

Request for Proposal (RFP)

for

**“Selection of Service Provider for Supply,
Installation and Commissioning of All-in-One
Desktops, Printers, and Scanners for the City
Census Office of PMC”**

Tender Ref Number- PMC/IT/2026/02

Date: 06/05/2026

PUNE MUNICIPAL CORPORATION



Disclaimer

- i. This Request for Proposal ("RFP") is issued by Pune Municipal Corporation (PMC)
- ii. The information contained in this Request for Proposal document ("RFP") or subsequently provided to Bidders, whether verbally or in documentary or any other form by or on behalf of the PMC (the Purchaser) or any of its employees or advisors, is provided to Bidders, on the terms and conditions set out in this RFP.
- iii. This RFP is not a Contract and is neither an offer nor invitation by the Purchaser to the prospective Bidders or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in the formulation of their Proposals in pursuant to this RFP. This RFP includes statements, which reflect various assumptions and assessments arrived at, by the Purchaser, in relation to the project. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. This RFP may not be appropriate for all persons, and it is not possible for the Purchaser, its employees or advisers to consider the objectives, technical expertise and particular needs of each party, who reads or uses this RFP. The assumptions, assessments, statements and information contained in this RFP, may not be complete, accurate, adequate or correct. Each Bidder should, therefore, conduct his own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this RFP and obtain independent advice from appropriate sources.
- iv. Information provided in this RFP to the Bidders is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The Purchaser accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein. The Purchaser, its employees and advisers make no representation or warrants and shall have no liability to any person including any Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way in this selection process.
- v. The Purchaser also accepts no liability of any nature, whether resulting from negligence or otherwise, however caused, arising from reliance of any Bidder upon the statements contained in this RFP.
- vi. The Purchaser may, in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this RFP. The issue of this RFP does not imply that the Purchaser is bound to select a Bidder or to appoint the Selected Bidder, as the case may be, for this project and the Purchaser reserves the right to reject all or any of the proposals, without assigning any reason whatsoever.
- vii. PMC or its authorized officers / representatives / advisors reserve the right, without prior notice, to change the procedure for the selection of the Successful Bidder or terminate discussions and the delivery of information at any time before the signing of any agreement for the Project, without assigning reasons thereof.
- viii. The RFP Document does not address concerns relating to diverse investment objectives, financial situation and particular needs of each party. The RFP Document is not intended to provide the basis for any investment decision and each Bidder must make its / their own independent assessment in respect of various aspects of the techno-economic feasibilities of the Project. No person has been authorized by PMC to give any information or to make any representation not contained in the RFP Document.
- ix. The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Proposal including but not limited to preparation and expenses associated with any

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demonstrations or presentations which may be required by the Purchaser or any other costs incurred in connection with or relating to its Proposal. All such costs and expenses shall remain with the Bidder and the Purchaser shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder, in preparation for submission of the Proposal, regardless of the conduct or outcome of the selection process.

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Invitation to Proposal

This RFP Document is being published by Pune Municipal Corporation, for the Project “Selection of Service Provider for Supply, Installation and Commissioning of All-in-One Desktops, Printers, and Scanners for the City Census Office of PMC”

The complete bidding document shall be published on the e-Procurement Portal <https://mahatenders.gov.in> for the purpose of downloading. The downloaded bidding document shall be considered valid for participation in the electronic bidding process (e-Tendering) subject to the submission of required tender/ bidding document fee online.

Bidder is advised to study this RFP document carefully before submitting their proposals in response to the RFP Notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.

Datasheet/Factsheet:

Sr. No.	Item	Description
1.	Name of the Project	“Selection of Service Provider for Supply, Installation and Commissioning of All-in-One Desktops, Printers, and Scanners for the City Census Office of PMC”
2.	Total Project Duration	1 Year
3.	Method of Selection	The method of selection is L1. Pre-Qualified bidder quoting the lowest Price Bid will be considered as the successful bidder.
4.	Availability of RFP Documents	Download from e-Procurement Portal (https://mahatenders.gov.in)
5.	Date of RFP Issuance	06/05/ 2026
6.	Tender document fee (Non-refundable and Not exempted)	INR 1359/- and to be deposited through e-Procurement Portal
7.	Bid Security/Earnest Money Deposit (EMD)	Total EMD amount is INR 20,000/- (Twenty Thousand Only) and to be deposit through e-Procurement portal
8.	Prebid Meeting	XX XXXXXX 2026, Time: XX PM at IT Department, Savarkar Bhavan, PMC
9.	Last Date and time for Bid/Bid submission (On or before)	14/05/ 2026 2.30pm
10.	Date of opening of bids	15/05/2026
11.	Presentation / demo on technical solution by bidders	To be Informed Later
12.	Place, Time and Date of opening of financial proposals received in response to the RFP notice	To be Informed Later
13.	Bid validity	Bid must remain valid up to 120 (One Hundred & Twenty) days from the actual date of submission of the Bid.
14.	Name and Address for Correspondence	Information & Technology Department, 2ndFloor, Sawarkar Bhavan, Pune 411005. Email Id: itsupport@punecorporation.org

Definitions & Acronyms

Terms	Meaning
AMC	Annual Maintenance Contract
AIO	All-in-One Desktop
BEC	Bidder Evaluation Committee
BoM	Bill of Material
CEP	Customer Engagement Platform
CTA	Call-to-action
SPOC	Single Point of Contact
EMD	Earnest Money Deposit
FRS	Functional Requirement Specification
FQA	Frequently asked questions
GIS	Geographic Information System
GoI	Government of India
GoM	Government of Maharashtra
MS	Microsoft
LLP	Limited Liability Partnership
LoI	Letter of Intent
MIS	Management Information System
PMC	Pune Municipal Corporation
PQ	Pre-Qualification
QP	Quarterly Payment
QR	Quick Response
RFP	Request for Proposal
SD	Security Deposit
SI/ Successful Bidder	System Integrator / Successful Bidder
SP	Service Provider
SLA	Service Level Agreement
TEC	Tender Evaluation Committee
TRS	Technical Requirement Specification
UPS	Uninterruptible Power Supply

1. Introduction

1.1. About Pune

Pune is the seventh most populous city in India and the second largest in the state of Maharashtra. It was known as Punyanagari in earlier times. It is situated 560 meters (1,837 feet) above sea level on the Deccan plateau, on the right bank of the Mutha River. Pune city is the administrative headquarters of Pune district and was once the centre of power of the Maratha Empire.

In the 18th century, Pune became the political centre of the Indian subcontinent, as the seat of Peshwas who the prime ministers of the Maratha Empire were. Pune is considered the cultural capital of Maharashtra. Since the 1950s and 1960s, Pune has had traditional old-economy industries which continue to grow today. Further, the city is also known for manufacturing and automobiles, as well as government and private sector research institutes for information technology (IT) education, management and training that attract migrants, students, and professionals from India, Southeast Asia, the Middle East, and Africa. Pune is also one of the fastest growing cities in the Asia-Pacific region.

1.2. About Pune Municipal Corporation

The Pune Municipal Corporation (PMC) was established on 15 February 1950. The PMC controls the whole administration of Pune. The PMC oversees the civic needs and infrastructure of the metropolis. Pune is divided into 5 zones and 15 wards. Pune, the Oxford of the East is a historical city in India with a glorious past, an innovative present and a promising future. Since 1950, the Pune Municipal Corporation is administrating the city and serving citizens.

1.3. Project Background

- Pune Municipal Corporation (PMC) has been at the forefront of adopting digital technologies to enhance efficiency, transparency, and service delivery for citizens. In line with the Government of Maharashtra's vision of e-Governance and Smart City initiatives, PMC is continuously upgrading its IT infrastructure to support modern applications, digital record management, and seamless communication across departments.
- To strengthen its technology backbone, PMC intends to procure and deploy high-performance All-in-One Desktops, Printers, and Scanners across various offices and departments. This initiative will not only replace outdated hardware but also ensure standardized, secure, and energy-efficient devices are available to staff for day-to-day operations. The installation and commissioning of these systems will enable smoother workflow, faster processing of citizen services, and improved coordination among departments.
- Through this RFP, PMC seeks to engage a professional OEMs (Original Equipment Manufacturer) or authorized agencies of OEMs qualified Service Provider who can supply, install, and commission the required IT equipment, while ensuring adherence to quality standards, timely delivery, and reliable after-sales support. This initiative is a critical step towards building a robust digital ecosystem that supports PMC's ongoing reforms and long-term digital governance strategy.

2 Instruction to Bidders

2.1 General

PMC has adopted a two-step process (referred to as the "Bidding Process") for selecting Bidders for the award of the Project through the e-tendering system. The Bidding Process shall comprise of two steps, the first relating to qualification of the Bidder and the second relating to the Commercial Proposal of the Bidder. As part of the Bidding Process, the Bidders are being called upon to submit their Bids through the e-Procurement Portal (<https://mahatenders.gov.in>) in accordance with the terms specified in the Bidding Documents. Registered bidders should submit their offer through e-Procurement Portal only. The official shall guide the interested Bidder to document the authorization process & to obtain the Registration Key.

Notes of e-Tendering:

- a. All eligible interested Bidders, who want to participate in e-tendering process should get enrolled on e-Procurement portal (<https://mahatenders.gov.in>)
- b. Bidder shall contact, for details or any difficulties in submission of online tenders, if any.
- c. It is compulsory for all participants to submit all documents online.
- d. It is compulsory to submit cost of Tender Form Fee and Earnest Money Deposit only in the prescribed form/mode of payment. Detailed terms and conditions are displayed on the portal (<https://mahatenders.gov.in>)
- e. Right to reject any or all online bids of work without assigning any reasons thereof are reserved with the PMC.
- f. While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders must form their own conclusions about the solution needed to meet the requirements. Bidders and recipients of this RFP may wish to consult their own legal advisers in relation to this RFP.
- g. All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the Purchaser based on this RFP.
- h. No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of the Purchaser. Any notification of preferred Bidder status by the Purchaser shall not give rise to any enforceable rights by the Bidder. The Purchaser may cancel this public tendering at any time prior to a formal written contract being executed by or on behalf of the Purchaser.
- i. This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.

2.2 Eligible Bidders

Bids only to be submitted by a Sole Bidder as per the eligibility norms set forth in this RFP document.

