

Ref. 18(73)/DIT/eOffice (Proc)/2023 Date: 03.08.2023

Notice Inviting e-Tender

e-Tenders are hereby invited for the Request for Proposal (RFP) for selection of Agency for supply of Scanner for smooth implementation of eOffice in Tripura. Details of tender document can be seen and downloaded from the website <https://tripuratenders.gov.in> or <https://dit.tripura.gov.in> and the bids need to be submitted online through <http://tripuratenders.gov.in> only.

-Sd-
Director,
Directorate of Information Technology
Govt. of Tripura

Request for Proposal (RFP) for selection of Agency for supply of Scanner for smooth implementation of eOffice in Tripura.

TENDER No.18(73)/DIT/eOffice (Proc)/2023

**Directorate of Information Technology (DIT)
Government of Tripura
ITI Road, Indranagar
Agartala, Tripura - 799 006**

DISCLAIMER

The information contained in this Request for Proposal (hereinafter referred to as “RFP”) document provided to the Bidders, by the Directorate of Information Technology, Govt. of Tripura or any of their employees or advisors, is provided to the Bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

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

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

The Directorate of Information Technology, Govt. of Tripura may, in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP document.

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1 Section I

1.1 Important information to Bidders

Sl. No	Information	Details
1.	Tender No.	18(73)/DIT/eOffice (Proc)/2023
2.	Tender Publication Detail	The tender form can be seen and downloaded from the website http://www.tripuratenders.gov.in .
3.	Publication of Tender	03/08/2023
4.	Date of commencement of Bid submission	5/08/2023
5.	Last Date & Time of Receiving Queries	7/08/2023
6.	Prebid meeting	9/08/2023
7.	Corrigendum (if any)	
8.	Last Date and Time for Receipt of e-Bid	25/08/2023
9.	Date and Time of Opening of Technical Bid	28/08/2023
10.	Bid Validity Period	180 days from the last date for submission of bids.
11.	EMD Amount	Rs. 1,60,000/- to be paid online through https://tripuratenders.gov.in
12.	Performance Bid Security (PBG) Amount	5% of the total work order value for a period of 12 months in the form of Demand Draft/ irrevocable Performance Bank Guarantee in favor of Director, Directorate of Information Technology, Govt. of Tripura.
13.	Address for communication/Pre-Bid / Submission / Opening of Technical & Commercial Bid	Director, Directorate of Information Technology, Govt. of Tripura, IT Bhavan, Indranagar, Agartala, 799006
14.	Contact person	Sri Philimon Jamatia, Senior Informatics Officer, Directorate of Information Technology, Govt. of Tripura
15.	Contact email	phili.jamatia@gov.in
16.	Contact Phone No.	9612656286

1.2 Definitions

In this document, the following terms shall have following respective meanings: -

- **“Bidder”** means any firm or group of firms or companies offering the service(s) and/ or materials asked for in the Tender. The word bidder, when used in the pre-award period

shall be synonymous with bidder, and when used after intimation of successful bidder shall mean the successful bidder, also called ‘Vendor or bidder’, with whom the Director, Directorate of Information Technology (DIT), Govt. of Tripura signs the Contract.

- **“Contract Agreement”** means the agreement to be signed by the successful bidder and the Director, Directorate of Information Technology, Govt. of Tripura.
- **“Work Order/Purchase Order”** means the letter to be issued by the Director, Directorate of Information Technology, Govt. of Tripura to the successful bidder with the intention to execute the work as per the specified terms and conditions.
- **“Corrupt Practice”** means the offering, giving, receiving or soliciting of anything of value or influence the action of an official in the process of contract execution.
- **“Fraudulent Practice”** means a misrepresentation of facts in order to influence a procurement process or the execution of a contract and includes collusive practice among bidders (prior to or after Bid submission) designed to establish Bid prices at artificial non- competitive levels and to deprive the Director, Directorate of Information Technology, Govt. of Tripura of the benefits of free and open competition.
- **“Default Notice”** shall mean the written notice of Default of the Agreement issued by one party to the other in terms hereof.
- **“Good Industry Practice”** means the exercise of that degree of skill, diligence and prudence which would reasonably and ordinarily be expected from a reasonably skilled and experienced Bidder engaged in the same type of undertaking under the same or similar circumstances.
- **“Rates/Prices”** means prices of services and/or equipment quoted by the Bidder in the Commercial Bid submitted by him and/or mentioned in the Contract.
- **“Services”** means the work to be performed by the bidder pursuant to this Contract, as detailed in the Scope of Work.
- **“SLA”** means Service Level Agreement is a negotiated agreement between two parties wherein one is the customer and the other is the service provider. It is a service contract where the level of service is formally defined. In practice, the term SLA is sometimes used to refer to the contracted delivery time (of the service) or performance.
- **“Site”** shall mean the location(s) for which the Contract has been issued and where the service shall be provided as per Agreement.
- **“Tenderer”** shall mean the authority issuing this Tender and this authority shall be the Director, Directorate of Information Technology, Govt. of Tripura.

- “IA” shall be meaning the Implementation Agency or Vendor to which the work will be awarded.

1.3 Brief of Directorate of Information Technology

In Tripura, IT activities were initiated in a serious manner in April, 1999, with setting up of a separate Directorate of Information Technology (DIT) in the State to leverage ICT for the State’s overall Development. A Six Storied Information Technology (IT) Bhavan at Indranagar, Agartala has been inaugurated on 24th April 2017, having a total 89,292 sq. feet carpet area. The said IT Bhavan has housed one Software Technology Park (STP) managed by Software Technology Park of India (STPI).

The DIT has undertaken various projects/initiatives to materialize the objective and vision set forth by the Government through the adoption of ICT tools. Since its inception, DIT has been framing policy, planning, implementing and monitoring of Information & Communication Technologies and e-Governance projects etc in Tripura. DIT is also engaged in promotion of application of information technology for the benefit of the society through implementation of programme such as e- Governance.

The Directorate of Information Technology is making an effort to create the right environment and atmosphere conducive for promoting I.T. Industry in the State by introducing IT/ITeS Policy and providing special incentives to the entrepreneurs and investors.

1.4 Objective of the project

The Directorate of Information Technology, Government of Tripura in association with NIC, has implemented the e-Office application in the State Secretariat including the Departments/Directorate and in the offices within the State level. Further, in order to spread the benefit of e-Office throughout the State and to ensure transparent and efficient delivery of Government Schemes and services to all the citizen of the State, Government of Tripura has decided to implement e-offices across the entire Departments/Directorates/ Offices etc. within the State level to transform the Government Departments into Paperless Office.

