



Udyog Mitra
Department of Industries
Government of Bihar, Patna



Tender Notice No: 637/UM

Date: 03/09/2026

Online e-tender are invited by the CEO, Udyog Mitra, Department of Industries, Govt. of Bihar, Patna for Selection of Agency for Supply, Installation, Testing & Commissioning of IT Hardware Goods (Tablets, Desktops with UPS, Multi-Function Printers and External Hard Disks).

S.N	Tender Schedule/Program	
1	Name of the customer and address from whose website the RFP documents can be obtained	Chief Executive Officer , Udyog Mitra, Department of Industries, 1 st floor, Indira Bhawan, RCS Path, Patna, Bihar-800001, Telephone No:0612-2547695 / 7320923207 Email Id:udyogmitrabihar@yahoo.co.in
2	Bid submission start date	03.09.2026, 12:00 PM
3	Last date & time for submission of Written queries for clarification	07.09.2026 up to 05:00 PM
4	Date, Time & venue of Pre-bid conference	08.09.2026, 3:00 PM, Conference Hall, Ground Floor, Indira Bhawan, Patna, Bihar - 800001
5	Bid submission end date	20.09.2026 up to 6:00 PM
6	Technical Bid Opening Date	21.09.2026, at 3:00 PM, Conference Hall, Ground Floor, Indira Bhawan, Patna, Bihar - 800001
7	Financial Bid Opening Date	To be Communicated Later
8	Validity of Bids	120 days
9	Tender Fees	INR 5,000/- Five Thousand Only
10	Tender Processing fee	As Per Eproc2
11	EMD	INR 5,00,000/- (Online mode only)

Note:

1. CEO, Udyog Mitra, Department of Industries, Patna, Bihar reserves the right to reject or cancel the tender or any part thereof without assigning any reasons.
2. The tender document can be obtained from the website of Department of Industries, Government of Bihar
3. For any queries regarding tender please contact: 0612-2547695 or 7320923207 and email:udyogmitrabihar@yahoo.com or ramp.bihar@bihar.gov.in

Toll Free Number: 1800 572 6571

Email Id: eproc2support@bihar.gov.in

During 08:00 AM to 07:00 PM (All days in week except state holidays)

eProc 2.0 Help Desk Address:

RJ Complex, 2nd Floor, Opposite Vidyapeeth Institute,
Khajpura, Ashiana Road, P.S. - Shastri Nagar,
Patna 800 014, Bihar


Chief Executive Officer
Udyog Mitra, Department of Industries



UDYOG MITRA
DEPARTMENT OF INDUSTRIES
NOTICE INVITING E-TENDER

Tender Notice No.: 637 / UM

REQUEST FOR PROPOSAL (RFP)

FOR

Selection of Agency for Supply, Installation, Testing & Commissioning of IT Hardware Goods
(Tablets, Desktops with UPS, Multi-Function Printers and External Hard Disks)

(e-Tender / Two-Bid System)

Issued by:

Udyog Mitra

Department of Industries

1st Floor, Indira Bhawan, RCS Path, Patna,

Bihar - 800001, Telephone No.: 0612-2547695 / 7320923207

Email Id: udyogmitrabihar@yahoo.co.in / ramp.bihar@bihar.gov.in

Website: industries.bihar.gov.in | e-Tender Portal: eproc2.bihar.gov.in

For any technical related queries please contact

<https://eproc2.bihar.gov.in/>

Disclaimer

This Request for Proposal ("RFP") is issued by Udyog Mitra, Department of Industries, Government of Bihar (hereinafter referred to as "Udyog Mitra" or "the Purchaser") for the selection of reputed agency. The information contained in this RFP or subsequently provided to Bidders, whether verbally or in documentary form, is provided on the terms and conditions set out in this RFP and any other terms and conditions subject to which such information is provided.

This RFP is not an agreement and is neither an offer nor an invitation by Udyog Mitra to any party other than the entities that qualify to submit a proposal ("Bidders"). The purpose of this RFP is to provide interested parties with information that may be useful to them in the formulation of their proposals. Udyog Mitra makes no representation or warranty as to the accuracy, reliability or completeness of the information in this RFP and it shall not be liable for any losses, damages, costs or expenses arising in any way from the use of or reliance on this document.