2.3 Compliant Bids / Completeness of Response

- a. Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- b. Failure to comply with the requirements of this paragraph may render the bid non-compliant and the Bid may be rejected. Bidders must:

- i. Include all documentation in the bid, specified in this RFP
- ii. Follow the format of this RFP while developing the bid and respond to each element in the order, as set out in this RFP
- iii. Comply with all requirements as set out within this RFP

2.4 Code of Integrity

No official of a procuring entity or a bidder shall act in contravention of the codes, which includes:

- a. Prohibition of:
 - i. Making offer, solicitation or acceptance of bribe, reward or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the Tendering process or to otherwise influence the Tendering process.
 - ii. Any omission, or misrepresentation that may mislead or attempt to mislead so that financial or other benefit may be obtained, or an obligation avoided.
 - iii. Any collusion bid rigging or anticompetitive behaviour that may impair the transparency, fairness and the progress of the Tendering process.
 - iv. Improper use of information provided by the procuring entity to the bidder with an intent to gain unfair advantage in the Tendering process or for personal gain.
 - v. Any financial or business transactions between the bidder and any official of the procuring entity related to tender or execution process of contract, which can affect the decision of the procuring entity directly or indirectly.
 - vi. Any coercion or any threat to impair or harm, directly or indirectly, any party or its property to influence the Tendering process.
 - vii. Obstruction of any investigation or auditing of the Tendering process.
 - viii. Making false declaration or providing false information for participation in a tender process or to secure a contract.
- b. Disclosure of conflict of interest.
- c. Disclosure by the bidder of any previous transgressions made in respect of the: -
 - i. Provisions of sub-clause (a) with any entity in any country during the last three years
 - ii. Or of being debarred by any other procuring entity.

In case of any reported violations, the procuring entity, after giving a reasonable opportunity of being heard, concludes that a bidder or prospective bidder, has contravened the code of integrity, may take appropriate measures.

2.5 Bidder to Inform

The Bidder shall be deemed to have carefully examined the Terms & Conditions, Scope, Service Levels, Specifications, and Schedules of this RFP. If bidder has any doubts/clarifications as to the meaning of any portion of the Conditions or the specifications, he shall, before the last date for Submission of Pre-Bid Queries, set forth the particulars thereof and submit to Purchaser in writing so that the doubts may be removed, or clarifications are provided.

2.6 Pre-bid meeting & Clarification

2.6.1 Bidders Queries

- a) Any clarification/queries regarding the RFP document and any other items related to this project can be submitted to PMC as per the submission mode and timelines mentioned in the RFP Datasheet.

- b) Any request(s) for clarifications post the indicated date and time shall not be entertained by PMC. Further, PMC shall reserve the right to issue clarifications.
- c) The queries of only those bidders would be considered, who shall send the same to e-mail IDs provided in the RFP Datasheet.
- d) It is necessary that the pre-bid queries must be submitted in excel sheet format, along with name and details of the organization submitting the queries as below.

S: No	RFP Document Reference(s) Section	Page Number	Content of RFP requiring clarification(s)	Points of Clarification

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

2.6.2 Pre-Bid Conference

PMC shall hold a pre-bid meeting with the prospective bidders as mentioned in the RFP Data Sheet. The bidders are expected to submit the pre-bid queries one day prior to the date of Pre-bid conference mentioned in the RFP Datasheet. PMC may not respond to the pre-bid queries posted after the last day, and the bidder shall not claim for non-response of the pre-bid queries.

2.6.3 Responses to Pre-Bid Queries and Issue of Corrigendum

- a) The Nodal Officer notified by the Purchaser shall endeavour to provide timely response to all queries. However, Purchaser makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does Purchaser undertake to answer all the queries that have been posed by the Bidders.
- b) At any time prior to the last date for receipt of bids, Purchaser may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.
- c) The corrigendum (if any) & clarifications to the queries from all Bidders shall be posted on <https://mahatenders.gov.in>
- d) Any such corrigendum shall be deemed to be incorporated into this RFP.
- e) To provide prospective Bidders reasonable time for taking the corrigendum into account, the Purchaser may, at its discretion, extend the last date for the receipt of Proposals.

2.7 Bid Validity Period

Bid shall remain valid for the time mentioned in the RFP Datasheet. In exceptional circumstances, at its discretion, PMC may solicit the Bidder's consent for an extension of the validity period. The request and the response shall be made in writing.

3 Key Requirements of Bid

3.1 Right to Terminate the Process

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

3.2 RFP Document Fees and Purchase

- a) The Bidders shall download the tender document from the e-Procurement Portal as mentioned in the Proposal Datasheet above. The downloading of the tender documents shall be carried out strictly as provided on the web site.
- b) Tender Fee of requisite amount, as per Datasheet, shall be paid online through e-Procurement Portal.
- c) Without the payment of tender fee, the bids shall be considered as incomplete and non-responsive and shall not be considered.
- d) The RFP document fee is non-refundable and not exempted.
- e) Proposals received without tender fee receipt shall be rejected.

3.3 Earnest Money Deposit (EMD)

- a) EMD, which is required to protect the PMC against the risk of Bidders conduct, which would warrant the EMD forfeiture, of requisite amount, i.e., **INR 20,000/-** as per Factsheet/Datasheet, shall be paid through e-Procurement portal
- b) No exemption for submitting the EMD shall be given to any agency. EMD in any other form shall not be entertained.
- c) The EMD of all unsuccessful bidders would be refunded by PMC after submission of Performance Security by the successful bidder.
- d) The EMD of the successful bidder would be returned upon submission of Performance Security, by the successful bidder. The EMD amount is interest free and shall be refundable without any accrued interest on it.
- e) Proposals not accompanied with the EMD or containing EMD with infirmity (ies) (relating to the amount or validity period etc.), mentioned above, shall be summarily rejected.
- f) The EMD may be forfeited:
 - If a bidder withdraws its bid during the period of bid validity.
 - A successful Bidder fails to sign the subsequent contract in accordance with this RFP
 - The Bidder being found to have indulged in any suppression of facts, furnishing of fraudulent statement, misconduct, or other dishonest or other ethically improper activity, in relation to this RFP
 - A Proposal contains deviations (except when provided in conformity with the RFP) conditional offers and partial offers.

3.4 Submission of Proposal

Bidders shall submit their responses as per the procedure specified in the e-Procurement Portal <https://mahatenders.gov.in> being used for this purpose. Generally, the items to be uploaded on the portal would include all the related documents mentioned in this Model RFP, such as:

- Tender Fee
- EMD Receipt Copy
- Pre-Qualification Proposal
- Technical Proposal
- Financial proposal

However, each of the above documents must be uploaded in the format specified for this purpose and as per the specified folder structure in the e-Procurement Portal.

The bidder must ensure that the bid is digitally signed by the Authorized Signatory of the bidding firm and has been duly submitted (freeze) within the submission timelines. The PMC shall in no case be responsible if the bid is not submitted online within the specified timelines.

All the pages of the Proposal document must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bidder's Proposal.

3.5 Bid Preparation costs

The Bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by Purchaser to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process.

Purchaser shall in no event be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

3.6 Language

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

3.7 Only One Proposal and One Solution

If a Bidder, submits or participates in more than one Proposal and / or presents more than one Solution, such Bidders shall be disqualified.

3.8 Authentication of Bids

The Proposal should be accompanied by a Power-of-Attorney in the name of the signatory of the Proposal.

3.9 Bidders Authorization

- a) The "Bidders" as used in the tender documents shall mean the one who has signed the Tender Forms. The Bidders may be either the Principal Officer or his duly Authorized Representative, in either case, he/she shall submit a power of attorney. All certificates and

documents (including any clarifications sought and any subsequent correspondences) received hereby, shall be furnished and signed by the representative or the principal.

- b) The authorization shall be indicated by written power-of-attorney accompanying the bid.

3.10 Amendment of request for proposal

- a) At any time prior to the deadline for submission of proposals, PMC, for any reason, may modify the RFP by amendment notified by uploading it on the e-Procurement Portal and such amendment shall be binding on them. PMC, at its discretion may extend the deadline for the submission of proposals.
- b) PMC reserves the right to change the scope before opening of bids. In this case, PMC shall release a corrigendum/clarification and ask the bidders to resubmit their bids.

3.11 Local Conditions

- a) It shall be incumbent upon each Bidder to fully acquaint himself with the local conditions and other relevant factors, which would have any effect on the performance of the contract and / or the cost.
- b) The Bidders are expected to obtain for himself on his own responsibility all information that may be necessary for preparing the bid and entering contract. Obtaining such information shall be at Bidders own cost.
- c) Failure to obtain the information necessary for preparing the bid and/or failure to perform activities that may be necessary for the providing services before entering contract shall in no way relieve the successful Bidders from performing any work in accordance with the Tender documents.
- d) It shall be imperative for each Bidder to fully inform themselves of all legal conditions and factors, which may have any effect on the execution of the contract as described in the bidding documents. PMC shall not entertain any request for clarification from the Bidders regarding such conditions.
- e) It is the responsibility of the Bidders that such factors have properly been investigated and considered while submitting the bid proposals and that no claim whatsoever including those for financial adjustment to the contract awarded under the bidding documents shall be entertained by PMC and that neither any change in the time schedule of the contract nor any financial adjustments arising thereof shall be permitted by the PMC on account of failure of the Bidders to appraise themselves of local laws and site conditions.

3.12 Venue & Deadline for Submission of Proposals

Proposals, in its complete form in all respects as specified in the RFP, must be submitted online before last date and time of submission, to PMC at the portal specified in RFP Factsheet/Datasheet.

3.13 Proposals submitted after designated time of submission

- a) Bids submitted after the due date shall not be accepted by the e-Procurement Portal (<https://mahatenders.gov.in>) and hence shall automatically be rejected. The Purchaser shall not be responsible for any delay in the online submission of the proposal.
- b) The bids submitted by telex/telegram/fax/e-mail etc. shall not be considered. No correspondence shall be entertained on this matter.
- c) The Purchaser shall not be responsible for any postal delay or non-receipt/ non-delivery of the documents. No further correspondence on the subject shall be entertained.

- d) PMC reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon project priorities vis-à-vis urgent commitments.