In order to implement eOffice in all Departments prerequisite ICT infrastructure like Scanner is required for all eOffice users. Therefore, the main purpose is to provide IT infrastructure i.e scanner for scanning of dak/receipts for smooth implementation eOffice in the State.

1.5 Purpose of the RFP

The Directorate of Information Technology (DIT), Govt. of Tripura intends to select an experienced agency for supply of Scanner as it is a prerequisite ICT infrastructure required for implementation of eOffice.

2 Section II

2.1 Scope of Work

The scope of work necessarily, but not exclusively includes the following activities: -

- i. The bidder will be required to deliver centrally in Directorate of Information Technology and install the items at the respective site offices in the State as defined by DIT. The indicative list of the locations is attached in the [Annexure VII](#).
- ii. The bidder will install and run the equipment at respective locations. A System information tools report shall be printed and verified by the vendor and the department jointly at the respective site offices.
- iii. The Directorate of Information Technology, Govt. of Tripura will place the purchase order to successful bidder after releasing the Contract. The Bidder should deliver the Scanner as per schedule given at [Clause 3.11](#). The bidder should deliver the products to the respective locations mentioned therein as per the quantities decided by the Directorate of Information Technology, Govt. of Tripura in the course of time.
- iv. The supply and payment will be based on the Purchase Order (s) issued from time to time.
- v. The successful bidder shall have to supply all necessary accessories along with the supplied goods, appropriate licenses, device drivers, user manual and documentation, which may be required, whether mentioned or not mentioned in the tender, for successful acceptance and delivery of the quoted equipment to Directorate of Information Technology, Govt. of Tripura and end user.
- vi. The bidders are expected to accept all technical/commercial terms & conditions mentioned in the bid document. Any deviations in the terms and conditions should be clearly mentioned. The Directorate of Information Technology, Govt. of Tripura, however, reserves the right to reject any or all of the offers with deviation.
- vii. Bidder will provide 3 years standard onsite warranty support from the date of final delivery and acceptance by respective offices or end users. Bidder should arrange to repair / replace the defective device on placing a call.
- viii. The bidder has to provide all necessary hardware, accessories, software etc. required to make the solution work.
- ix. Maintenance and upkeep of the Scanner and software provided by the bidder will be the sole responsibility of the bidder.
- x. Bidder shall take adequate insurance cover for the equipment provided at the site against theft, fire, damage etc, at its own cost till delivery at respective locations. In case of

Natural disasters like Flood, Earthquake, successful bidder will not be held responsible for any insurance cover.

- xi. During the tenure of the contract, the bidder shall bear all the operational costs associated with the contract which may arise due to various problems.
- xii. Bidder shall ensure that all supplies (hardware, software etc.) must not be End of Support / End of Service and spares/upgrades shall be available for at least 3 years from date of commissioning.
- xiii. The bidder will have to supply, install and maintain hardware, software and peripherals.
- xiv. The bidder has to paste non-removable sticker on supplied Products with details of bidder's name, address, contact detail, service center/ help line number and warranty expiry date.
- xv. The bidder has to supply all hardware's and peripherals with QC Passed seal. And this seal should not be broken until the delivery of the product. The bidder or his authorized representative shall check this seal in presence of the Nodal Officer and if any seal is found broken, then the goods would be returned. After opening the seal Nodal Officer shall give an undertaking that the seal has not been broken.
- xvi. Technical Specification in details is as mentioned below.

2.2 Technical Specification of Scanner

Sl. No	Technical Specification		Compliance (Yes/No)
1	Scanner type	A4/Legal sheet-fed, duplex color scanner	
2	Sensor	Dual CIS (Contact Image Sensor)	
3	Light Source	LED (RGB)	
4	Optical Resolution	1600 x 600 dpi or better	
5	Output Resolution	50 – 1200 dpi or better	
6	Min. Document Size	Postcard, A4, Legal, A5, A6, B5, B6, Long Paper, A3, B4, Envelope, PL Card	
7	Max. Document Size	A4, Legal, Long paper (215.9 x 6096 mm), A3	
8	Supported Paper Weight	27 ~ 413 g/m2 or better	
9	ADF Capacity	100 sheets (80 g/m2) or better	
10	Output file format	JPEG, TIFF, PDF, BMP, PNG, DOCX, XLSX, PPTX	
11	Scanning Speeds	Minimum 45 ppm/90 ipm or better	
12	Daily Scan Volume	6000 to 7000 pages / day	
13	Connectivity	USB.3.0	
14	Supported Platforms	Windows XP, Vista, Windows 7, 8, 8.1, 10,11, Mac OS	
15	Bundled Software	OEM provided software and drivers	
16	Onsite Warranty	3 years or higher	

2.3 Bill of Material (BoM)

The quantity mentioned in this section is tentative. Actual ordered quantity may vary at the time of issuing the work order.

Bill of Materials			
Sl. No	Particulars	UoM	Unit
1	Scanner	Number	200

3 Section III

3.1 Invitation of Bids and Terms and Conditions

e-Tenders are invited by Director, Directorate of Information Technology, Govt. of Tripura (hereafter termed as DIT) from reputed and experienced Companies/Firms/Agencies under Two Bid System i.e., Technical Bid and Financial Bid for Development Supply of Scanner to Directorate of Information Technology, Govt of Tripura.

3.2 Name and address of the authority

Director,
Directorate of Information Technology
IT Bhavan, ITI Road, Indranagar, Agartala, Tripura
PIN –79900

3.3 Distribution of tender document

The tender document can be downloaded from www.tripuratenders.gov.in

3.4 Contact Person

For any Clarifications
Mr. Philimon Jamatia,
Directorate of Information Technology, Phone: 9612656286

3.5 Earnest Money Deposit (EMD)

The bidders have to submit refundable EMD of Rs.1,60,000 /- (Rupees one lakh sixty thousand) only to be paid online in the <https://tripuratenders.gov.in> portal.

3.6 Online payment of Earnest Money Deposit (EMD)

EMD are to be paid electronically using the Online Payment Facility provided in the Portal. For online payment of EMD, please follow the following process.

- i. After initiating the Bid Submission Process from "**My Tender**" option, an "Online Payment" page will appear which will display the total Tender Fee & EMD amount.
- ii. On submission of EMD payment option, System will redirect to the SBI Bank MOPS window.
- iii. SBI MOPS will have two options for Net Banking- "SBI" & "Other Banks". Bidder can choose any of the options as desired and can complete the Online Payment process.