Udyog Mitra reserves the right to accept or reject any or modify the terms of this RFP at any stage without assigning any reason thereof and without any liability whatsoever.

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SECTION 1: NOTICE INVITING PROPOSAL (NIT)

Udyog Mitra, Department of Industries, Government of Bihar invites online bids from interested entities through a **two-bid system (Technical Bid and Financial Bid)** for **selection of an agency for Supply, Installation, Testing and Commissioning of IT Hardware goods** for Udyog Mitra, Department of Industries, Bihar.

Key details of the RFP are summarised below:

Item	Details
Name of Work	Selection of agency for Supply, Installation, Testing and Commissioning of IT Hardware goods (Tablets, Desktops with UPS, Multi-Function Printers and External Hard Disks) for Udyog Mitra, Industries Department, Government of Bihar
Issuing Authority	Udyog Mitra, Department of Industries, Government of Bihar
Bid System	Two-bid system: (i) Technical Bid, (ii) Financial Bid
Cost of RFP Document (non-refundable)	Rs. 5,000/- (Rupees Five Thousand only) through the e-procurement portal (eproc2.bihar.gov.in)
Earnest Money Deposit (EMD)	Rs. 5,00,000/- (Rupees Five Lakh only) through the e-procurement portal in online mode only (eproc2.bihar.gov.in)
Exemption	Exemption from EMD shall be admissible to bidders registered under the MSME (Udyam Certification) scheme, subject to submission of valid documentary proof, as per prevailing Government orders. No exemption shall be admissible from Performance Security.
Performance Security	3% of the total contract value, in the form of Bank Guarantee, valid for the warranty period plus 60 days claim period
Date of Publication of RFP	03/09/2026
Last Date for Receipt of Pre-Bid Queries	07/09/2026, 17:00 hrs (by email Only- udyogmitrabihar@yahoo.co.in / ramp.bihar@bihar.gov.in)
Pre-Bid Meeting	08/09/2026, 15:00 hrs at Udyog Mitra, Indira Bhawan, Patna-01, Bihar.
Last Date and Time for Submission of Bids	20/09/2026, 17:00 hrs
Opening of Technical Bids	21/09/2026, 15:00 hrs
Opening of Financial Bids	To be notified later to only technically responsive bidder.
Bid Validity	120 days from the last date of submission of bids
Delivery Period	Within 2 (two) weeks from the date of issue of Work Order, at locations specified by Udyog Mitra within Bihar

Item	Details
Contact Information	The Chief Executive Officer, Udyog Mitra, 2nd Floor, Vikas Bhawan, Bailey Road, Patna – 800001; Email: udyogmitrabihar@yahoo.co.in / ramp.bihar@bihar.gov.in ; Phone: 0612-2547695 / 7320923207

Note: Udyog Mitra reserves the right to change any of the above dates by issuing a corrigendum on its website/e-procurement portal. Bidders are advised to check the website regularly. Bids received after the due date and time shall be summarily rejected.

Issuer:

Chief Executive Officer Udyog Mitra,
Department of Industries,
1st floor, Indira Bhawan, RCS Path,
Patna, Bihar- 800001
Telephone No.: - 0612-2547695 / 7320923207
Email Id: udyogmitrabihar@yahoo.co.in / ramp.bihar@bihar.gov.in



2. Introduction & Background

Udyog Mitra is a society **registered under the Societies Registration Act, 1860**, functioning under the Department of Industries, Government of Bihar, mandated to facilitate industrial development and investment promotion in the State. It acts as the interface between investors and the State, and to support the administrative and field offices of the Industries Department in discharge of their functions.

To strengthen the IT infrastructure of its office(s) and field units, and to enable digitisation of citizen/investor services, record-keeping, and day-to-day administrative functioning, Udyog Mitra intends to procure the following categories of IT hardware from reputed Original Equipment Manufacturers (OEMs)/their Authorised Channel Partners, through a transparent competitive bidding process:

- Tablets – 148 Nos.
- Desktop Computer set with UPS – 37 Nos.
- Multi-Function Printers (Print + Scan + Photocopy) – 37 Nos.
- External Hard Disk Drives (1 TB) – 37 Nos.