3.14 Deviations

Bids shall be submitted strictly in accordance with the requirements and terms & conditions of the RFP. The Bidder shall submit a No Deviation Certificate as per the format provided in section 11.7 RFP. The bids with deviation(s) are liable for rejection.

3.15 Modification and Withdrawal of Bids

- a) No bid may be altered / modified after submission to the PMC. Unsolicited correspondences in this regard from Bidders shall not be considered.
- b) No bid may be withdrawn in the interval between the last date for receipt of bids and the expiry of the bid validity period specified by the Bidders in the Bid.
- c) Withdrawal of a bid during this interval may result in the Bidders forfeiture of its EMD.

3.16 Address for Correspondence

The Bidders shall designate the official mailing/e-mail address, place and fax number to which all correspondence shall be sent by the PMC.

3.17 Contacting the PMC

- a) No Bidders shall contact the PMC on any matter relating to its bid, from the time of the bid opening to the time the Contract is awarded.
- b) Any effort by a Bidders to influence the PMC's bid evaluation, bid comparison or contract award decisions shall result in the rejection of the Bidders bid.

3.18 Bidder Related Conditions

- a) The bidder shall prepare the bid based on details provided in the RFP documents. It must be clearly understood that the quantities, specifications and diagrams that are included in the RFP document are intended to give the bidder an idea about the scope and magnitude of the work and are not in any way exhaustive and guaranteed by PMC.
- b) The bidder is expected to ensure that the solution proposed by him meets the functional requirements, conceptual design, performance requirements and other RFP requirements. Performing of any activity required to design an optimal solution shall be at bidder's own cost.
- c) The bidder shall carry out the sizing of the solution based on internal assessment and analysis, which may include the use of modelling techniques wherever necessary.
- d) The bidder must propose a solution best suited to meet the requirements of the PMC. If, during the sizing of the solution, any upward revisions of the specifications and/or quantity as given in this RFP document, is required to be made to meet the conceptual design and/or requirements of RFP, all such changes shall be included in the technical proposal and their commercial impact, thereof, included in the commercial bid.
- e) PMC shall, in no case be responsible or liable for any costs associated with the design/sizing of the proposed solution, regardless of the conduct or outcome of the Tendering process.

3.19 Bid Submission

- a. Bidder should do Online Enrolment in the e-Procurement Portal. The Digital Signature enrolment has to be done with the e-token, after logging into the portal. The e-token may be obtained from one of the authorized Certifying Authorities.
- b. After downloading / getting the tender schedules, the Bidder should go through them carefully and then submit the documents as per the tender document; otherwise, the bid shall be rejected.
- c. The BOQ template must not be modified / replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for that tender. Bidders are allowed to enter the Bidder Name and Values only.
- d. The PMC shall not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders due to local issues.
- e. The bidder must submit the bid documents in online mode only, through the e-Procurement Portal.
- f. After the bid submission, the bid summary has to be printed and kept as an acknowledgement as a token of the submission of the bid. The bid summary shall act as a proof of bid submission for a tender floated and shall also act as an entry point to participate in the bid opening event.
- g. The time that is displayed from the server clock at the top of the tender Portal, shall be valid for all actions of requesting bid submission, bid opening etc., in the e-Procurement Portal. The Time followed in this portal is as per Indian Standard Time (IST). The bidders should adhere to this time during bid submission.
- h. As per disclaimer of the portal, it is recommended that the EMD transfer is done at least 1-3 days prior to the last date of submission to have hassle-free operations.

3.20 Contents of Bid on e-Procurement Portal

Sr. No.	Category	Response
1	Proof of payment of RFP Document/ fee & Earnest Money Deposit (EMD)	1. Receipt of RFP/Tender Document Fee 2. Receipt or confirmation of EMD payment
2	Response to Pre-Qualification Criteria	1. Pre-Qualification Bid Checklist 2. Pre-Qualification Bid Covering Letter 3. Response to Pre-Qualification criterion along with the required supporting documents
3	Commercial Proposal	1. Commercial bid/proposal as per the pre-defined format

3.21 Commercial Bid

All commercial offers must be prepared online (An online BoQ format shall be provided for this purpose during Online Bid Preparation stage). No bidder should quote his commercial offer anywhere directly or indirectly in pre-bid envelope, failing which the Commercial Envelope shall not be opened, and his tender shall stand rejected.

3.22 Opening of Bids

- a. The bids that are submitted online successfully shall be opened online as per date and time given in Proposal Datasheet, through e-Tendering procedure.
- b. Bids shall be opened either in the presence of bidders or their duly authorized representatives. The bidder representatives who are present shall sign a register evidencing their attendance. Two representatives per bidder shall be permitted to be present at the time of opening the tender.

- c. The Bid submitted without Tender fee and EMD, shall be summarily rejected. Only those Bids whose Tender fee and EMD is received shall be eligible for opening.
- d. Total transparency shall be observed and ensured while opening the Proposals/Bids
- e. PMC at all times, shall reserve the rights to postpone or cancel a scheduled Bid opening
- f. Bid opening shall be conducted in two stages:
 - i. In the first stage, Pre-qualification Proposals would be opened. The EMD of the Bidders shall be opened on the same day and time, on which the Pre-qualification Proposal is opened, and bids not accompanied with the requisite EMD or whose EMD is not in order shall be rejected. Technical Proposals of Bidders who pass the Pre-qualification criteria shall be opened.
 - ii. In the second stage, Commercial Proposal of those Bidders who qualify as per the technical qualification criterion would be opened in the presence of Bidders' representatives who choose to attend the Bid opening sessions on the specified date, time and address.
- g. The Bidders' representatives who are present shall sign a register evidencing their attendance. In the event of the specified date of Bid opening being declared a holiday for PMC, the bids shall be opened at the same time and location on the next working day. In addition to that, if their representative of the Bidder remains absent, PMC shall continue process and open the bids of all Bidders.
- h. During Bid opening, preliminary scrutiny of the Bid documents shall be made to determine whether they are complete, whether required EMD has been furnished, whether the Documents have been properly signed, and whether the bids are generally in order. Bids not conforming to such preliminary requirements shall be prima facie rejected. PMC has the right to reject the bid after due diligence is done.

3.23 Technical Envelope

- a. Technical Envelope of the tenderer shall be opened online through e-Tendering procedure to verify its contents as per requirements.
- b. If the various documents contained in this envelope do not meet the requirements, a note shall be recorded accordingly by the tender opening authority and the said tenderer's Commercial Envelope shall not be considered for further action but the same shall be recorded.
- c. Decision of the tender opening authority shall be final in this regard.
- d. The commercial bids shall not be opened till the completion of evaluation of Pre-Qualification bids. The commercial Bids of only pre-qualified Bidders as mentioned above shall be opened.
- e. Documents submitted by the bidder shall be closely scrutinized and the bidder shall provide all the original documents whenever requested.

3.24 Commercial Envelope

- a. This envelope shall be opened online as per the date and time given in detailed tender schedule (if possible), through e-Tendering procedure only.

4 Selection Process for Bidder

4.1 Evaluation of Bids

- a. PMC shall constitute a Tender Evaluation Committee to evaluate the responses of the bidders

- b. The Tender Evaluation Committee constituted by the PMC shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence, may lead to rejection. The Bidders' technical solution shall be evaluated as per the requirements and evaluation criteria as spelt out in the RFP document. The Bidders are required to submit all required documentation in support of the evaluation criteria specified (e.g., detailed Project citations and completion certificates, client contact information for verification, profiles of Project resources and all others) as required for technical evaluation.
- c. The Committee may seek inputs from their professional and technical experts in the evaluation process.
- d. PMC reserves the right to do a reference check of the past experience stated by the Bidder. Any feedback received during the reference check shall be taken into account during the technical evaluation process
- e. The decision of the Tender Evaluation Committee in the evaluation of responses to the RFP shall be final. No correspondence shall be entertained outside the process of negotiation/discussion with the Committee.
- f. The Tender Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals.
- g. The Tender Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations without assigning any reason thereof.
- h. Each of the responses shall be evaluated as per the criteria and requirements specified in the RFP.

4.2 Opening of Bids

- a. The Bids shall be opened by Purchaser in presence of those Bidders or their representatives who may be present at the time of opening.
- b. The representatives of the bidders should be advised to carry the identity card or a letter of authority from the bidder firms to identify that they are bona fide representatives of the bidder firm, for attending the opening of bid.
- c. The bid shall be opened in the following manner:

Set 1:

- 1. RFP Document Fee & EMD**
- 2. Pre-Qualification bid**

Set 2:

- 3. Commercial bid**

- a. The venue, date and time for opening the Pre-qualification are mentioned in the Datasheet.
- b. The Bids of only those bidders shall be evaluated who clear the Pre-qualification stage.
- c. The Commercial Bids of only those bidders shall be opened whose are qualified in the Pre-Qualification Bid.
- d. The date and time for opening of Commercial bid would be communicated to the qualified bidders.

4.3 Preliminary Examination of Bids

- a. Initial Proposal scrutiny shall be held to confirm that Proposals do not suffer from the infirmities detailed below. Proposals shall be treated as non-responsive, if a Proposal is found to have been:

- i. Submitted in manner not conforming with the manner specified in the RFP document
 - ii. Submitted without appropriate EMD as prescribed herein
 - iii. Received without the appropriate or power of attorney
 - iv. Containing subjective/incomplete information
 - v. Submitted without the documents requested in the checklist
 - vi. Non-compliant with any of the clauses stipulated in the RFP
 - vii. Having lesser than the prescribed validity period
 - viii. The EMD of all non-responsive bids shall be returned to the bidders.
- a) All responsive Bids shall be considered for further processing as below:
- i. PMC shall prepare a list of responsive Bidders, who comply with all the Terms and Conditions of the Tender. All eligible bids shall be considered for further evaluation by a Committee according to the Evaluation process defined in this RFP document. The decision of the Committee shall be final in this regard.

4.4 Clarification on Bids

During the bid evaluation, PMC may at its discretion, ask the bidder for a clarification of its bid. The request for clarification and the response shall be in writing, and no change in the price or substance of the bid shall be sought, offered or permitted. PMC is entitled to ask for clarifications as many times as possible from the bidders to the satisfaction of the Tender Evaluation committee.