- iv. Tenders which are not accompanied by Earnest money or incomplete in any respect will be rejected out rightly.
- v. No interest will be paid to the bidders on EMD submitted.
- vi. EMD of the bidder may be forfeited if in any case found to have made in false Declaration or Claims.
- vii. Bidders exempted under specific Government of Tripura order/ rules from submitting EMD have to furnish Scan copy of the related Governments order/rules in English language, along with the tender in support of their claim exemption.

3.7 Performance security deposit

Successful bidder has to submit 5% of the project cost as a security deposit for period of 12months in the form of Demand Draft/Performance Bank Guarantee from Nationalized Bank/ Schedule commercial Bank having branch at Agartala.

The EMD amount shall be refunded to all the bidders in their respective Bank Account, after the Award of Contract (AoC) event is completed in the Tripura eProcurement Portal. The EMD of successful bidder will be returned on receipt of Performance Bank Guarantee from the bidder.

3.8 Validity of tender

Tender should be valid for a period of 180 days from the last date of submission of bids.

3.9 Minimum Eligibility Criteria

Sl.No.	Description	Documents to be Submitted
1	The bidder must be OEM (Original Equipment Manufacturer)/Authorized channel partner of Computer Systems.	A letter of Undertaking by OEM should be submitted as per Annexure -X provided in this RFP.
2	The bidder in case of OEM should be a company registered in India under companies Act, 1956/2013 registered with the Tax Authorities and operating for the last 5 financial years in IT/ ITeS/ E-Governance Services as on 01/04/2018. And in case of Authorized channel partner, the bidder may be a registered company/partnership firm/LLP.	<ul style="list-style-type: none"> ▪ Certificate of Incorporation ▪ GST Registration ▪ Income Tax Registration
3	The bidder should have a cumulative average Annual turnover of not less than Rs. 4.00 Crores for the last three financial years (2020-21, 2021-22 and 2022-23).	A copy of the audited Balance sheet of the bidding company showing turnover for last three years. Certificate from the statutory auditor or CA. (if required by any

		Act/rules)
4	<p>The bidder must have a proven track record of successfully implementing at least any one of following projects for Supply, Installation and Maintenance of Desktop PC/Scanner/ICT Equipment for Central Government/any of the State/UT Governments / PSU in India in the last 5 years. (i.e. (2018-19, 2019-20, 2020-21, 2021-22, 2022-23)</p> <p>1 Project of worth of Rupees 70 lakh Or 2 Projects worth of Rupees 40 Lakh each Or 3 Projects worth of Rupees 25 Lakh each</p> <p>Note: Projects mentioned to qualify for this clause should have completed installation/ commissioning, if applicable, and its maintenance phase should be on-going/ completed. More than one work order against one tender shall be treated as one work order. However, orders against rate contract shall not be clubbed.</p>	<p>Work orders confirming year and Area of activity, the value of services delivered to each of the projects.</p> <p>Or Completion/Satisfactory ongoing Certificate from Client</p>
5	<p>The bidder must not have been declared insolvent/bankrupt or should not have filed for insolvency/bankruptcy or in the process of being declared bankrupt before any designated authority.</p>	<p>A Self Declaration regarding the bidder not being, or not having filed, or is not in the process of being declared, insolvent / bankrupt shall be submitted.</p>
6	<p>The bidder should not have been blacklisted by any of the State/Central Government or organizations of the State/Central Government in India in the past three years.</p>	<p>Self-Declaration in this regard by the authorized signatory of the bidder.</p>
7	<p>The bidder should have a Service Center in the State. However, if the local Service Center is not there in the State, the selected bidder should give an undertaking for arranging for the same within one month of award of the contract.</p>	<p>Undertaking letter should be submitted by the bidder.</p>
8	<p>The bidder should submit valid undertaking letter for Hardware and System Software confirming following: 1. OEM undertake that the support including spares, updates, patches, security patches, fixes, bug fixes, for the quoted products shall be available for minimum 3 year; 2. Confirm that the products meet the technical &</p>	<p>A letter of Undertaking by OEM should be submitted as per Annexure X provided in this RFP.</p>

	functional requirements & products quoted are latest version /specification and not the end of life.	
9	OEM whose products have been offered in the bid shall have Technical Assistance Centre (TAC) and shall have Toll Free Number for TAC. OEM should have their own office in India manned with their own engineers.	Documentary proof for the same should be submitted by the OEM.
10	The bidder should furnish, as part of its proposal, an Earnest Money Deposit (EMD) amount as the details mentioned in the RFP.	EMD should be submitted online through the https://tripuratenders.gov.in as per RFP.
11	A Power of Attorney / Board resolution in the name of the person signing the bid by bidder.	Original Power of Attorney/Board resolution copy.
13	The detailed Technical Specification of the Model/ Models with the images should be available to public on OEM official website for verification.	As per OEM official website, to be provided with URL.
14	EMD exemption proof as per Government of Tripura rules/guidelines.	Documents to be uploaded

3.10 Other terms and conditions

- i. Bidders are advised to study all commercial aspects, instructions, forms, terms and specifications carefully in the tender document. Failure to furnish all information required in the tender document or submission of a bid not substantially responsive to the tender document in every respect will be at the bidder's risk and may result in the rejection of the bid.
- ii. The tender should indicate specifically price and taxes as per financial bid (in the BOQ template). No additional information will be entertained after due date. However, any change in Government taxes will be paid/ deducted by DIT as per rules. DIT may reject tenders if they do not carry such information separately and specifically quantitatively.
- iii. The bids should indicate that the rates are for DIT only.
- iv. Eligible vendor/manufacturers have to submit their bid for all the items specified in this tender document.
- v. The vendor should clearly indicate the delivery period and validity period of the tender.
- vi. The bidders are required to quote for each item separately. Prices must be quoted in Indian currency only (INR).
- vii. DIT reserves the right to reject any or all tenders without assigning any reason whatsoever.

- viii. The tenders will be opened online through <https://tripuratenders.gov.in> on the date and the time indicated in the presence of the bidders or the bidders can track the same online. If the date of opening is declared to be a holiday, the tenders will be opened on the next working day.
- ix. No advance payment or payment against Performa invoice will be made. Payment will be made after receipt, inspection, installation and testing and final acceptance of the item(s).
- x. Any damaged or unapproved goods shall be returned at the bidder's risk and cost and the incidental expenditure thereupon shall be recovered from the concerned party.
- xi. Packing list must be put in all packages.
- xii. On acceptance of tender, the date of delivery should be strictly adhered to otherwise; DIT reserves the right not to accept the delivery in full or in part. In case the work order is not executed within the stipulated period, DIT will be at liberty to make purchase through other sources, and to forfeit the Performance Bank Guarantee money of the bidder.

