नहीं किया जाएगा। <b><u>No advance payment will be made.</u></b>

6	<p>गुणवत्ता नियंत्रण: सामग्री को निर्माता की गारंटी / वारंटी / गुणवत्ता प्रमाण पत्र क्रेता को भेजने के लिए स्वीकार किया जाएगा। यदि कोई दोष देखा गया है या सामग्री अनुपयोगी पाई गई है, तो उसी को आपूर्तिकर्ता को मुफ्त प्रतिस्थापन के लिए वापस किया जाएगा।</p> <p>Quality Control: The material will be accepted on manufacturer's guarantee/warranty /quality certificate to be sent to purchaser. If any defects observed or the material found unsuitable then the same will be returned to the supplier for free replacement.</p>
7	<p>एईआरबीको किसी भी बोली को स्वीकार करने या अस्वीकार करने, और बोली प्रक्रिया को रद्द करने और सभी बोलियों को अनुबंध देने से पहले किसी भी समय अस्वीकार करने, प्रभावितबोली लगाने वालेके प्रति किसी भी दायित्वों की, अथवाएईआरबी की कार्यवाई के कारणों बिना बोली लगाने वाले या बोली लगाने वालेको सूचित करने का अधिकार सुरक्षित है।</p> <p>AERB reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids, at any time prior to award of the contract, without thereby incurring any liability to the affected bidder or bidders or any obligations to inform the affected bidder or bidders of the ground for AERB's action.</p>
8	<p>एईआरबी ने एनईएफटी / आरटीजीएस के माध्यम से ई-भुगतान की शुरुआत की है और तदनुसार सफल ठेकेदार (ओं) / आपूर्तिकर्ता (ओं) को भावी भुगतानयानी सिक्योरिटी डिपॉजिट का रिफंड, की व्यवस्था के लिए भुगतान और लेखा अधिकारी, एईआरबी को बैंक विवरण प्रस्तुत करने होंगे।</p> <p>AERB has introduced e-payments through NEFT / RTGS and accordingly successful Contractor(s) / Supplier(s) shall submit the bank details to Pay &amp; Accounts Officer, AERB for arranging future payment. i.e. refund of Security Deposit.</p>
9.	<p>भुगतान: सामग्री की डिलीवरी और इंडेंटर से संतोषजनक प्रमाणीकरण के बाद टीडीएस लागू होने के बाद भुगतान जारी किया जाएगा। एनईएफटी बैंक विवरण के साथ आपका चालान। भुगतान की व्यवस्था करने के लिए एसएसी / एचएसएन कोड और पूर्व मुद्रांकित रसीद वेतन एवं लेखा अधिकारी, एईआरबी को अग्रेषित की जा सकती है।</p> <p>Payment: Payment will be released after delivery of material and satisfactory certification from the indenter subject to TDS as applicable. Your invoice along with NEFT bank details. SAC / HSN code and pre stamped receipt may be forwarded to Pay &amp; Accounts Officer, AERB for arranging payment.</p>

**परमाणु ऊर्जा नियामक परिषद/Atomic Energy Regulatory Board**

**ANNEXURE - IV**

**DECLARATION CUM UNDERTAKING REQUIRED TO BE FURNISHED BY THE BIDDER ON  
COMPANY LETTERHEAD**

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**Date:-**

**To**  
**Administrative Officer - III**  
**Atomic Energy Regulatory Board**  
**Anushaktinagar, Mumbai - 400 094.**

**Sub: Declaration Cum Undertaking**

1. I..... ( The Proprietor/Partner/Designation of the Managerial official )  
of the firm M/s..... have read and clearly understood the terms and  
conditions stipulated in your letter inviting Quotation for “ **Annual Maintenance Contract  
of Servers, PCs, Peripherals and Network Components**”. I/We agree to abide by the  
conditions imposed by the Department.
  
2. I will also abide by the decision of the Department regarding the acceptance/non  
acceptance of my quotation.

**( Name of the Signatory )**  
**Status: Proprietor/Partner/Official**  
**STAMP of the Firm/Company.**