Accordingly, Udyog Mitra invites online bids (Technical and Financial) from eligible, experienced and financially sound bidders for supply, installation, testing, commissioning, and post-warranty support of the above items, strictly as per the specifications, terms and conditions contained in this RFP.

3. Objective and Scope of Work

3.1 Objective

The objective of this RFP is to select a single responsive and responsible agency for the supply of new, genuine, first-quality branded IT hardware items listed in Section 6, along with allied services, on the basis of the Lowest Price (L1) quoted against the specifications prescribed, subject to technical qualification.

3.2 Scope of Work

1. Supply of Tablets, Desktop Computers, UPS, Multi-Function Printers and External Hard Disk Drives strictly conforming to the minimum technical specifications given in Section 6, from reputed brands only (Section 5.3).
2. Delivery of goods at the office(s)/location(s) of Udyog Mitra and/or its field/district units, as intimated in the Purchase Order, within the delivery period specified in the work order.
3. Unpacking, installation, configuration, and functional testing of all Desktops (including OS activation of licensed software as specified, connection with UPS) and MFPs (driver installation and test print/scan/copy) at site.
4. Commissioning and demonstration of each equipment to the designated officer of Udyog Mitra, along with basic user orientation.
5. Providing comprehensive on-site warranty (minimum as specified in Section 6/Section 8) covering parts, labour and on-site visits, directly from OEM or through OEM-authorised service centres in Bihar.
6. Submission of statutory bills, delivery challans, installation reports and warranty cards for each item supplied.

7. Any other incidental service necessary for successful supply, installation and handover of the equipment in good working condition.

4. Eligibility Criteria

Bidders must satisfy the following minimum eligibility criteria as on the date of bid submission. Bids of bidders not satisfying any of the criteria below shall be summarily rejected. Self-attested documentary proof must be uploaded against each criterion.

Sl.No.	Eligibility Criterion	Supporting Document
1	The Bidder should be a Company registered under the Companies Act, 2013 / LLP / Partnership Firm / Proprietorship, registered in India for at least 3 years	Certificate of Incorporation / Registration; Partnership Deed, as applicable
2	The Bidder should be registered with GST and Income Tax authorities and should have valid GSTIN and PAN.	GST Registration Certificate; PAN Card
3	The Bidder should have average annual turnover of at least INR 2 Cr. in last three years (FY 2022-23, 2023-24, 2024-25), from supply of IT hardware/electronic goods.	Audited Financial Statements / CA-certified turnover statement
4	The Bidder should have positive Net-worth - (FY 2022-23, 2023-24, 2024-25)	Audited financial statements and Net worth certificates from CA
5	The Bidder should have successfully executed at least one single order of supply of similar IT hardware (Tablets/Desktops/Printers, etc.) of value not less than ₹50 Lakh, OR two orders of not less than ₹30 Lakh each, in any Central/State Government Department, PSU, Autonomous Body, or reputed private organisation, during the last 3 financial years (2022-23, 2023-24, 2024-25).	Copies of Work/Purchase Orders and Completion Certificates
6	The Bidder should be an OEM or an OEM-Authorised Partner for all the brands/products quoted, for the current bidding period.	Manufacturer's Authorisation Form / OEM certificate (Annexure-4)
7	Bidder/OEM should have an ISO 9001:2015, ISO/IEC 27001:2013 or latest. The certifications should be valid on the date of bid submission	Copy of valid certificate
8	The Bidder should not have been blacklisted / debarred by any Central/State Government Department, PSU or Autonomous Body as on the date of bid submission.	Self-declaration on non-judicial stamp paper of Rs. 100/- as per Annexure-5
9	The Bidder should have a service centre / authorised service partner in Bihar (preferably Patna) capable of providing on-site warranty support.	Self-declaration with address & contact details of service centre on Bidder latter head

Note: Joint Ventures / Consortium bids shall not be permitted. The Bidder shall bid on its own behalf and shall not be a sub-contractor to any other bidder in the same tender.