3.11 Project Schedule

Sl. No	Particulars	Timeline
1	Delivery of Scanner	50 % T + 60 days
		100% T + 120 days
2	Installation of Scanner	50 % T + 90 days
		100 % T +150 days

T: Date of the Signing of contract with successful bidder

3.12 Penalty Clause

Sl. No	Particulars	Penalty Clause
1	Scanner	<p>Delay in implementation: Delay upto 2 weeks: 1% of the ordered value, More than 2 weeks but upto 4 weeks: 3% of the line item ordered value More than 4 weeks: 5% of the line item ordered value or may forfeit the PBG and cancel the work order.</p>

NB: In case of Force Majeure, the DIT may consider waive off the penalty for that period of delay. However, the Vendor should submit justification along with necessary documentary evidence for claiming the waiver of penalty (if any).

3.13 Payment Schedule

Sl. No	Particulars	Payment Amount
1	Scanner: after supply of 50 % ordered quantity in good condition	45 % of ordered value
	Scanner: after supply of 100 % ordered quantity in good condition	90 % of ordered value
2	After installation	10% of ordered value

- It may be noted that in case the successful Bidder does not accept the offer within 7 working days from the date of receipt of offer, the Earnest Money Deposit of the successful Bidder shall be forfeited and the Bidder shall be debarred for future participation in any of the tender invited by the DIT.
- All the above Terms and Conditions will form part and parcel of the Notice Inviting Tender.
- In case of any dispute arising out of the interpretation of the terms and conditions of the contract, the decision of the DIT will be final and binding.
- If any case the agency violates the terms & conditions of the contract the Security Deposit will be forfeited.

3.14 Indemnity

- i. The selected agency shall keep DIT and all officials of these offices indemnified from and against all suits, losses, claims, demands, proceedings, and liability of any nature or kind including costs and expenses, injuries to any person, damages to any property whatsoever, levy of fees or consequences which they may be put to or suffer on account of the services undertaken by the agency.
- ii. The selected agency shall keep the DIT and all officials of these offices indemnified from and against all suits, losses, claims, demands, proceedings, and liability of any nature brought or instituted against them by any of agency's employees or any other third party in connection with, relating to or arising out of the performance of the services or non-compliance, deficiency, non- implementation of various provisions of statutory requirements.
- iii. Decision of the DIT regarding performance of contract shall be final and binding on the Vendor. However, any dispute arising out of this contract can be referred to an Arbitrator appointed by the DIT.
- iv. All disputes are subject to jurisdiction of Courts situated in Agartala.

3.15 Force Majeure

- i. Neither party shall be in breach of any obligation under this contract if it is unable to perform that obligation in whole or part by reason of Force Majeure. If either party seeks to rely on this clause, it shall immediately give notice to the other with full particulars of the matter claimed as a Force Majeure event. The parties so affected shall take all reasonable steps to remedy the failure to perform and to keep the other party informed of the steps being taken to mitigate the effects of Force Majeure.
- ii. In the event of Force Majeure lasting for more than three months, either party may, following consultation with the other, give a notice of termination.

4 Section IV

4.1 Instruction for Submission of Bids

All the Tenders shall be prepared and submitted in accordance with the instructions as follows. Any proposal which is not submitted in accordance with these instructions will be summarily rejected without any communication in this regard.

4.1.1 Procedure for submission of bids

The Bid shall be submitted in 2 (two) parts viz. Technical Bid and Financial Bid post registration in the <https://www.tripuratenders.gov.in> as under:

Part -1

EMD: Bidders have to submit the EMD online through the Tripura eProcurement Portal. EMD submitted through any other mode will be summarily rejected.

Technical Bid - Complete technical details, data sheet, OEM Authorization certificate and detail technical specification for the item to be offered & any other relevant documents.

Part- II

Financial Bid

Financial Bid will have to be submitted in the standard BOQ template provided with this tender. Bidders are supposed to provide their basic information and financial quotation only in the field enabled in the BOQ. Bidders are not permitted to rename or modify the BOQ template else the online tender system will not accept the BOQ. Financial Bid will be considered for evaluation for those Bidders who have cleared the Technical Bid.

4.1.2 Tender Preparation Cost

The bidder shall bear all costs associated with the preparation and submission of its bid, including the cost of presentation for the purpose of clarification of the bid, if so desired by the client and client will in no case be responsible or liable for those costs, regardless of the conduct,

or outcome of the Tendering Process. Tender document can also be downloaded and bid through online mode only on <https://tripuratenders.gov.in/nicgep/app>.

4.1.3 Clarification of Tender Document

A prospective bidder requiring any clarification of the tender document may notify the client using the format provided in this tender document and communicating to the address and phone no. or email specified in “Important information to Bidders”. The client will respond in writing to any request for clarification of the tender document, received not later than 07 working days prior to the last date for the receipt of the bids prescribed by the client refer at [Annexure-IV](#). In case of any further clarification on any of the points in the tender, if required, a meeting can be held.

4.1.4 Amendment/Corrigendum of Tender Document

- i. At any time prior to the last date for receipt of bids, the client may for any reason, whether at its own initiative or in response to a clarification request by the prospective bidder, modify the tender document by an amendment.
- ii. The amendment/Corrigendum if any will be notified in <https://tripuratenders.gov.in> and will also be uploaded at <https://www.dit.tripura.gov.in> and will be binding on the bidders. The bidders have to check the website regularly for any updates.
- iii. In order to afford prospective bidder reasonable time in which to take the amendment into the account in preparing their bids, the DIT may, at its discretion, extend the last date for the receipt of the Bids.

4.1.5 Arbitration

- i. In event of any dispute or difference between the DIT and the Agency, such disputes or differences shall be resolved amicably by mutual consultation. If such resolution is not possible, then the unresolved dispute or difference shall be referred to arbitration of the sole arbitrator to be appointed by the Director, DIT on the recommendation of the Secretary, Department of Legal Affairs (‘Law Secretary’) Government of Tripura. The provision of Arbitration and Conciliation Act, 1996 (No.26 of 1996) as amended in 2015 shall be applicable to the arbitration. The Venue of such arbitration shall be at Agartala or any other place, as may be decided by the arbitrator. The language of arbitration proceedings shall be English. The arbitrator shall make a reasoned award (the “Award”), which shall be final and binding on DIT and the Agency to the agreement. However, expenses incurred by each party in connection with the preparation, presentation shall be borne by the party itself.
- ii. Pending the submission of and /or decision on a dispute, difference or claim or until the

arbitral award is published; DIT and the Agency shall continue to perform all of their obligations under this Agreement without prejudice to a final adjustment in accordance with such award.