4.5 Evaluation Process

Purchaser shall constitute a Tender Evaluation Committee to evaluate the responses of the bidders. The Tender Evaluation Committee shall evaluate the responses to the RFP and all supporting documents/documentary evidence. Inability to submit requisite supporting documents/documentary evidence by bidders may lead to rejection of their bids.

The decision of the Tender Evaluation Committee in the evaluation of bids shall be final. No correspondence shall be entertained outside the process of evaluation with the Committee. The Tender Evaluation Committee may ask for meetings or presentation with the Bidders to seek clarifications or confirmations on their bids.

The Tender Evaluation Committee reserves the right to reject any or all bids. Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

The steps for evaluation are as follows:

4.5.1 Stage 1: Pre-Qualification

- a. Purchaser shall validate the Set 1 "RFP Document fee & Earnest Money Deposit (EMD)".
- b. If the contents of Set 1 are as per requirements, Purchaser shall open the "Pre-Qualification Bid". In case, the Bidder does not meet any one of the conditions, the bidder shall be disqualified.
- c. Bidders would be informed of their qualification / disqualification based on the pre-qualification criteria and subsequently, the EMD amount shall be returned to the respective disqualified Bidders after the submission of Performance Security by the successful Bidder.

4.5.2. Stage 2: Commercial Evaluation

- a. All the qualified bidders shall be notified to participate in Commercial Bid opening process.
- b. The commercial bids for the technically qualified bidders shall then be opened on the notified date, time and reviewed to determine whether the commercial bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified at Purchaser's discretion.
- c. Commercial Bids that are not as per the prescribed format (BoQ) shall be liable for rejection
- d. Technically qualified bidder with lowest quoted Price Bid will be considered as the successful bidder.

4.6 Pre-Qualification Criteria

#	Criteria	Documentary Evidence
1	<p>Legal Entity: The Bidder should be an entity registered in India under the Companies Act 1956 / 2013 or LLP registered under LLP Act 2008 or subsequent amendments thereto.</p> <p>Note: Sub-Contracting/ Consortium/ JV of companies/ firms etc. is not allowed.</p>	<p>a) Certification of Incorporation/Registration Certificate</p> <p>AND</p> <p>b) GST registration</p>
2	The bidder should possess valid Income Tax Permanent Account number (PAN)	Copy of valid PAN card issued by Income tax department of India
3	A Board Resolution or Power of Attorney, in the name of the person executing the bid, authorizing the signatory to sign on behalf of the Bidding entity. The person issuing the Power of Attorney shall possess Board Resolution in his favour for granting such rights. In case of generic Board Resolution or Power of Attorney, the same shall be certified by Company Secretary.	<p>a) Board Resolution</p> <p>OR</p> <p>b) Power of Attorney with appropriate supporting documents as per the formats given in section 9.10 of this document In case of generic Board Resolution or Power of Attorney, the same shall be certified by Company Secretary for the applicability of the same for this RFP.</p>
4	<p>Financials: The Bidder, should respectively have an average annual turnover of minimum of INR 1.50 Cr. from supply of IT infrastructure components, including hardware and network devices (such as desktops, printers, laptops, scanners, network components etc.), in the last three financial years (FY 2022-23, 2023-24, 2024-25).</p> <p>The Bidder should respectively have positive net worth in the last 3 financial years (FY 2022-23, 2023-24, 2024-25).</p>	<p>Extracts from the audited Balance sheet and Profit & Loss for the last 3 financial years (FY 2022-23, 2023-24, 2024-25).</p> <p>AND</p> <p>Certificate from the Statutory Auditor on turnover details & net worth over the last 3 financial years ((FY 2022-23, 2023-24, 2024-25).</p> <p>(As per Section 9.9)</p>
5	<p>Technical Capability: The Bidder should have relevant experience, for any State/PSU/Central Government Institution in India, of executing below mentioned project over last 3 years as on bid submission</p>	<p>a) Work Order or Signed Contract</p> <p>AND</p> <p>b)</p>

RFP for Selection of Service Provider for Supply, Installation and Commissioning of All-in-One Desktops, Printers, and Scanners for the City Census Office of PMC

#	Criteria	Documentary Evidence
	<p>date:</p> <p>1) One project of minimum value of INR 17 Lakhs Crores, having scope of supply, installation and commissioning of IT hardware such as desktops, laptops, printers, scanners, network components etc., during the last three (3) years in India.</p> <p>OR</p> <p>2) Two projects of minimum value of INR 11 Lakh each, having scope of supply, installation and commissioning of IT hardware such as desktops, laptops, printers, scanners, network components etc., during the last three (3) years in India.</p> <p>OR</p> <p>3) Three projects of minimum value of INR 9 Lakhs. each, having scope of supply, installation and commissioning of IT hardware such as desktops, laptops, printers, scanners, network components etc., during the last three (3) years in India</p>	<p>Client Completion Certificate</p> <p>OR</p> <p>Completion Certificate issued & signed by the competent authority of the client entity on the entity's letterhead OR Copies of payments received, signed by the Statutory Auditor/Company Secretary of the Bidder or any other document certifying the status of the project</p>
7	<p>The bidder should be having following certificates:</p> <ol style="list-style-type: none"> 1. ISO/IEC 20000-1:2018 2. ISO 9001:2015 	Copy of relevant valid certificates as of bid submission date
8	<p>The OEM should have service centres preferably in Pune, Maharashtra for below mentioned Items mentioned the RFP.</p> <ol style="list-style-type: none"> 1. AIO Computer 	The Bidder shall submit an OEM declaration or authorization letter confirming in top 5 IDC and the availability of such service centres in Pune, along with valid contact details and addresses.
9	<p>Self - Declaration on Non- Blacklisting:</p> <p>The Bidder shall declare that it has not been blacklisted or debarred by any Government department, Government agency, or Public Sector Undertaking (PSU) in India as of the last date of bid submission.</p>	<p>Undertaking on Company's Letterhead, duly signed and stamped and to be counter signed by Bidder's or OEM's Country Head or the Company Secretary</p> <p>(As per Section 9.6)</p>
10	Self-Declaration - The Bidder should not be insolvent, in receivership or bankrupt as on the date of bid submission	Self-declaration to be submitted on bidder's letter head.
11	No- Deviation certificate- The Bidder to submit an undertaking mentioning that no deviation, whether technical or commercial in either direct or indirect form, and compliance to all the clauses of the RFP.	<p>Self-Declaration to be submitted on bidder's letterhead.</p> <p>As per section 9.7 of the RFP</p>
12	Pre-Qualification Bid Checklist	To be submitted as per format mentioned in section 10.1 of the RFP
13	Pre-Qualification Bid covering Letter	To be submitted as per format mentioned in section 10.2 of the RFP
14	Company Profile	To be submitted as per format mentioned in section 10.3 of the RFP

#	Criteria	Documentary Evidence
15	Bidder's Experience- Client Citations	To be submitted as per format mentioned in section 10.5 of the RFP
16	Credential Summary	To be submitted as per format mentioned in section 10.1 of the RFP
17	Anti-Collusion Certificate	To be submitted as per format mentioned in section 10.3 of the RFP
18	Non-Disclosure Agreement	To be submitted as per format mentioned in section 10.4 of the RFP
19	OEM Declaration	To be submitted as per format mentioned in section 10.5 of the RFP
20	Manufacturer's Authorization Form	To be submitted as per format mentioned in section 10.6 of the RFP

Note:

- Any bid failing to meet all the above pre-qualification criteria shall be disqualified and will not be considered for technical evaluation.
- Change in eligibility criteria during bidding stage: It is bidder's responsibility to bring any change to PMC's notice if there is a change in the status of the bidder during bidding stage, with reference to any of the above-mentioned criteria for eligibility.

5 Award of Contract

5.1 Right to Accept Any Proposal and To Reject Any or All Proposal(s)

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

5.2 Notification of Award

- Prior to the expiration of the validity period, PMC shall notify the successful bidders in writing or email, that its proposal has been accepted. In case the tendering process / public tendering process has not been completed within the stipulated period, PMC may like to request the bidders to extend the validity period of the bid.
- The decision to extend the validity period of a Bidder's Proposal shall be the Bidder's sole prerogative.

5.3 Negotiations with the successful bidder

If required, negotiations shall be held at the date, time and address intimated to the qualified and selected bidder. Representatives conducting negotiations on behalf of the bidder must have written authority to negotiate and conclude a Contract.

5.4 Contract Finalization and Award

- a. The Purchaser shall reserve the right to negotiate with the Bidder(s) who has quoted the least Price in the financial bid post Technical and Commercial Evaluation.
- b. PMC shall be sharing the draft contract format with the successful bidder for signing.
- c. The selected Bidder(s) should convey acceptance of the award of contract by returning duly signed and stamped duplicate copy of the award letter within 7 days of receipt of the communication.
- d. Upon notification of award to the successful Bidder, PMC shall promptly notify each unsuccessful Bidder.

5.5 Security Deposit

Within fifteen (15) working days from the date of issuance of LOI, the successful Bidder shall at his own expense submit unconditional and irrevocable Security Deposit to the Purchaser. The Performance Security Deposit shall be from a Demand Draft drawn from a Nationalized Bank or a Scheduled Commercial Bank or in cash prescribed in RFP, payable on demand, for the due performance and fulfilment of the contract by the bidder.

This Security Deposit shall be for an amount equivalent to 5% of the value of the contract by bidder. Security Deposit shall be invoked by Purchaser, in the event the Bidder:

- a. fails to meet the overall penalty condition as mentioned in RFP or any changes agreed between the parties,
- b. fails to perform the responsibilities and obligations as set out in the RFP to the complete satisfaction of Purchaser,
- c. misrepresents facts/information submitted to Purchaser

The Security Deposit shall be valid until 60 days after the completion of the contract period. The Performance Security Deposit may be discharged/returned by Purchaser upon being satisfied that there has been due performance of the obligations of the bidder under the contract. However, no interest shall be payable on the \Security Deposit.

In the event of the Bidder being unable to service the contract for whatever reason(s), Purchaser shall have the right to invoke the Performance Security Deposit. Notwithstanding and without prejudice to any rights whatsoever of Purchaser under the contract in the matter, the proceeds of the Security Deposit shall be payable to Purchaser as compensation for any loss resulting from the bidder's failure to perform/comply its obligations under the contract.