5. Instructions to Bidders

5.1 General

1. This is an Online Tender. Bids shall be submitted only through the Bihar e-Procurement Portal (<https://eproc2.bihar.gov.in>). Bids submitted in any other form/mode shall not be accepted.
2. The bid shall comprise TWO separate covers uploaded online: (i) Technical Bid, and (ii) Financial Bid (Price Bid). the Technical Bid shall be uploaded in the designated Technical Cover, and the Financial Bid shall be submitted only in the prescribed BOQ (Bill of Quantities) format available on the portal under the designated Financial Cover.
3. Bids not accompanied by the requisite Tender Fee and EMD (or valid exemption certificate) shall be rejected.
4. Conditional bids, incomplete bids, or bids received after the due date/time shall not be considered.
5. The bid and all accompanying documents shall be in English or Hindi. All pages must be signed and stamped by the authorised signatory, supported by a power of attorney/board resolution.
6. Any interlineation, erasure or overwriting shall be valid only if initialled by the signatory.
7. No financial information shall appear anywhere in the Technical Bid; violation shall lead to summary rejection.
8. Bidders shall bear all costs of bid preparation and submission. Conditional bids shall be rejected.
9. The Udyog Mitra, Department of Industries Government of Bihar reserves the right to increase/decrease the quantity of any item at the time of placing the Purchase Order, at the same rates, terms and conditions quoted by the successful bidder.

5.2 Technical Bid (Bid Part -I)

- Covering Letter (Annexure-1)
- Proof of Tender Fee and EMD payment
- Eligibility documents as per Section 4 (all supporting documents)
- Technical Compliance / Specification Compliance Statement (Annexure-2), item-wise, indicating brand, model and compliance with each specification parameter ("Yes/No" with supporting technical datasheet/brochure)
- Manufacturer's Authorisation Form (Annexure-4) for each brand quoted
- Self-declaration of non-blacklisting (Annexure-5)
- Copy of GST Registration, PAN, Certificate of Incorporation
- Audited financial statements / turnover certificates
- Copies of past experience Work Orders and Completion Certificates
- Undertaking on warranty and after-sales service support (Annexure-6)
- Financial capability statement (Annexure-7)
- Details of Relevant Experiences (Annexure-8)

5.3 Reputed Brands

Bidders shall quote products only from reputed, established brands having a proven track record and pan-India service network, such as (illustrative, not exhaustive):

- Tablets: Samsung, Lenovo, Apple, Xiaomi, Realme, Lava, or equivalent reputed brand

- Desktops: HP, Dell, Lenovo, Acer, Asus, or equivalent reputed brand
- UPS: APC (Schneider), Luminous, Microtek, Numeric, V-Guard, or equivalent reputed brand (ISI marked)
- Multi-Function Printers: HP, Canon, Epson, Brother, Xerox, Ricoh, or equivalent reputed brand
- External Hard Disk Drives: Seagate, WD (Western Digital), Toshiba, or equivalent reputed brand

Bidders proposing any other brand must satisfy the Udyog Mitra that the brand is of equivalent standing (established OEM with authorised service presence in India) and obtain written approval prior to bid submission through the pre-bid query process. The decision of the Udyog Mitra in this regard shall be final.

5.4 Financial Bid (Bid Part-II)

The Financial Bid shall be submitted only in the prescribed BOQ (Bill of Quantities) format available on the eproc2.bihar.gov.in portal. Rates shall be quoted:

- Item-wise, in Indian Rupees (₹), inclusive of all taxes, duties, freight, insurance, installation, commissioning and warranty charges, on FOR destination basis (delivered at site within Bihar).
- Any bid with rates left blank against any item, or bids quoting a total lump-sum without item-wise break-up, shall be treated as non-responsive.
- No conditional discounts shall be considered for evaluation.

5.5 Clarifications and Pre-Bid Meeting

Bidders may seek clarifications by email up to the date specified in the NIT. A pre-bid meeting will be held as per the schedule; responses to queries and any amendments will be published as corrigenda on the e-procurement portal and shall form part of this RFP. Udyog Mitra may, at its discretion, extend the deadline for submission of bids.