4.1.6 Jurisdiction

The work order shall be governed by laws of the State of Tripura and all Government rules on purchase matter issued from time to time and are in force for the time being.

4.2 Language of Bids

The bids prepared by the bidder and all correspondence and documents relating to the bids exchanged by the bidder and the client, shall be written in English language, provided that any printed literature furnished by the bidder may be written in another so as long accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall govern.

4.3 Bid Opening and Bid Evaluation

4.3.1 Opening of Bids

Bids will be opened in 2 phases:

Stage 1 –In the first phase the Eligibility Criteria cum Technical Bids will be opened.

Stage 2 –In the second phase the Commercial Bids will be opened.

4.3.2 Opening of Eligibility Criteria and Technical Bids

- i. DIT will open technical bids in the presence of Bidders representative(s) who choose to be present on the date, time and address mentioned in Section 1 or as amended by DIT from time to time.
- ii. The representatives of the Bidders have to produce an authorization letter from the Bidders by way of letter or email to represent them at the time of opening of Eligibility bids. Only one representative will be allowed to represent each Bidder. In case the Bidders representatives are not present at the time of opening of bids, the bids will still be opened at the scheduled time at the sole discretion of the DIT.
- iii. The Bidders representatives who are present shall sign the register evidencing their attendance. In the event of the specified date of bid opening being declared a holiday for DIT, the bids shall be opened at the appointed time and place on next working day.

4.3.3 Opening of Commercial Bids

- i. Only those Bids that are technically qualified will be eligible for opening of commercial bids and will be intimated the date, time and address for opening of Commercial Bids.
- ii. The representatives of the Bidders have to produce an authorization letter from the Bidder/ Identity Cards to represent them at the time of opening of Commercial bids. Only one representative will be allowed to represent each Bidder. In case the Bidders representative is not present at the time of opening of bids, the bids will still be opened at the scheduled time at the sole discretion of the DIT.
- iii. The bidder's representatives who are present shall sign the register evidencing their attendance. In the event of the specified date of bid opening being declared a holiday for DIT, the bids shall be opened at the appointed time and place on next working day.

4.4 Preliminary Examination of Technical Bids

4.4.1 Part 1 (Bid Security)

Bidders who have paid EMD shall be considered for further evaluation.

4.4.2 Opening and Evaluation of Minimum Eligibility criteria

The Tender Committee would evaluate the Minimum Eligibility criteria as per the clauses given in [point 3.9](#) in this RFP. Any bid not fulfilling any of the clauses mentioned in [point 3.9](#) will be declared as non-responsive. Bidders fulfilling all the criteria as per [point 3.9](#) will be declared technically responsive and these technically responsive bids will only be considered for further technical bid evaluation.

4.4.3 Evaluation of Technical Bids

In order to facilitate the Technical Bid evaluation, the technical criteria laid down along with the assigned weights have been presented in Technical Evaluation criteria ([point 4.5](#)). The marking scheme presented is an indication of the relative importance of the evaluation criteria.

Bidders securing a minimum of 70% marks in the technical evaluation will be declared as "Technically Qualified" and these "Technically Qualified" bids only will be considered for further Commercial bid evaluation. Bids which do not secure the minimum specified technical score will not be considered for further Commercial Bid evaluation.

4.4.4 Opening and Evaluation of Commercial Bids

After evaluating the Technical Bids, DIT, Govt. of Tripura shall notify the bidders who's Technical Bids were declared as "Technically Qualified", indicating the date, time and place for opening of the Commercial Bids. Bidder's representative (maximum 2 persons) may attend the

commercial bid opening at DIT, Govt. of Tripura, Agartala. The bidder quoted lowest in total for all items would be considered as the successful bidder (i.e. L1 bidder). Item wise rate will not be considered.

4.5 Technical Bid Evaluation Criteria

Sl. No	Technical score Criteria	Total Score
1.	<p>Existence of the bidder as per agency incorporation certificate:</p> <p>a) From 5 years to 10 years = 7 marks. b) Beyond 10 years = 10 marks.</p> <p>NB: Copy of Certificate of LLP registration (OR) Copy of Certificate of Incorporation and Certificate of Commencement of business in case of Public Limited Company OR Certificate of incorporation in case of Private Limited Company, issued by the Registrar of Companies to be submitted.</p>	10
2.	<p>Cumulative annual average turnover for the last three financial years (2020-21, 2021-22, 2022-23).</p> <p>a) More than Rs. 4 Cr but less than Rs. 10 Cr = 14 marks. b) More than Rs.10 Cr = 20 marks</p> <p>NB: - Bidder must produce a certificate from the Company's Chartered Accountant to this effect.</p>	20
3.	<p>The bidder must have a proven track record of successfully implementing at least any one of following projects for Supply, Installation and Maintenance of Desktop PC/Scanner/ICT Equipment for Central Government/any of the State/UT governments / PSU in India in the last 5 years. (i.e. (2018-19, 2019-20, 2020-21, 2021-22, 2022-23)</p> <p>a) 1 Project of worth of Rupees 70 lakh = 17 Marks Or 2 Projects worth of Rupees 40 Lakh each = 17 Marks Or 3 Projects worth of Rupees 25Lakh each = 17 marks</p> <p>b) 1 Projects worth of Rupees more than 1 Crore = 20 Marks</p> <p>NB:</p> <ul style="list-style-type: none"> ▪ Work orders confirming year and Area of activity, the value of services delivered to each of the projects. Or Completion/Satisfactory ongoing Certificate from Client ▪ Projects mentioned to qualify for this clause should have completed installation/ commissioning, if applicable, and its maintenance phase should be on-going/ completed. More than one work order against one tender shall be treated as one work order. However, orders against rate contract shall not be clubbed. 	20

4.	The Bidder should have supplied and installed at least 400 numbers of Scanner in a single/ multiple orders during the period from 01/04/2018 to 31/03/2023 for Scheduled Commercial Banks/ Central Government Departments/ State Government/ Public Sector Units NB: Purchase Order Copies /Reference Letters duly mentioning the Make and quantity of the Scanners from the Customers to this effect are to be submitted.	10
5.	The Bidder should have Positive Net Worth as on 31/03/2023. NB: The Bidder must produce a certificate from the Company's Chartered Accountant to this effect.	5
6.	Quality Certification: The bidder should have ISO 9001:2015 & ISO 27001:2013 certified. ISO 9001:2015 & ISO 27001:2013 = 10 marks NB: Necessary certification to be submitted	10
7.	Suitability of the technical proposal Technical Bid Evaluation Committee will decide suitability of the product and provide the marks NB: Datasheet to be submitted	15
8.	The bidder should submit valid undertaking letter for Hardware and Software confirming the following: a) OEM undertake that the support including spares, updates, patches, security patches, fixes, bug fixes, for the quoted products shall be available for minimum 3 years; b) Confirm that the products meet the technical & functional requirements & products quoted are latest version / specification and not the end of life. NB: Necessary documents to be submitted	10
	Total	100

4.6 Support Services:

The Successful Bidder should provide comprehensive maintenance of the all hardware, which shall include corrective maintenance at the service centers. The maintenance shall include replacement of all parts. If the any hardware is down, the same should be repaired/ restored/ replaced within 48 hours. The Purchaser reserves right to terminate the contract in the event of unsatisfactory maintenance and claim damages and costs for non-fulfillment of contract.

