

Technical specifications and ATC for procurement of Desktop computers

(A)Specification of the Desktops as per Meity's 2024 guidelines: As per Ministry's vides OM-W-43/4/2020-IPHW dated 19.08.2024

| Parameters | Requirements | Bidder Specification | Remarks |
|----------------------------------|---|-----------------------------|----------------|
| Processor | AMD Ryzen 5 5600G/ Intel Core i5 12400 or higher | | |
| RAM | Minimum 16GB DDR4 with support of Memory expandability up to 64 GB with 2 DIMM slots or higher | | |
| Memory Size | Minimum 512 GB HDD & 512 GB SSD(Nvme) or higher | | |
| Chipset | Compatible chipset Higher series of Q, H will be considered. Intel/AMD 12th Generation or higher. | | |
| DVD | Optional | | |
| Display Size(Monitor) | 21" WTFT or Higher | | |
| Display Type | LED | | |
| Keyboard | Wired | | |
| Mouse | Wired | | |
| Cabinet | MT | | |
| SMPS | 180-250W with 92% efficiency or better | | |
| Speaker | 1 Internal Speaker of atleast 2W | | |

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| Ports | <p>Minimum 8 USB, VGA, HDMI/DP, LAN</p> <p>Min 8 USB Ports at least 4 USB Ports shall be 3.2 Gen1, 2 USB 3.2 Gen2, 1 USB 2.0, 1 USB Type C</p> | | |
| Audio Ports | <p>In Port - 3.5mm Audio Jack - 2 Nos. or higher</p> <p>Out Port - 3.5mm</p> | | |
| | <p>Audio Jack - 2 Nos. or higher</p> <p>Integrated HD 5.1 Surround Sound</p> | | |
| OS | Microsoft Windows 11 Professional with OEM Recovery DVD or option of Cloud Recovery | | |
| Bays | 2x 3.5 " internal, 1 External | | |
| Bluetooth & Wifi | Bluetooth 5.1 and above. And Wifi dual band 2.4Ghz/5.0 Ghz. | | |
| Security | <p>TPM 2.0</p> <p>Integrated Intrusion Sensor</p> <p>Integrated cable lock slot for keyboard and Mouse</p> <p>Drive Lock for Hard disk.</p> | | |
| Manageability | Integrated utility to enables hardware level testing outside the operating system & Drivers should be available on OEM website for download. | | |

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| Certifications | Microsoft Windows 11 FCC,CE, RoHS, UL, EPEAT, Energy Star ISO 9001,14001,20001,2700 1 for OEM | | |
| Warranty | 3 Years onsite with comprehensive coverage | | |
| Others | Make shall be from the same OEM for Monitor, Mouse, & Keyboard associated with the Desktop computer and all these accessories shall have the OEM Logo. A mouse pad shall be supplied with each desktop. | | |

(b)Additional Terms and Conditions for Procurement of Desktop Computers

***Note:** These additional terms and conditions in addition to any standard / generic /special terms and conditions of the bid document wherever applicable. Non-adherence to any or all of these additional terms and condition may result in technical disqualification of the bidder.*

1. The bidder has to provide an acceptance for the Additional Terms and Conditions as mentioned in BID document on its letter head with sign and stamp and submit/upload a copy of the same.
2. **Certification:** FCC, BIS, BEE, EPR, RoHS, or any other relevant Indian Certificate.
3. Factory pre-loaded Microsoft Windows **11 Professional (64-bit)**.
4. **License** in each Desktop must be supplied. CD/DVD/USB Based or Recovery Media to be supplied with each set.

5. Declaration from OEM that certifies installation of Genuine OS must be provided, onsite warranty with 48-hour resolution SLA.
6. The supplied Desktop shall be under comprehensive on-site warranty for **a period of 3 (Three) years** from the date of installation.
7. A confirmation from OEM for 3 (Three) year warranty support bearing the Desktop Serial Number must be provided to the University.
8. BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.
9. Escalation Matrix For Service Support: Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.
10. **OEM issued Bidder Authorization:** All the bidders shall submit the Manufacturers Authorization Form (MAF) /Certificate issued by OEM. The submitted MAF/certificate shall be subjected to verification from the respective OEM during technical evaluation by the buyer. In case, the authorization submitted is found to be false/fake/fabricated, bidder will be disqualified during technical evaluation and further blacklisted/disqualified from all the tenders.
11. **Security:** The Operating System must be factory preloaded and each supplied desktop shall be successfully activated by the OEM.
12. **Bidder financial standing:** The bidder should not be under liquidation, court receivership or similar proceedings should not be bankrupt, Bidder has to upload Notarized undertaking in Non-Judicial Stamp Paper to this effect with bid.
13. **OEM Annual Turnover** for last 3 years the supporting document (Audited Balance Sheet for 2021-22 , 2022-23 & 2023-24) must be uploaded at the time of bid submission.
14. **Experience Criteria:** The Bidder should have regularly manufactured and supplied same or similar Category Products to any Central / State Govt Organization / PSU / Public Listed Company for 3 years before the bid opening date. Copies of relevant contracts and satisfactory acceptance report to be submitted along with bid in support of having supplied some quantity during

each of the year. In case of bunch bids, the primary product having highest value should meet this criterion.

15. For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:

(a) Purchase Order copy along with Invoice(s) with self-certification by the bidder that supplies against the invoices have been executed.

(b) Execution certificate by client with order value.

(c) Any other document in support of order execution like Third Party Inspection release note, etc.

16. The Bidder should have executed project for supply and installation / commissioning of same or similar Category Products during preceding 3 financial years (2021-22, 2022-23 & 2023-24) as on opening of bid, as per following criteria:

(i) Single order of at least 60% of estimated bid value; or

(ii) Two orders of at least 40% each of estimated bid value; or

(iii) Three orders of at least 25% each of estimated bid value.