5.6 Earnest Money Deposit (EMD)

- EMD of Rs. 5,00,000/- must accompany the Technical Bid. Bids without EMD (or valid exemption certificate) shall be rejected.
- EMD of unsuccessful bidders will be returned without interest within 60 days of completion of tender process. EMD of successful bidders will be returned upon submission of the Performance Security.
- The EMD shall stand forfeited if the Bidder withdraws or modifies its bid during the validity period, submits false/forged documents, or, having been selected, fails to furnish the Performance Security.

5.7 Evaluation Committee

- i. Udyog Mitra, Department of Industries, Bihar will constitute an Evaluation Committee to evaluate the responses of the bidders.
- ii. The Evaluation Committee constituted by Udyog Mitra, Department of Industries, Bihar 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.
- iii. The decision of the Evaluation Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of evaluation with the Committee.

- iv. The Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals
- v. The Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.
- vi. Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

5.8 Bid Validity

Bids shall remain valid for 120 days from the last date of submission. Udyog Mitra may request extension of validity; a Bidder may refuse without forfeiting its EMD, but its bid shall not be further considered.

5.9 Right of Rejection

Udyog Mitra reserves the right to accept or reject any bid, to annul the process and reject all bids at any time, without assigning reasons and without incurring any liability to the affected Bidders.

6. Bill of Quantity & Technical Specifications

6.1 Bill of Quantities (BOQ)

S.No.	Item Description	Unit	Quantity	Delivery Location
1	Tablet (Min. 8 GB RAM, 128 GB Storage)	Nos.	148	All Districts (DIC Office) in Bihar
2	Desktop Computer (Min. Core i5, 8 GB RAM, 512 GB Storage)	Nos.	37	All Districts (DIC Office) in Bihar
3	Uninterruptible Power Supply (UPS), min. 600 VA, Line-Interactive	Nos.	37	All Districts (DIC Office) in Bihar
4	Multi-Function Printer (Print + Scan + Photocopy)	Nos.	37	All Districts (DIC Office) in Bihar
5	External Hard Disk Drive – 1 TB	Nos.	37	All Districts (DIC Office) in Bihar

Note: Exact delivery locations and contact number (All District DIC (District Industries Centre Office) address) shall be communicated in the Purchase Order. Bidders shall not vary rates based on delivery location.

6.2 Tablet — Minimum Technical Specifications (Qty: 148 Nos.)

Parameter	Minimum Specification
Display	8-inch or larger, IPS/LCD or better, min. HD resolution (1280x800 or higher)
Processor	Octa-core processor or higher, reputed chipset (e.g., Qualcomm Snapdragon / MediaTek or equivalent)
RAM	Minimum 8 GB
Internal Storage	Minimum 128 GB, expandable via microSD (preferred)

Operating System	Latest stable version of Android (14 or above) / equivalent, with licensed OS pre-loaded
Connectivity	Wi-Fi 5 or above, Bluetooth 5.1 or higher, GPS; 5G LTE / SIM support (preferred)
Battery	Minimum 6000 mAh or equivalent backup of 8 hours typical usage
Camera	Rear camera minimum 8 MP; Front camera minimum 5 MP
Ports	USB Type-C, 3.5mm audio jack (or equivalent audio solution)
Accessories	Charger/adaptor, USB cable, protective cover/case (per unit)
Certification	BIS/ISI certified as applicable; RoHS compliant
Warranty	Minimum 1 year comprehensive on-site/carry-in OEM warranty

6.3 Desktop Computer — Minimum Specifications (Qty: 37 Nos.)

Parameter	Minimum Specification
Processor	Intel Core i5 (14th Generation or later) or higher
RAM	Minimum 8 GB DDR4, expandable to 16 GB
Storage	Minimum 512 GB SSD
Graphics	Integrated graphics (min.), supporting dual display
Motherboard	OEM motherboard; Small Form Factor / Tower/ All-in-One as per OEM standard model
Operating System	Latest genuine licensed Windows OS (Windows 11 Pro or equivalent) pre-installed
Ms Office	Ms Office Latest licensed offices pre-installed or Microsoft office 365
Monitor	Minimum 18.5-inch LED monitor (same brand as CPU preferred)
Keyboard & Mouse	OEM standard wired USB keyboard and optical mouse
Ports	Minimum 4 x USB (at least 2 x USB 3.0), 1 x HDMI, LAN (RJ-45), audio in/out
Connectivity	In-built or add-on Wi-Fi + Bluetooth, Gigabit Ethernet
Security	TPM 2.0 chip (preferred), Kensington lock slot
Certification	BIS/ISI/Energy Star certified as applicable
Warranty	Minimum 3 years comprehensive on-site OEM warranty