Purchaser shall notify the bidder in writing of the exercise of its right to receive such compensation within 40 days, indicating the contractual obligation(s) for which the bidder is in default. Purchaser shall also be entitled to make recoveries from the bidder's bills, Security Deposit, or from any other amount due to him, an equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement.

In case the project is delayed beyond the project schedule as mentioned in RFP, the security deposit shall be accordingly extended by the Bidder until completion of scope of work as mentioned in RFP.

On satisfactory performance and completion of the order in all respects and duly certified to this effect by the Project Coordinator, Contract Completion Certificate shall be issued, and the Security Deposit would be returned to the Bidder.

5.6 Signing of Contract

After the notification of award and submission of security deposit, Purchaser shall issue Work Order (WO). Accordingly, a contract shall be signed between successful bidders and the Purchaser or the agency designated by Purchaser. As an acceptance of the WO, the Bidder shall sign and return a duplicate copy of the Work Order to Purchaser, or the agency designated by Purchaser. The bidder shall return the duplicate copy along with a Performance Security Deposit within 15 working days from the date of issuance of LOI.

On receipt of the Security Deposit, Purchaser or the agency designated by Purchaser shall enter into a contract with the successful bidder.

5.7 Failure to agree with the Terms & Conditions of the RFP

Failure of the successful bidder to agree with the Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event Purchaser may award the contract to the next best value bidder or call for new bids. In such a case, Purchaser shall invoke the PBG and/or forfeit the EMD.

5.8 Rejection Criteria

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

5.8.1 General Rejection Criteria

- a) Bids not qualifying under eligibility criteria.
- b) Bids submitted without or improper EMD or tender fees
- c) Bids received through Telex /Telegraphic / Fax / E-Mail
- d) Bids which do not confirm unconditional validity of the bid as prescribed in the Tender
- e) If the information provided by the Bidders is found to be incorrect / misleading at any stage / time during the Tendering Process
- f) Any effort on the part of a Bidders to influence the PMC's bid evaluation, bid comparison or contract award decisions
- g) Bids received by the PMC after the last date for receipt of bids prescribed in the fact sheet.
- h) Bids without signature of person(s) duly authorized on required (specified) pages of the bid
- i) Bids without power of authorization and any other document consisting of adequate proof of the ability of the signatory to bind the Bidders
- j) Pre/Technical Bid containing commercial details or any such hints/ calculations /extrapolations/ records.
- k) Revelation of Prices in any form or by any reason before opening the Commercial Bid
- l) Failure to furnish all information required by the Tender Document or submission of a bid not substantially responsive to the Tender Document in every respect
- m) Bidders not quoting for the complete scope of Work as indicated in the Tender documents, addendum (if any) and any subsequent information given to the Bidders
- n) Bidders not complying with the General Terms and conditions as stated in the Tender Documents
- o) The Bidders not confirming unconditional acceptance of full responsibility of providing services in accordance with the Scope of work and Service Level Agreements of this tender

5.8.2 Commercial Rejection Criteria

- a) Incomplete Price Bid
- b) Price Bids that do not conform to the Tender's price bid format

6 Scope of Work

6.1 Scope of Services from the bidder

The selected Service Provider shall be responsible for the Supply, Installation, Commissioning of All-in-One Desktops, Printers, and Scanners across Pune Municipal Corporation (PMC) offices, as per the categories and specifications defined in the RFP issued by PMC. The detailed scope of work includes, but is not limited to, the following:

6.2 Supply of Equipment

- Delivery of All-in-One Desktops, Printers (Inkjet Printers and Multi-function Printers), and Sheet-feed Scanners to the designated PMC offices.
- Supply of desktops along with preloaded Operating System, latest version of MS Office (inbuilt), and other approved/required software.
- Provision of all necessary drivers, documentation, accessories, and peripherals.

6.3 Installation and Commissioning

- Installation and commissioning of desktops at PMC office locations.
- Installation of operating systems, MS Office, antivirus and other approved software applications, including updates and upgrades.
- Data transfer from existing PCs to the newly supplied desktops/All-in-One systems and at PMC premises, ensuring complete and secure migration of user data.
- Configuration of Directory Services (Windows environment) for user authentication and system integration.
- Installation and/or upgradation of firmware for desktops, printers, and scanners, along with configuration of connected peripherals.
- Ensuring that end-users are able to perform all official work seamlessly after commissioning.
- In case any software is provided by PMC, the vendor shall install/reinstall it without charging any additional cost.

6.4 Support and Warranty

- The Service Provider shall ensure back-to-back support from OEMs during the original warranty period, with involvement of OEM-authorized personnel wherever required.
- The bidder shall provide first-level support, coordination with OEM, and resolution of issues during warranty periods.
- Replacement of defective equipment/components within stipulated timeframes to ensure minimal downtime.

6.5 General Responsibilities

- Coordination with PMC's IT Department for smooth implementation across all offices.
- Maintenance of detailed documentation including equipment inventory, software licenses, installation logs, and user acceptance reports.
- Training or handholding support to PMC officials/end-users, wherever necessary.
- Compliance with PMC's IT policies, data security requirements, and e-Governance standards.
- The selected bidder shall nominate a Single Point of Contact (SPOC) for day-to-day coordination and monitoring activities. The SPOC shall be responsible for all delivery and support-related queries.

6.6 Scope Terms and Conditions:

- All the Hardware should be new and branded.
- OEM for All-in-One Desktop Computer should be from the top 5 OEMs in [IDC](#) latest report.
- Bidders should submit Manufacturing Authorization (MAF) from OEM and Back-to-back Warranty support from OEM on their letterhead.
- Bidders Should submit declaration regarding genuine Operating system of Windows 11 professional or Home on OEM letter head wherever applicable and Quoted desktops should be certified for required operating system.
- Service centre list to be submitted by bidders.
- Escalation matrix to be submitted by bidders.
- Hardware OEM declaration along with Hardware certification report to be submitted. Declaration from OEM for quoted product not obsolete in the market at the time of bid submission and has at least 5 years residual support.

6.6.1 Pre-Dispatch Inspection (PDI):

- The selected Bidder shall conduct a Pre-Dispatch Inspection for all the Hardware items before delivery and shall submit the Inspection Certificate clearly stating the deviations if any, along with the Machine Serial Nos. and sent to PMC for acceptance.
- The machines shall be delivered only after clearance for delivery and installation is given by PMC.

6.6.2 Acceptance Test on Delivery and Installation

- Each of the hardware delivered at the site will have to undergo an acceptance test, which shall be a part of the complete installation of the equipment/ machine and should be a part of the Installation report. The test shall necessarily check all the performance parameters as per the technical specifications mentioned in the RFP and any other further clarifications.
- PMC reserves the right to cancel the order in part or full in the event of serious discrepancy in hardware or firmware noticed as per the above (performance, printer yield etc) after receipt of the Hardware.
- In such a case:
 - a) PMC may cancel the entire purchase order and ask the Bidder to take the equipment's back at the Bidder's costs and risks; and/ or
 - b) The Bidder shall have to replace the entire hardware consignment as per the committed specifications; and/ or
 - c) The Bidder will be required to replace the Hardware supplied with any of the other technically qualified Models. However, the new hardware should be delivered within delivery period as per the original Purchase order; and/ or
 - d) The Bank Guarantee may be invoked to make good the loss or damage and/ or.
 - e) The Selected Vendor may be debarred from participating in future RFPs in case serious violations are observed and PMC's decision in this matter will be final and binding on the vendor.

NOTE: The quantity mentioned above is an approximate indicative quantity. The quantity of IT hardware of PMC changes from time to time as and when any new requirement will come.

6.7 Technical Specifications of IT Hardware:

6.7.1 Specifications of All-in-One Desktop Computer

Sr No	Description	Required Specifications
1	Processor Make	Intel or AMD
2	Processor Generation	14th Gen or higher
3	Processor Description	Intel Core i5
4	Operating System (Factory pre-loaded)	Windows 11 Professional or higher, preloaded MS office with OEM undertaking. OS description should be viewed on OEM website
5	Memory	Memory 16 GB DDR5 or Higher
6	RAM expandability up to (using spare DIMM slots in GB)	64 or higher
7	Total SSD Capacity (GB)	512 or higher
8	Number of USB Port	Minimum 3
9	Number of HDMI Port	Minimum 1
10	Number of Ethernet Port	Yes
11	Bluetooth Connectivity	Yes
12	Inbuilt Microphone	Yes
13	Inbuilt Speaker	Yes
14	Display Size (Inch)	23.8 or higher
15	Display Type	Non-touch
16	Panel Technology	IPS
17	Display Resolution (pixels)	1920 x 1080
18	Availability of Webcam integrated with Display	Yes
19	Onsite OEM Warranty (year)	3 or higher
20	Mouse Connectivity	Wired
21	Type of Mouse	Optical Scroll (same make of AIO)
22	Keyboard Connectivity	Wired
23	Keyboard type	Standard with Rupee Symbol (Preferrable) (same make AIO)

24	OEM Requirement	Must be from IDC Top 5 OEMs
25	Network port	10/100/1000 Mbps auto-sensing onboard RJ-45 Ethernet Port

6.7.2 Specifications of Colour Inkjet Printer

Sr. No.	Parameter	Specification
1	Cartridge technology	Ink Cartridge/Bottle
2	Printing technology	Inkjet
3	Type of printing	Colour
4	Paper size	A3, A4 and Legal
5	Print Speed per minute as per ISO/IEC 24734 in (A4) Size	6 to 10
7	Memory (MB)	Minimum 128 or Higher
10	Network Connectivity	Yes
11	Network Interface, if available	Ethernet 10/100
12	Wireless Connectivity	Yes
13	If Yes, Type of Wireless Connectivity	Wireless (802.11 b/g/n)
14	USB Port	Yes
15	Number of Main Paper Trays	1
16	Total Paper Tray Combined Capacity (Number) at 75 GSM	51 to 100
17	Bypass Tray Facility	Yes
19	If Yes, Bypass Tray Capacity	1
20	Minimum Yield of the Cartridge/Ink/Toner Supplied with Machine as per IS/ISO/IEC: 19798:2017/24712/24711 for Cyan, Yellow and Magenta Colour (Number of Prints)	Min. 7200
21	Duty Cycle (No of Prints/month)	Minimum 3001
22	BIS Registration under CRS of MeitY	Yes
24	On site OEM warranty (Years)	3 years onsite warranty