4.7 Billing:

The Successful Bidder shall raise the invoice for the hardware/ peripherals supplied in the name of Directorate of Information Technology, Government of Tripura and shipping address will be

site address, where the all peripherals are delivered and installed. A signed copy of delivery and installation acceptance of peripherals by Nodal Officer should be submitted along with Invoice.

5 Section V

5.1 ANNEXURE – I –FORMAT FOR FINANCIAL TURNOVER

Tender Name: RFP for selection of agency for supply of Scanner for smooth implementation of eOffice in Tripura.

Name of the Bidder	Average Annual Turn-Over (Rs. In Crores)			
	FY 2020-21	FY 2021-22	FY 2022-23	Average of 3 FY

5.2 ANNEXURE – II – BID PROPOSAL SHEET

Bidder's Proposal Reference No& Date:

Bidder's Name &Address:

Person to be contacted:

Designation

Telephone No:

Fax No:

Email:

To <>

Subject: -RFP for selection of agency for supply of Scanner for smooth implementation of eOffice in Tripura.

Sir,

We, the undersigned bidders, having read and examined in detail general terms and conditions, the specifications and the entire Tender document in respect of the Tender for selection of agency for supply of Scanner for smooth implementation of eOffice in Tripura.

- I. All price mentioned in our proposal are in accordance with the terms as specified in the Tender documents. All the prices and other terms and conditions of this proposal are valid for a period of 180 calendar days from the last date of submission of bids.
- II. We do hereby confirm that the bid prices are inclusive of all taxes, where ever applicable.
- III. We declare that all the services shall be performed strictly in accordance with the fine-tuned technical specifications. No Technical deviation will be acceptable and any technical deviation is liable to rejection of tender.
- IV. We hereby declare that our proposal is made in good faith and the information contained in this proposal is true and correct to the best of our knowledge & belief.
- V. We understand that you are not bound to accept the lowest or any bid you may receive.

Thanking you

Yours Faithfully

(Signature)

DateName

PlaceDesignation

Business Address Seal

5.3 ANNEXURE – III – PROFILE OF BIDDERS/COMPANY

1. Bidder's information:

- a)Name:
- b)Country of incorporation:
- c)Address of the corporate headquarters and its branch office(s), if any, in India:
- d)Date of incorporation and/ or commencement of business:
- e)Goods and Service Tax Registration No.
- f)Permanent Account Number (PAN)

2. Details of individual(s) who will serve as the point of contact/ communication for DIT:

- a)Name:
- b)Designation:
- c)Company:
- d)Address:
- e)Mobile Number:
- f)E-Mail Address:

3. Particular of Agartala Address (if available):

5.4 ANNEXURE – IV – PRE-PROPOSALS QUERIES FORMAT

{To be filled by the bidder}

Name of the Agency:

Name of Person(s) Representing the Company/ Agency:

Name of Person	Designation	Email ID	Contact No.	Address for correspondence

Query / Clarification Sought:

Sl. No.	RFP Page No.	RFP Clause No.	Clause Details	Query / Clarification / Suggestion

Note: - Queries must be submitted in the prescribed format only (.XLS/ .XLSX). Queries not submitted in the prescribed format will not be considered/ responded at all by DIT.

Pre-Proposal queries shall be sent at the e-mail address mentioned in the RFP, and 24 hours before Pre-bid meeting. Queries submitted post that may not be entertained.

5.5 ANNEXURE – V – COMPLIANCE SHEET

Sl.No.	Description	Documents to be Submitted	Compliance (Yes/No)	Page No.
1	The bidder must be OEM (Original Equipment Manufacturer)/Authorized channel partner of Computer Systems.	A letter of Undertaking by OEM should be submitted as per Annexure -X provided in this RFP.		
2	The bidder in case of OEM should be a company registered in India under companies Act, 1956/2013 registered with the Tax Authorities and operating for the last 5 financial years in IT/ ITeS/ E-Governance Services as on 01/04/2018. And in case of Authorized channel partner, the bidder may be a registered company/partnership firm/LLP.	<ul style="list-style-type: none"> ▪ Certificate of Incorporation ▪ GST Registration ▪ Income Tax Registration 		
3	The bidder should have a cumulative average Annual turnover of not less than Rs. 4.00 Crores for the last three financial years (2020-21, 2021-22 and 2022-23).	A copy of the audited Balance sheet of the bidding company showing turnover for last three years. Certificate from the statutory auditor or CA. (if required by any Act/rules)		
4	<p>The bidder must have a proven track record of successfully implementing at least any one of following projects for Supply, Installation and Maintenance of Desktop PC/Scanner/ICT Equipment for Central Government/any of the State/UT Governments / PSU in India in the last 5 years. (i.e. (2018-19, 2019-20, 2020-21, 2021-22, 2022-23)</p> <p>1 Project of worth of Rupees 70 lakh</p> <p style="text-align: center;">Or</p> <p>2 Projects worth of Rupees 40 Lakh each</p> <p style="text-align: center;">Or</p>	<p>Work orders confirming year and Area of activity, the value of services delivered to each of the projects.</p> <p style="text-align: center;">Or</p> <p>Completion/Satisfactory ongoing Certificate from Client</p>		

	<p>3 Projects worth of Rupees 25 Lakh each</p> <p>Note: Projects mentioned to qualify for this clause should have completed installation/ commissioning, if applicable, and its maintenance phase should be on-going/ completed. More than one work order against one tender shall be treated as one work order. However, orders against rate contract shall not be clubbed.</p>			
5	The bidder must not have been declared insolvent/bankrupt or should not have filed for insolvency/bankruptcy or in the process of being declared bankrupt before any designated authority.	A Self Declaration regarding the bidder not being, or not having filed, or is not in the process of being declared, insolvent / bankrupt shall be submitted.		
6	The bidder should not have been blacklisted by any of the State/Central Government or organizations of the State/Central Government in India in the past three years.	Self-Declaration in this regard by the authorized signatory of the bidder.		
7	The bidder should have a Service Center in the State. However, if the local Service Center is not there in the State, the selected bidder should give an undertaking for arranging for the same within one month of award of the contract.	Undertaking letter should be submitted by the bidder.		
8	The bidder should submit valid undertaking letter for Hardware and System Software confirming following: 1. OEM undertake that the support including spares, updates, patches, security patches, fixes, bug fixes, for the quoted products shall be available for minimum 3	A letter of Undertaking by OEM should be submitted as per Annexure X provided in this RFP.		