6.4 UPS — Minimum Specifications (Qty: 37 Nos.)

Parameter	Minimum Specification
Type	Line-Interactive UPS
Capacity	Minimum 600 VA / 360 W

Backup Time	Minimum 20–30 minutes at half load
Input Voltage Range	140V – 300V (wide input range, suitable for Indian conditions)
Output	Pure/Modified Sine Wave output
Protection	Overload, short-circuit, deep discharge & surge protection
Battery	Sealed Maintenance-Free (SMF) battery, replaceable
Indicators	LED/LCD indicators for Mains/Battery/Load status
Certification	ISI/BIS marked
Warranty	Minimum 2 years on UPS unit; minimum 1 year on battery

6.5 Multi-Function Printer — Minimum Specifications (Qty: 37 Nos.)

Parameter	Minimum Specification
Functions	Print, Scan, and Photocopy (Multi-Function Device); LaserJet technology
Print Speed	Minimum 32 pages per minute (Black & White)
Print Resolution	Minimum 600 x 600 dpi
Scanner	Flatbed scanner, minimum 1200 x 1200 dpi optical resolution
Copy Features	Multiple copies, reduce/enlarge functionality
Paper Size	A4, A5, Legal, supports plain paper
Paper Tray Capacity	Minimum 150 sheets input tray
Connectivity	USB 2.0 and Wi-Fi/Network (Ethernet) connectivity (preferred)
Duty Cycle	Up to 50,000 pages per month recommended duty cycle
Accessories	Starter cartridge/ink bottle, USB cable, power cord
Certification	BIS/Energy Star certified as applicable
Warranty	Minimum 1-year comprehensive on-site OEM warranty

6.6 External Hard Disk Drive — Minimum Specifications (Qty: 37 Nos.)

Parameter	Minimum Specification
Capacity	1 TB (Terabyte)
Type	Portable External HDD
Interface	USB 3.0 / USB 3.1 or higher (backward compatible with USB 2.0)
Transfer Speed	Minimum 5 Gbps interface speed (USB 3.0 standard)
Compatibility	Compatible with Windows OS; plug-and-play
Build	Shock-resistant casing (preferred)

Accessories	USB cable included
Warranty	Minimum 3 years OEM warranty

The Udyog Mitra reserves the right to seek OEM datasheets/brochures and, if required, ask for a sample/demo unit of each item from the L1 bidder prior to final acceptance, to verify compliance with the above specifications.

7. Bid Evaluation Process

7.1 Eligibility Scrutiny

Bids shall first be scrutinised for completeness and compliance with the eligibility criteria (Section 4) and submission requirements (Section 5). Bids failing to meet any eligibility criterion or found non-responsive shall be rejected at this stage and their Financial Bids shall not be opened.

7.2 Financial Evaluation and Selection

Financial Bids of only the Technically Qualified bidders shall be opened. Selection of the successful bidder(s) shall be made purely on the basis of the Lowest Price (L1) quoted, evaluated on the Grand Total of the BOQ, inclusive of all taxes, duties and other charges as specified in Section 5.4, against the specifications prescribed in Section 6.

- The bidder quoting the lowest Grand Total price (L1), among technically qualified bidders, shall be recommended for award of the contract for the entire quantity of all items.
- In case of a tie in the Grand Total quoted price between two or more bidders, the bidder with higher average annual turnover (Section 4) shall be ranked higher; if still tied, selection shall be made by draw of lots in the presence of the tied bidders.
- Bidders shall quote for all items specified in the BOQ. Partial quotation shall not be permitted.

The Udyog Mitra, Department of industries Government of Bihar reserves the right to verify all information/documents submitted and to reject any bid found to contain false/misleading information, at any stage, including after the award of contract.