6.7.3 Specifications of Multi-function Printer

Sr. No.	Parameter	Specification
1	Print Technology	Laser
2	Type of Printing	Mono

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3	Cartridge Technology	Cartridge Separate Toner and drum
4	Scanning Feature Availability	Yes
5	Duplexing Feature Availability	Yes
6	Faxing Feature Availability	Yes
7	Networking Feature Availability	Yes
8	If yes, Type of Network Interface	Available
9	Wi-Fi Availability	Yes
10	If yes, Wi-Fi Type	Available
11	Bypass Facility	Yes
12	Feeder Capacity	Minimum 50
13	Flatbed Size	A4/Legal
14	RAM size (MB)	256 MB
15	Minimum Speed per Minute as per ISO/IEC 24734 in A4 Size - Mono	30- 35
16	Each Main Paper Tray Capacity (Number)	250
17	Duty Cycle (No of Prints/month)	30000
18	Minimum Operating Temperature (Degree C)	10
19	Maximum Operating Temperature (Degree C)	35
20	BIS Registration under CRS of Meity	YES
21	On Site OEM Warranty (Year)	3 Years onsite warranty

6.7.4 Specifications of Sheet-feed Scanner

Sr No	Description	Specifications
1	Scanner Type	Automatic Document Feeder (ADF), Sheet-fed
2	Scanning Technology	CIS or equivalent
3	Document Size	Up to A4 and Legal
4	Optical Resolution	600 × 600 dpi
5	Maximum Resolution	600 × 600 dpi or higher
6	Monochrome Scan Speed (200 dpi)	Minimum 30 ppm / 60 ipm
7	Colour Scan Speed (200 dpi)	Minimum 30 ppm / 60 ipm
8	Colour Depth	24-bit or higher
9	Paper Weight Handling Capacity	200 gsm (minimum)
10	Paper Path	Straight path scanning
11	Multi-feed Detection	Ultrasonic or equivalent technology
12	Automatic Document Feeder (ADF)	Yes, standard
13	ADF Tray Capacity	Minimum 60 sheets
14	Interface & Connectivity	USB 2.0 / USB 3.0 or higher
15	OS Compatibility	Windows & macOS (latest versions)
16	Daily Duty Cycle	Minimum 3,500 pages
17	Supported File Formats	TIFF, JPEG, PDF (standard & searchable), BMP, PNG, PPTX
18	Bundled Software	Scanning and document management software with OCR capability
19	Warranty	3 years onsite warranty

7 Timelines & Deliverables and Payment Terms and Conditions

#	Milestone	Deliverable	Timeline	Payment
1	Contract Signing or Award of Contract whichever is earlier	Contract Agreement / LoA / WO	T	Nil
2	Supply of the Hardware	Purchase order / Delivery Challan with quantity details as per quoted commercial bid	As per the Timeline mentioned in RFP section 8 clause 8.1	80 % of the cost quoted in the financial Bid
3	Installation of the Hardware	Installation Report with Make Model Number, quantity and Installed location etc.	As per the Timeline mentioned in RFP section 8 clause 8.1	20 % of the cost quoted in the financial Bid

1. Payment will be paid on actual delivery basis after submission of bill along with the all the reports mentioned in the deliverable & Reports suggested by PMC in tender process.
2. Report will be validated by PMC team and the representatives based on which Payment of every bill will be released.
3. No advance payment will be made by PMC.
4. The Bidder to submit a 'Delivery Report' consisting of tasks and details related to Hardware Services, new component installation, hardware deployment/Installation/Maintenance report.

8 Service Level Agreement (SLA), Deliverable and Penalty

8.1 Service Level Terms

- 1 Security & Privacy Policy undertaking from each employee on the project to comply with security & privacy policy.
- 2 These SLAs will be used to evaluate the performance of the services on regular basis.
- 3 Payment to the successful bidder will be impacted by the penalty levied for non-performance as per SLA requirements.
- 4 The SI will get 100% of the Invoice value if all Required Performance metrics are complied.
- 5 The SI will be imposed a penalty on the payment due in that delivery milestone for every deviation of the desired levels non-compliance as defined in the SLA matrix.
- 6 The SLA parameters shall be measured per the individual SLA parameter requirements and measurement methods, through appropriate SLA Measurement tools to be provided by the SI and audited by PMC for accuracy and reliability. The SI would need to configure the SLA Measurement Tools such that all the parameters as defined under SLA matrix given below.
- 7 Service level monitoring will be performed by the bidder. Reports will be submitted on monthly basis / as and when required by PMC.
- 8 'Required' parameter has the value that is always desired by PMC.
- 9 Period: These SLAs would be applicable after awarding the contract till the end of 3 year. The performance parameters would be measured on a weekly basis and would be linked to the monthly invoice payments.

The Service Provider shall adhere to the following deliverables and timelines. All activities shall be monitored by PMC, and delays beyond the committed timelines shall attract penalties as per SLA terms.

Sr. No.	Deliverable / Activity	Timeline (from T = Date of LOI)	Validation / Output	SLA Commitment	Penalty for Delay
1	Project Initiation (Requirement gathering, Delivery Plan & Matrix, Escalation Matrix)	T + 1 weeks	Approved Delivery & Escalation Matrix by PMC	Submission within 1 weeks	
2	Pre-Dispatch Inspection Report	T + 2 weeks	Signed Pre-Dispatch Inspection (PDI) Report	100% compliance	
3	Delivery of IT Hardware (as per scope) & Delivery Report	T + 3 weeks	Delivery Report duly verified by PMC	Delivery within 3 weeks	0.5% of delivery value per week of

					delay (max 5%)
4	Installation & Commissioning with Installation Report.	T + 4 weeks	Installation Report (IR) signed by PMC representative	Installation within 1 weeks of delivery	
5	Submission of Documentation: • Consolidated Asset Register • Software license details (OS, MS Office, Antivirus) • Installation Reports (IRs) and User Acceptance Certificates (UACs) • OEM Warranty Support Confirmation Letters	T + 5 weeks (within 7 days of installation completion)	Verified documents submitted to PMC	Mandatory for final acceptance	
6	Warranty & Support Services	As per OEM / Brand warranty policy	Support logs, OEM escalation records	Resolution of issues within Next Business working Day. Bidder needs to co-ordinate with OEM support for quick resolution.	

8.2 Exclusions

- 1) Down time due to following situations will not be considered for the purpose of penalty calculation Schedule maintenance by the bidder with prior intimation.
- 2) Force majeure events including on site power failures.

9 Annexure 1 – Formats for Submission of the Pre-Qualification Bid

9.1 Pre-qualification bid checklist

(To be provided on the Company letterhead by the bidder)

Sr. No.	Checklist Items	Compliance (Yes or No)	Page No. and Section No. in bid
1.	Tender Fee		
2.	Earnest Money Deposit		
3.	Pre-Qualification Bid Covering letter		
4.	Company Profile		
5.	Certificate / Documents against Pre-Qualification Criteria (Section 4.5)		
6.	Declaration of non-blacklisting		
7.	No Deviation Certificate		
8.	Turn Over Certificate		
9.	Any other supporting credential/documents		

9.2 Pre-Qualification Bid Covering Letter

(To be provided on the Company letterhead by the bidder)

Date: DD/MM/YYYY

To,
The Commissioner,
Pune Municipal Corporation (PMC).
Pune, Maharashtra
Subject: Request for Proposal for Request for Proposal for _____ Ref: RFP No. <<.....>> dated <<>>

Dear Sir,

With reference to your “_____”, we hereby submit our Prequalification bid, Technical Bid and Commercial Bid for the same.

We hereby declare that:

1. We hereby acknowledge and unconditionally accept that the Purchaser can at its absolute discretion apply whatever criteria it deems appropriate, not just limiting to those criteria set out in the RFP and related documents, in short listing of Agency for providing services.
2. We have submitted EMD of INR_____ and Tender fee of INR _____ through_____
3. We hereby declare that all information and details furnished by us in the Bid are true and correct, and all documents accompanying such application are true copies of their respective originals.
4. We agree to abide by our offer for a period of 120 days from the date of opening of pre-qualification bid prescribed by Purchaser and that we shall remain bound by a communication of acceptance within that time.
5. We have carefully read and understood the terms and conditions of the RFP and the conditions of the contract applicable to the RFP. We do hereby undertake to provision as per these terms and conditions.
6. In the event of acceptance of our bid, we do hereby undertake:
7. To supply the products and commence services as stipulated in the RFP document
8. To undertake the project services for entire contract period from the date of signing of the contract as mentioned in the RFP document.
9. We do hereby undertake, that, until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and notification of award of contract, shall constitute a binding contract between us.
10. We understand that the Purchaser may cancel the bidding process at any time and that Purchaser is not bound to accept any bid that it may receive without incurring any liability towards the bidder.
11. We fully understand and agree to comply that on verification, if any information as provided by us in our bid found to be misleading or misrepresented or suppression of facts, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so, along with blacklisting / debarment at PMC office and purchaser may also send such recommendations to Government of Maharashtra

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In case of any clarifications, please contact _____ email at

Thanking you,

Yours sincerely,

(Signature of the Lead bidder)

Printed Name

Designation

Seal

Date:

Place:

Business Address:

9.3 Company profile

(To be provided on the Company letterhead by the bidder)

Sr. No.	Particulars	Description or Details
1.	Name of Bidder	
2.	Legal status of Bidder (company, Pvt. Ltd., LLP etc.)	
3.	Main business of the Bidder	
4.	Registered office address	
5.	Incorporation date and number	
6.	GST number	
7.	PAN details	
8.	Primary Contact Person (Name, Designation, address, mobile number, fax, email)	
9.	Secondary Contact Person (Name, Designation, address, mobile number, fax, email)	

9.4 Certificate / Documents against Pre-Qualification Criteria (Section 4.6)

(SI to enclose documents against Pre-Qualification Criteria)

9.5 Bidder's Experience - Client Citations

Name of the Project & Location	
Client's Name and Complete Address	
Narrative description of project	
Contract Value for the bidder (in INR)	
Date of Start	
Date of Completion	

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Activities undertaken by prime bidder	
---------------------------------------	--

Note - If the project is ongoing, bidder must clearly specify which of the stages/phases/milestones are completed and which are ongoing and at what stage of completion

9.6 Declaration of non-blacklisting

(To be provided on the Company letterhead by the bidder)

Place:

Date:

To,

The Commissioner,

Pune Municipal Corporation (PMC).