	year; 2. Confirm that the products meet the technical & functional requirements & products quoted are latest version /specification and not the end of life.			
9	OEM whose products have been offered in the bid shall have Technical Assistance Centre (TAC) and shall have Toll Free Number for TAC. OEM should have their own office in India manned with their own engineers.	Documentary proof for the same should be submitted by the OEM.		
10	The bidder should furnish, as part of its proposal, an Earnest Money Deposit (EMD) amount as the details mentioned in the RFP.	EMD should be submitted online through the https://tripuratenders.gov.in as per RFP.		
11	A Power of Attorney / Board resolution in the name of the person signing the bid by bidder.	Original Power of Attorney/Board resolution copy.		
13	The detailed Technical Specification of the Model/ Models with the images should be available to public on OEM official website for verification.	As per OEM official website, to be provided with URL.		
14	EMD exemption proof as per Government of Tripura rules/guidelines.	Documents to be uploaded		

5.6 ANNEXURE – VI – CHECKLIST

Sl. No	Technical score Criteria	Page No.
1.	<p>Existence of the bidder as per agency incorporation certificate:</p> <p>c) From 5 years to 10 years = 7 marks. d) Beyond 10 years = 10 marks.</p> <p>NB: Copy of Certificate of LLP registration (OR) Copy of Certificate of Incorporation and Certificate of Commencement of business in case of Public Limited Company OR Certificate of incorporation in case of Private Limited Company, issued by the Registrar of Companies to be submitted.</p>	
2.	<p>Cumulative annual average turnover for the last three financial years (2020-21, 2021-22, 2022-23).</p> <p>c) More than Rs. 4 Cr but less than Rs. 10 Cr = 14 marks. d) More than Rs.10 Cr = 20 marks</p> <p>NB: - Bidder must produce a certificate from the Company's Chartered Accountant to this effect.</p>	
3.	<p>The bidder must have a proven track record of successfully implementing at least any one of following projects for Supply, Installation and Maintenance of Desktop PC/Scanner /ICT Equipment for Central Government/any of the State/UT governments / PSU in India in the last 5 years. (i.e. (2018-19, 2019-20, 2020-21, 2021-22, 2022-23)</p> <p>c) 1 Project of worth of Rupees 70 lakh = 17 Marks Or 2 Projects worth of Rupees 40 Lakh each = 17 Marks Or 3 Projects worth of Rupees 25Lakh each = 17 marks</p> <p>d) 1 Projects worth of Rupees more than 1 Crore = 20 Marks</p> <p>NB:</p> <ul style="list-style-type: none"> ▪ Work orders confirming year and Area of activity, the value of services delivered to each of the projects. Or Completion/Satisfactory ongoing Certificate from Client ▪ Projects mentioned to qualify for this clause should have completed installation/ commissioning, if applicable, and its maintenance phase should be on-going/ completed. More than one work order against one tender shall be treated as one work order. However, orders against rate contract shall not be clubbed. 	
4.	<p>The Bidder should have supplied and installed at least 400 numbers of Scanner in a single/ multiple orders during the period from 01/04/2018 to 31/03/2023 for Scheduled Commercial Banks/ Central Government Departments/ State Government/ Public Sector Units</p>	

	NB: Purchase Order Copies /Reference Letters duly mentioning the Make and quantity of the Scanners from the Customers to this effect are to be submitted.	
5.	The Bidder should have Positive Net Worth as on 31/03/2023. NB: The Bidder must produce a certificate from the Company's Chartered Accountant to this effect.	
6.	Quality Certification: The bidder should have ISO 9001:2015 & ISO 27001:2013 certified. ISO 9001:2015 & ISO 27001:2013 = 10 marks NB: Necessary certification to be submitted	
7.	Suitability of the technical proposal Technical Bid Evaluation Committee will decide suitability of the product and provide the marks NB: Datasheet to be submitted	
8.	The bidder should submit valid undertaking letter for Hardware and Software confirming the following: c) OEM undertake that the support including spares, updates, patches, security patches, fixes, bug fixes, for the quoted products shall be available for minimum 3 years; d) Confirm that the products meet the technical & functional requirements & products quoted are latest version / specification and not the end of life. NB: Necessary documents to be submitted	

NB: It is mandatory to fill up the checklist failing which the bidder may summarily be rejected

5.7 ANNEXURE – VII – Indicative list of Office locations.

SL.NO	NAME OF THE DEPARTMENTS/DIRECTORATE/OFFICES
1	National Health Mission Directorate
2	GA (Personnel & Training)

SL.NO	NAME OF THE DEPARTMENTS/DIRECTORATE/OFFICES
3	Dept. of Agriculture & Farmers Welfare
4	Directorate of Handloom & Handicrafts
5	Tripura Rural Livelihood Mission (TRLM)
6	Directorate of Health Service
7	Directorate of Information Technology
8	Finance Department
9	Rural Development Engineering Wing
10	Commissionerate of Taxes & Excise
11	Directorate Of Kokborok & Other Minority Languages
12	Home Department (Secretariat)
13	Forest Department
14	Directorate Of Secondary Education
15	Land Records & Settlement
16	Commissionerate of Excise
17	Directorate Of Tribal Welfare
18	Directorate Of Social Welfare & Social Education
19	Animal Resource and Development Department
20	Rd (Panchayat) Department
21	Directorate Of Higher Education
22	Transport Department
23	RD Department
24	Directorate of Industries & Commerce
25	Directorate of Youth Affairs & Sports
26	Ayushman Bharat Pradhan Mantri Jan Arogya Yojana
27	Directorate Of Fisheries
28	Office Of the Transport Commissioner
29	Law & Parliamentary Affairs Department
30	State Institute of Public Administration and Rural Development
31	Home (Jail)
32	Directorate of Audit
33	State Ayush Mission Tripura
34	Directorate of Elementary Education
35	Department of Planning & Coordination
36	Department of GA (Secretariat Administration)
37	Public Works Department (DWS)
38	Planning (Statistics) Department
39	Directorate of Small Savings, GI & IF
40	Directorate of Tourism
41	Food, Civil Supplies & CA
42	Directorate Of Science, Technology & Environment
43	Directorate Of Labour
44	Power Department
45	Department Of Information & Cultural Affairs
46	Tripura Biodiversity Board
47	PWD (R&B)
48	SCERT