17. Satisfactory Performance certificate issued by respective Buyer Organization for the above Orders should be uploaded with bid. In case of bunch bids, the Category related to primary product having highest bid value should meet this criterion.

18. Bidder should have well established Installation, Commissioning, Training, Troubleshooting and Maintenance Service group in India for attending the after sales services. Details of Service Centers near consignee destinations and the escalation matrix are to be uploaded along with the bid.

19. Data Sheet of the product(s) offered in the bid are to be uploaded along with the bid documents. Buyers may match and verify the Data Sheet with the product specifications offered. Brochure / Technical Features of the offered product should be available in the OEM website, URL of the product at OEM's website to

be provided along with the technical bid. During the technical evaluation, in case of any unexplained mismatch or non-availability of the offered product on OEM's website, the bid may be rejected.

20. Duly signed and stamped certificate from the bidder stating that no malicious code is present in the product is to be submitted with following content:

(a) This is to certify that the Hardware and the Software being offered, as part of the contract, does not contain Embedded Malicious code that would activate procedures to:

(i) Inhibit the desires and designed function of the equipment.

(ii) Cause physical damage to the user or equipment during the exploitation.

(iii) Tap information resident or transient in the equipment/network.

(b) The firm will be considered to be in breach of the procurement contract, in case physical damage, loss of information or infringements related to copyright and Intellectual

Property Right (IPRs) are caused due to activation of any such malicious code in embedded software.”

21. OEM whose product is being offered should adhere to India E-Waste (Management) Rules and must a dedicated team / unit for collecting their obsolete IT products, in accordance with the laws / policies / rules of the Govt. of India under Extended Producer Responsibility. OEM to submit a declaration / certificate in this regard or provide URL / link to their policy page on public domain. Non submission may result in rejection of bid. Details of OEM's e-waste management unit to be submitted.

22. OEM to declare that no refurbished components shall be used during supply.

23. The Bid for Assembled Computers will not be entertained.

24. Onsite Service, Warranty, and Warranty Security

(a) The supplier shall provide onsite support at the delivery location for any hardware or software-related issues arising during the warranty period.

(b) The supplier must attend to any complaint within 48 hours of intimation and resolve the issue within 5 days, ensuring minimal disruption to operations.

(c) Comprehensive Warranty:

- i. The supplier shall provide a comprehensive onsite warranty of 3 years from the date of successful installation and acceptance. OEM Warranty certificates must be submitted by the successful bidder at the time of delivery of goods.
- ii. Any defective parts shall be replaced/repaired free of cost within the stipulated resolution period.

(d) Warranty Security Deposit :

- i. The supplier shall furnish a Warranty Security in the form of a Performance Security (PBG) **or** Bank Guarantee, amounting to 3% of the contract value, valid for the warranty period plus 60 days.
- ii. The PBG shall be forfeited if the supplier fails to provide timely service, replacement, or support during the warranty period.

(e) Penalty for Non-Compliance :

- i. If the Seller fails to complete service / rectification with defined time limit, a penalty of 0.5% of Unit Price of the product shall be charged as penalty for each week of delay (maximum up to 10% of the contract value) from the seller. Seller can deposit the penalty with the Buyer directly else the Buyer shall have a right to recover all such penalty amount from the Performance Security (PBG)
- ii. In case of repeated failures, the University may invoke the Performance Security/Warranty Security and blacklist the supplier.

(f) Replacement Obligation: In case the issue is not resolved within the defined time limit, the supplier must provide a temporary replacement unit of equal or higher specifications until the defective unit is repaired or replaced.

(g) Non return of Hard Disk: Faulty Hard Disk of Desktop Computers will not be returned back to the OEM/supplier against warranty replacement.

25. Product serial nos. & warranty information should be verifiable in public domain (e.g. OEM's website etc.) post supply.

26. OEM must have online system hardware diagnostics facility. Buyers must get the facility to download updates of software, device drivers, firmware etc. from the OEM's website. Updates should be available for download from OEM website for 5 years or warranty period (whichever is more) from the date of installation.

27. Make in India Class I & II to be declared and relevant certificates (not the product pictures / screenshots) to be enclosed.
28. Bidder / Supplier / Organization / Proprietor / Any of the Director(s) should not have been blacklisted / debarred by any Ministry / Department under Government of India or by Government of any State / Union Territory in India or any of the Government (Central / State) PSUs or Autonomous Body or any Government Agency. Non blacklisting in any or the government organization certificate required on 100Rs stamp paper duly signed and stamped by OEM.
29. The Bidder has to mandatorily quote for new Computers, rate less than the MRP.
30. The Bidder(s) may be informed by the HNBGU to provide a Demo Unit of product being offered (to avoid rejection for specification mismatch) at any of the location(s) of HNBGU without any extra cost/charges. The demo unit will be examined by the committee/ expert at the HNBGU on a working day only and the Demo Unit can be taken back by the buyer after demonstration at their own cost. Any bidder, who fails to provide such a Demo Unit, within the given timeline may not be considered for the further stages in the procurement process and no representation shall be entertained in this regard.
31. The Supply, Installation, Commissioning, Configuration and Training i.e. SITC (those applicable as per the contract / purchased order / work order) are to be done without any extra cost at the camp uses / offices of HNBGU.
32. Bidders may please note that GeM is capturing and showing the IP addresses used by the Buyer and the Bidders(s)/Seller(s). The received bids having matching/common IP address with either Bidder (s)/ Seller (s) or Buyer, shall be out rightly rejected & shall not be considered for further evaluation.
33. Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.
34. Bidder will ensure that Operating system, device drivers and applications provided must be preinstalled from factory. OEM ink signed declaration required.