Pune, Maharashtra

Subject: Self Declaration of not been blacklisted in response to the Request for Proposal for _____

Ref: RFP No. <<.....>> dated <<>>

Dear Sir,

We confirm that our company or firm, _____, is currently not blacklisted in any manner whatsoever by any of the State or UT and or Central Government in India on any ground including but not limited to indulgence in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

(Signature of the Lead Bidder)

Printed Name

Designation

Seal

Date:

Place:

Business Address:

9.7 No Deviation Certificate

(To be provided on the Company letterhead by the bidder)

To,
The Commissioner.
Pune Municipal Corporation,
Pune, Maharashtra
Reference: Request for Proposal for _____ Ref: RFP No. <<.....>> dated <<>>
Subject: No Deviation Certificate

Dear Sir,

We <<The Bidder>> having our registered office at <<registered address of the bidder>> do hereby certify & confirm that:

We have read and understood all the requirements including Terms & Conditions of the Tender under Reference

We certify that our offer is exactly in line with your tender enquiry/RFP (including amendments) no. _____ dated _____.

We accept and undertake to comply with all the requirements including terms & conditions specified in Tender under Reference unconditionally

We certify that our offer contains no deviation either Technical (including but not limited to Scope of Work, Business Requirements Specification, Functional Requirements Specification, Hardware Specification and Technical Requirements Specification) or Commercial in either direct or indirect form. We hereby provide full & unconditional compliance to all clauses, sub clauses, annexures & subsequent Addenda, Corrigenda, Amendments, Errata including but not limited to General Conditions of the Contract, Special Conditions of the Contract & Technical Requirements stated in the Tender under Reference.

We undertake to supply any additional component that may be required to fulfil the requirements & Compliance of the Tender under Reference, in totality, and such additional components shall have no incremental impact on "Time and/or Commercial Terms, Price & Cost to the Purchaser"

We hereby declare No Deviation to Tender under Reference. This No Deviation Undertaking supersedes all deviations/observations/remarks/comments, if any, in our Bid Response, without any prejudice to the purchaser.

Later, if any deviation is observed in our Bid response with respect to Tender under Reference, the same shall stand withdrawn at no additional implication & impact in terms of "Time and/or Commercial Terms, Price & Cost to the Purchaser".

(Authorized Signatory, Lead / Sole Bidder)

Signature:

Name:

Designation:

Seal & Date:

9.8 Self-Declaration regarding not be insolvent, in receivership or bankrupt

Date: DD/MM/YYYY

To,

The Commissioner

Pune Municipal Corporation, Pune

Sub: Self-Declaration for the participation in the bid " Selection of Service Provider for Supply, Installation and Commissioning of All-in-One Desktops, Printers, and Scanners for the City Census Office of PMC"

Ref : Bid No: <No> Dated <DD/MM/YYYY>

Dear Sir

As an Owner/ Partner/ Director/ Auth. Signatory of _____, I/
We hereby declare that presently our Company/ firm _____, at the time of bidding: -

- a) possess the necessary professional, technical, financial and managerial resources and competence required by the Bidding Document issued by the PMC.
- b) have fulfilled my/ our obligation to pay such of the taxes payable to the Union and the State Government or any local authority as specified in the Bidding Document.
- c) is having unblemished record and of not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period by any State/ Central government/ PSU/ UT.
- d) does not have any previous transgressions with any entity in India or any other country during the last three years
- e) does not have any debarment by any other procuring entity
- f) is not insolvent in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and is not the subject of legal proceedings for any of the foregoing reasons.
- g) does not have, and our directors and officers have not been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process or not have been otherwise disqualified pursuant to debarment proceedings.
- h) Does not have a conflict of interest as mentioned in the bidding document which materially affects fair competition.
- i) Will comply with the code of integrity as specified in the bidding document.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken as per the provisions of the applicable Act and Rules thereto prescribed by PMC, my/ our security may be forfeited in full and our bid, to the extent accepted, may be cancelled.

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Thanking you,

Signature of Authorized Signatory: Proprietor/Partners/Directors/POA holder (with official seal)

Place :

Date :

Name :

Designation :

Address :

Telephone & Fax :

E-mail address :

9.9 FORMAT: Bidder's turnover and net-worth over last 3 FY

(On letter head of Chartered Accounting firm)

Date: dd/mm/yyyy

To,
The Commissioner
Pune Municipal Corporation Pune

Subject: This is to certify that the overall turnover, net-worth and net-profit of M/s. ----- *(name of bidding organization along with CIN no.)* for the FY 2022-23, FY 2023-24 and FY 2024-25 are as follows:

#	Details	FY 2022-23 (Amount in Crores)	FY 2023 -24 (Amount in Crores)	FY 2024 -25 (Amount in Crores)
1	Overall Turnover			
2	Net Worth			
3	Profit			

The figures of turnover, net-profit and net-worth have been extracted from the audited financial statements of M/s. ----- *(name of bidding organization)*

This certificate has been issued at the specific request of the organization.

Thanking you,

Name of the Chartered Accountant (CA)/ accounting Firm: -

UDIN: -

Authorized Signatory of CA: -

Seal of the CA firm

9.10 Format for Power of Attorney to Authorize Signatory

POWER OF ATTORNEY

[To be executed on non-judicial stamp paper of the appropriate value in accordance with relevant Stamp Act. The stamp paper to be in the name of the company who is issuing the power of attorney.]

We, M/s. _____ (name of the firm or company with address of the registered office) hereby constitute, appoint and authorise Mr. or Ms. _____ (Name and residential address) who is presently employed with us and holding the position of _____, as our Attorney to do in our name and our behalf all or any of the acts, deeds or things necessary or incidental to our RFP for the Project _____ (name of the Project), including signing and submission of the RFP response, participating in the meetings, responding to queries, submission of information or documents and generally to represent us in all the dealings with Client or any other Government Agency or any person, in connection with the works until culmination of the process of bidding till the Project Agreement is entered into with _____ (Client) and thereafter till the expiry of the Project Agreement.

We hereby agree to ratify all acts, deeds and things lawfully done by our said Attorney pursuant to this power of attorney and that all acts, deeds and things done by our aforesaid Attorney shall and shall always be deemed to have been done by us.

Dated this the _____ day of _____ 2026

(Signature and Name of authorized signatory)

(Signature and Name in block letters of all the remaining partners of the firm Signatory for the Company)

Seal of firm Company

Witness 1:

Witness 2:

Notes:

- a. *To be executed by all the members individually.*
- b. *The Mode of execution of the power of attorney should be in accordance with the procedure, if any laid down by the applicable law and the charter documents of the executant(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.*

10 Annexure 2 – Formats for Submission of the Bid

10.1 Credential Summary

(To be provided on the Company letterhead by the bidder)

Sr. No.	Project Name	Client Name	Client Type	Project Value (in INR)	Project Components	Documentary evidence provided (Yes or No)	Project Status (Completed or Ongoing or Withheld)
1							
2							
3							
4							
5							
6							
7							

- *Client type – Indicate whether the client is Government or PSU or Private*
- *Project Components – Indicate the major project components*
- *Documentary evidence provided – Indicate the documentary evidence provided with the detailed project credential like work order or purchase order or completion certificate or letter of appointment*
- *Project Status – Completed (date of project completion) or Ongoing (project start date)*

10.2 Bidder's Experience - Client Citations

Name of the Project & Location	
Client's Name and Complete Address	
Narrative description of project	
Contract Value for the bidder (in INR)	
Date of Start	
Date of Completion	
Activities undertaken by prime bidder	

N.B- If the project is ongoing, bidder must clearly specify which of the stages/phases/milestones are completed and which are ongoing and at what stage of completion.

10.3 Anti-Collusion Certificate

(To be provided on the Company letterhead by the bidder)

Anti-Collusion Certificate

We hereby certify and confirm that in the preparation and submission of our Bid for Request for Proposal _____dated____, we have not acted in concert or in collusion with any other Bidder or other person(s) and not done any act, deed or thing, which is or could be regarded as anti-competitive. We further confirm that we have not offered nor shall offer any illegal gratification in cash or kind to any person or organization in connection with the instant bid.

(Signature of the Lead Bidder)

Printed Name

Designation

Seal

Date:

Place:

Business Address:

10.4 Non-Disclosure Agreement

(To be provided on the Company letterhead by the bidder)

WHEREAS, we the undersigned Bidder, _____, having our principal place of business or registered office at _____, are desirous of bidding for RFP No. <<>> dated <<DD-MM-2026>> "Selection of Service provider for" (hereinafter called the said 'RFP') to the "PMC", hereinafter referred to as 'Purchaser'

and,

WHEREAS the Bidder is aware and confirms that the Purchaser's business or operations, information, application or software, hardware, business data, architecture schematics, designs, storage media and other information or documents made available by the Purchaser in the RFP documents during the bidding process and thereafter, or otherwise (confidential information for short) is privileged and strictly confidential and or proprietary to the Purchaser,

NOW THEREFORE, in consideration of disclosure of confidential information, and in order to ensure the Purchaser's grant to the Bidder of specific access to Purchaser's confidential information, property, information systems, network, databases and other data, the Bidder agrees to all of the following conditions.

It is hereby agreed as under:

The confidential information to be disclosed by the Purchaser under this Agreement ("Confidential Information") shall include without limitation, any and all information in written, representational, electronic, verbal or other form relating directly or indirectly to processes, methodologies, algorithms, risk matrices, thresholds, parameters, reports, deliverables, work products, specifications, architecture, project information, security or zoning strategies & policies, related computer programs, systems, trend analysis, risk plans, strategies and information communicated or obtained through meetings, documents, correspondence or inspection of tangible items, facilities or inspection at any site to which access is permitted by the Purchaser.

Confidential Information disclosed shall be marked as "Confidential" or if incapable of marking, communicated as "confidential" in writing at the time of disclosure. Confidential Information shall exclude information developed independent of the Confidential Information. Further, notice in case of compelled disclosure shall be made only if permitted by law.