SL.NO	NAME OF THE DEPARTMENTS/DIRECTORATE/OFFICES
49	Factories & Boilers Organization
50	GA (Printing & Stationary)
51	Directorate Of Treasuries
52	TRP &PTG
53	Sc Welfare Department
54	Directorate of Tribal Research and Cultural Institute
55	Election Department
56	Directorate for Welfare of OBCS
57	Department of Co-Operation
58	Tripura Police
59	Ayushman Bharat Digital Mission
60	Revenue Department
61	Directorate For Welfare of Minorities
62	Department Of GA (Administrative Reforms)
63	Directorate Of Horticulture & Soil Conservation
64	Directorate Of Biotechnology
65	PWD (B)
66	Directorate of Skill Development
67	Public Works Department (NH)
68	PWD (PMGSY)
69	Tripura Urban Livelihood Mission
70	General Administration (Political)
71	Chief Minister Secretariat
72	Employment Services & Man Power
73	O/O of the Secretaries
74	PWD (WR)
75	Urban Dept
76	Legal Metrology
77	Home (FIRE & ES) Department
78	Minister's Office
79	Revenue (Relief, Rehabilitation & Disaster Management)
80	Directorate Of Family Welfare & Preventive Medicine
81	Others (if any)

NB: Delivery will be made based on actual basis. The Desktop PC to deliver at Central location at DIT/ at the indicative list and will be prescribed in the work order accordingly.

5.8 ANNEXURE VIII – FORMAT FOR PERFORMANCE BANK GUARANTEE

(To be stamped in accordance with Stamp Act)

Ref: Bank Guarantee No.

Date:

To
Director,
Directorate of Information Technology, Govt. of Tripura)
IT Bhavan, ITI Road,
Indranagar; Agartala

Dear Sir,

WHEREAS (Name of IA) hereinafter called "the IA" has undertaken, in pursuance of work order dated 2023 to supply Scanner to Directorate of Information Technology, Govt. of Tripura for smooth implementation of eOffice in Tripura.

AND WHEREAS it has been stipulated in the said work order that the IA shall furnish a Bank Guarantee ("the Guarantee") from a Nationalized bank for the project/performance for supply and installation of Scanner for Directorate of Information Technology.

WHEREAS we ("the Bank", which expression shall be deemed to include its successors and permitted assigns) have agreed to give Directorate of Information Technology (DIT), Govt. of Tripura the Guarantee:

THEREFORE, the Bank hereby agrees and affirms as follows:

1. The Bank hereby irrevocably and unconditionally guarantees the payment of Rs. _____ (being 5% of the sum of order value) to DIT under the terms of their Agreement dated on account of full or partial non-performance / non- implementation and/ or delayed and/ or defective performance / implementation. Provided, however, that the maximum liability of the Bank towards DIT under this Guarantee shall not, under any circumstances, exceed in aggregate.
2. In pursuance of this Guarantee, the Bank shall, immediately upon the receipt of a written notice from DIT stating full or partial non-implementation and/ or delayed and or defective implementation, which shall not be called in question, in that behalf and without delay/demur or set off, pay to DIT any and all sums demanded by DIT under the said demand notice, subject to the maximum limits specified in Clause 1 above. A notice from DIT to the Bank shall be sent by Registered Post (Acknowledgement Due)/FAX/Email at the following address: Attention Mr.....
3. This Guarantee shall come into effect immediately upon execution and shall remain in force for a period of Three and Half Year from the date of issue of this Guarantee.

However, the Guarantee shall, not less than 30 days, prior to its expiry, be extended by the Bank for further period.

4. The liability of the Bank under the terms of this Guarantee shall not, in any manner whatsoever, be modified, discharged, or otherwise affected by:
 - a) any change or amendment to the terms and conditions of the work order or the execution of any further Work order.
 - b) Any breach or non-compliance by the IA with any of the terms and conditions of any Agreements/credit arrangement, present or future, between IA and the Bank.

5. The BANK also agrees that DIT at its option shall be entitled to enforce this Guarantee against the Bank as a Principal Debtor, in the first instance without proceeding against IA and notwithstanding any security or other guarantee that DIT may have in relation to the IA's liabilities.
6. The BANK shall not be released of its obligations under these presents by reason of any act of omission or commission on the part of DIT or any other indulgence shown by DIT or by any other matter or thing whatsoever which under law would, but for this provision, have the effect of relieving the BANK.
7. This Guarantee shall be governed by the laws of India and only the courts of Agartala, Tripura shall have exclusive jurisdiction in the adjudication of any dispute which may arise hereunder.

Dated this..... the Day of2013

Witness

(Signature) (Signature) (Name) (Name)

Bank Rubber Stamp

(Official Address) Designation with Bank

Stamp Plus Attorney as per Power of Attorney No. Dated:

5.9 ANNEXURE-IX - BID UNDERTAKING

**To
The Director,
Directorate of Information Technology (DIT),
Govt. of Tripura
IT Bhavan, ITI Road, Indranagar,
Agartala, Tripura-799006**

Sir / Madam,

This has reference to the Directorate of Information Technology (DIT)RFP No..... dated for selection of agency for supply of Scanner to Directorate of Information Technology (DIT), Govt. of Tripura for smooth implementation of eOffice in the State.

In this context, I/we, as an authorized representative(s) of company, I/We certify that the agency will undertake the assignment, in accordance with the Scope of Work detailed in the RFP document and at the cost submitted by the agency in the financial proposal.

Thanking you,

Name of the Bidder:

Authorized Signatory.....

Name:

Seal:

Date:

Place:

5.10 ANNEXURE-X- COMMITMENT LETTER FOR SUPPORT FROM ORIGINAL EQUIPMENTMANUFACTURER (OEM)

Date.....2023

**To,
The Director
Directorate of Information Technology
Govt. of Tripura**

Dear Sir,

Ref.: Tender No.

I/ We..... here by commit & confirm the following:

- a) The duration of the service support will be for a period of minimum 3years (Three-year warranty) from the date of supply of equipment.
- b) The warranty support will be provided onsite and will not be charged extra.
- c) The warranty support will be comprehensive hence no extra charge is to be paid for any Hardware failure.
- d) After expiry of warranty, the bidder will provide service support through their service centers in the State.

Signature.....

Name.....

Designation.....