Confidential Information does not include information which:

the Bidder knew or had in its possession, prior to disclosure, without limitation on its confidentiality.

information in the public domain as a matter of law.

is obtained by the Bidder from a third party without any obligation of confidentiality.

the Bidder is required to disclose by order of a competent court or regulatory authority.

is released from confidentiality with the written consent of the Purchaser.

The Bidder shall have the burden of proving hereinabove are applicable to the information in the possession of the Bidder.

The Bidder agrees to hold in trust any Confidential Information received by the Bidder, as part of the Tendering process or otherwise, and the Bidder shall maintain strict confidentiality in respect of such

Confidential Information, and in no event a degree of confidentiality less than the Bidder uses to protect its own confidential and proprietary information. The Bidder also agrees:

to maintain and use the Confidential Information only for the purposes of bidding for this RFP and thereafter only as expressly permitted herein.

to only make copies as specifically authorized by the prior written consent of the Purchaser and with the same confidential or proprietary notices as may be printed or displayed on the original;

to restrict access and disclosure of Confidential Information to their employees, agents and representatives strictly on a "need to know" basis, to maintain confidentiality of the Confidential Information disclosed to them in accordance with this clause; and

to treat Confidential Information as confidential unless and until Purchaser expressly notifies the Bidder of release of its obligations in relation to the said Confidential Information.

Notwithstanding the foregoing, the Bidder acknowledges that the nature of activities to be performed as part of the Tendering process or thereafter may require the Bidder's personnel to be present on premises of the Purchaser or may require the Bidder's personnel to have access to software, hardware, computer networks, databases, documents and storage media of the Purchaser while on or off premises of the Purchaser. It is understood that it would be impractical for the Purchaser to monitor all information made available to the Bidder's personnel under such circumstances and to provide notice to the Bidder of the confidentiality of all such information.

Therefore, the Bidder shall disclose or allow access to the Confidential Information only to those personnel of the Bidder who need to know it for the proper performance of their duties in relation to this project, and then only to the extent reasonably necessary. The Bidder shall take appropriate steps to ensure that all personnel to whom access to the Confidential Information is given are aware of the Bidder's confidentiality obligation. Further, the Bidder shall procure that all personnel of the Bidder are bound by confidentiality obligation in relation to all proprietary and Confidential Information received by them which is no less onerous than the confidentiality obligation under this agreement.

The Bidder shall establish and maintain appropriate security measures to provide for the safe custody of the Confidential Information and to prevent unauthorized access to it.

The Bidder agrees that upon termination or expiry of this Agreement or at any time during its currency, at the request of the Purchaser, the Bidder shall promptly deliver to the Purchaser the Confidential Information and copies thereof in its possession or under its direct or indirect control, and shall destroy all memoranda, notes and other writings prepared by the Bidder or its Affiliates or directors, officers, employees or advisors based on the Confidential Information and promptly certify such destruction.

Confidential Information shall at all times remain the sole and exclusive property of the Purchaser. Upon completion of the Tendering process and or termination of the contract or at any time during its currency, at the request of the Purchaser, the Bidder shall promptly deliver to the Purchaser the Confidential Information and copies thereof in its possession or under its direct or indirect control, and shall destroy all memoranda, notes and other writings prepared by the Bidder or its Affiliates or directors, officers, employees or advisors based on the Confidential Information within a period of sixty days from the date of receipt of notice, or destroyed, if incapable of return. The destruction shall be witnessed and so recorded, in writing, by an authorized representative of the Purchaser. Without prejudice to the above the Bidder shall promptly certify to the Purchaser, due and complete destruction and return. Nothing contained herein shall in any manner impair rights of the Purchaser in respect of the Confidential Information.

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In the event that the Bidder hereto becomes legally compelled to disclose any Confidential Information, the Bidder shall give sufficient notice and render best effort assistance to the Purchaser to enable the Purchaser to prevent or minimize to the extent possible, such disclosure. Bidder shall not disclose to a third party any Confidential Information or the contents of this RFP without the prior written consent of the Purchaser. The obligations of this Clause shall be satisfied by handling Confidential Information with the same degree of care, which the Bidder applies to its own similar Confidential Information but in no event less than reasonable care.

For and on behalf of:

(BIDDER)

Authorized Signatory

Office Seal:

Name:

Place:

Designation:

Date :

10.5 Format for OEM Declaration

To,

The Commissioner,

Pune Municipal Corporation

Pune, Maharashtra

Subject: Self-Declaration for Tender Reference No.

Sir,

We, <OEM Name> having our registered office at <OEM address>, hereinafter referred to as OEM are an established manufacturer of components quoted by <Bidder Name> having their registered office at <Bidder address>, hereinafter referred to as Bidder.

We confirm that we have understood the delivery & installation timelines defined in the tender. We confirm that we have worked out all necessary logistics and pricing agreement with <SI name>, and there won't be any delay in delivery, installation and support due to any delay from our side. Our full support as per pre-purchased support contract is extended in all respects for supply and maintenance of our products. We also ensure to provide the required spares, service support, updates & upgrades, bug fixing, patch installation etc. as pre-purchased for the supplied equipment for entire contract period. In case of any difficulties in logging complaint at bidder end, user shall have option to log complaint at our call support centre.

We hereby declare that

- a. We have an authorized presence in India either directly or through channel partner(s) as on the date of release of RFP.
- b. Products or technology quoted are neither end-of-sale nor end-of-life as on the date of installation and commissioning and are not end-of-support till the successful completion of O&M period of the project.
- c. If quoted product is declared end of sale, we shall proactively ensure that a suitable equivalent or higher roll over product is offered through the SI to PMC
- d. We understand that any false information/commitment provided here may result in getting blacklisted / debarred from doing business with PMC.
- e. We have not been blacklisted by any State / Central Government Department or Central /State PSUs as on bid submission date.
- f. We either have existing capability and infrastructure to provide 24x7x365 technical support in India or shall be establishing the requisite infrastructure and capability to provide 24x7x365 technical support, on emerging a winner in this bidding process.

Yours sincerely,

Authorized Signature [In full and initials]: _____

Name and Title of Signatory: _____

Name of Firm: _____

Location: _____ Date: _____

10.6 Manufacturers Authorization Form

(To be provided by the respective OEMs on its letterhead and should be signed by OEM and bidder's authorized signatory)

To,

Date:

The Commissioner,

Pune Municipal Corporation,

Pune, Maharashtra

Subject: Manufacturer's Authorization Form

Ref: RFP No. <<....>> dated <<>>

Dear Sir,

We _____ (Name of the OEM) who are established and reputable manufacturers of <<Name of the Company / OEM>> having product development centres at the locations _____ or as per list attached, do hereby authorize _____ (Name and address of the Bidder) to bid, negotiate and conclude the contract with you against RFP No. _____ dated _____ for the above goods manufactured or developed by us.

We hereby extend, our warranty for the software platform and applications supplied by the bidder and or maintenance or support services for software products against this invitation for bid by _____ (Name of the Bidder) as per requirements of this RFP.

Thanking you,

Yours faithfully,

(Signature)

For and on behalf of: _____ (Name of the OEM)

Authorised Signatory

Name:

Designation:

Place:

Date:

11 Annexure 3 – Format for Submission of Commercial Bid

The Bidder must quote the rate in the BoQ Excel Sheet available online and upload it online only.

The fees shall be exclusive of all taxes as applicable under the relevant Laws of India. Should there be a change in applicable taxes, the actual taxes on the date of billing would prevail. In case of foreign bidder, the applicable tax shall be payable in the Indian currency only.

SI No.	Project Delivery and Implementation	Quantity (in No.s)	Cost (in INR)
1	All in One Desktop PC as per specifications mentioned in the RFP	15	
2	Colour Inkjet Computer Printer as per specifications mentioned in the RFP	1	
3	Multi-function Printer as per specifications mentioned in the RFP	16	
4	Sheet-feed scanner as per specifications mentioned in the RFP	1	

Note:

1. Session/Transaction Quantities mentioned in the BoQ are **Indicative** in nature; the actual transaction/session count may vary at the time of project implementation. The amount liable to be paid to the Bidder shall be based on actual transactional/session count. The amount liable to be paid to the Bidder for a particular Conversation Line Item shall be equal to the product of the unit rate and the actual transactional/session count of the respective conversation type.
2. The bid will be awarded on L1 basis and the bidder with the least total cost will be awarded the tender. No additional cost in any form will be entertained by PMC in the contract period.
3. The bidders may visit the site and obtain additional information at their own cost and responsibility.
4. All the prices are to be entered in Indian Rupees ONLY.
5. During the payment stage, PMC reserves the right to ask the Bidder to submit proof of payment against any of the taxes, duties, levies indicated.
6. The PMC is only liable to pay the GST amount, if GST is applicable on the said tender
7. The Bidder needs to account for all Out-of-Pocket expenses due to Boarding, Lodging and other related items. No additional/separate payment shall be made regarding the same.
8. The Contract Price shall be firm and not subject to any alteration.
9. Price bid should not contain any commercial conditions. Variation in the commercial terms and Conditions of the bids shall not be accepted.
10. No advance payment shall be made towards any activity.
11. The Empanelled Agency shall be deemed to have satisfied itself as to the correctness and sufficiency of the contract price, which shall, except as otherwise provided for in the contract, cover all its obligations under the contract.

12 Annexure 4 – Performance Security Deposit

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Ref: _____

Date _____

Performance Security Deposit No. _____

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

Whereas <<name of the supplier and address>> (hereinafter called “the System Integrator”) has undertaken, in pursuance of contract no. <Insert Contract No.> dated <Date> to provide Implementation services for <<name of the assignment>> to PMC (hereinafter called “the Purchaser”)

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

And whereas we, <Name of Bank> a banking company incorporated and having its head/registered office at <Address of Registered Office> and having one of its offices at <Address of Local Office> have agreed to give the supplier such a Performance security.

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

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

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

This Performance Security Deposit shall be valid until <<Insert Date>>

Notwithstanding anything contained herein:

I. Our liability under this Performance security deposit shall not exceed Rs. <Insert Value> (Rupees <Insert Value in Words> only).

II. This Performance security deposit shall be valid up to <Insert Expiry Date>

III. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this Performance security deposit that we receive a valid written claim or demand for payment under this Performance security deposit on or before <Insert Expiry Date> failing which our liability under the guarantee shall automatically cease.

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Date _____

Place _____

Signature _____

Witness _____

Printed name _____

(Bank's common seal)