8. General Terms & Conditions

8.1 Award of Contract

The successful bidder (L1) shall be issued a Letter of Award (LoA)/Purchase Order. The bidder shall convey unconditional acceptance of the LoA within 7 days and submit the Performance Security within 10 days of issue of LoA, failing which the EMD may be forfeited and the offer of award withdrawn.

8.2 Delivery, Installation & Commissioning

The Supplier shall deliver, install, test and commission all items at the designated location(s) within the delivery period specified in the Fact Sheet from the date of Purchase Order, in the presence of an authorised representative of Udyog Mitra, and obtain a signed Installation & Acceptance Certificate for each location.

8.3 Inspection and Acceptance

All items shall be new (not refurbished/reconditioned), genuine, of current production, and free from any defect. Udyog Mitra reserves the right to inspect/test any item before or after delivery. Items found

defective, damaged, or not conforming to specifications shall be replaced by the Supplier at its own cost within 7 days of intimation.

8.4 Payment Terms

- 100% payment shall be released within 45 days of successful delivery, installation, testing, commissioning and submission of the Installation & Acceptance Certificate and requisite invoices for each location/lot, subject to statutory deductions (GST TDS, Income Tax TDS, etc.) as applicable.
- No advance payment shall be made.

8.5 Liquidated Damages / Penalty for Delay

In case of delay in delivery/installation beyond the stipulated period attributable to the Supplier, Liquidated Damages @ 0.5% of the value of delayed goods/services per week of delay shall be levied, subject to a maximum of 10% of the total contract value, beyond which the Udyog Mitra reserves the right to cancel the order and forfeit the Performance Security, without prejudice to other remedies available under law.

8.6 Warranty & After-Sales Support

The Supplier shall provide comprehensive on-site warranty as specified item-wise in Section 6, from the date of installation/commissioning. During the warranty period, the Supplier shall attend to any complaint/breakdown within 48 hours of intimation and resolve the same within 7 working days; failing which a penalty of ₹500 per day per item may be levied, or the Purchaser may get the item repaired at the Supplier's risk and cost.

8.7 Performance Security

The successful bidder shall submit Performance Security equivalent to 3% of the total contract value in the form of a Bank Guarantee from a Scheduled Commercial Bank, valid for the entire warranty period plus a claim period of 60 days. The Performance Security shall be released after satisfactory completion of the warranty obligations, subject to no claims pending.

8.8 Force Majeure

Neither party shall be liable for any delay or failure in performance of its obligations due to Force Majeure events (natural calamities, war, epidemic, government action, etc.), provided timely written notice is given, subject to the provisions of the General Financial Rules (GFR) and applicable Bihar Financial Rules.

8.9 Termination

The Udyog Mitra, Department of Industries Government of Bihar may terminate the contract, in whole or in part, by written notice, in case of the Supplier's default in delivery, breach of contract terms, or if the Supplier is declared bankrupt/insolvent, without prejudice to any other remedy for breach of contract available to the Purchaser.

8.10 Arbitration & Jurisdiction

Any dispute arising out of or in connection with this contract shall first be resolved through mutual negotiation. Failing amicable settlement, the dispute shall be referred to Arbitration under the Arbitration and Conciliation Act, 1996, with the Arbitrator to be appointed by the Industries Department, Government of Bihar. The venue of arbitration shall be Patna, and the courts at Patna alone shall have jurisdiction.

8.11 Corrupt & Fraudulent Practices

The Udyog Mitra, Department of industries government of Bihar requires bidders/suppliers to observe the highest standard of ethics. Any bidder found indulging in corrupt, fraudulent, collusive or coercive practices shall be liable for rejection of bid, forfeiture of EMD/Performance Security, and blacklisting, in accordance with applicable Government of Bihar rules.

8.12 Amendment of RFP

The Udyog Mitra, Department of industries government of Bihar reserves the right to amend, modify, or withdraw any part of this RFP at any time prior to the last date of bid submission, by uploading a corrigendum on the e-Procurement portal, which shall form an integral part of this RFP.


CEO, Udyog Mitra
Department of Industries
Govt. of Bihar

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Annexure-1: Covering Letter

(Bidder's Letterhead)

To,
The Chief Executive Officer,
Udyog Mitra, Department of Industries, Government of Bihar
2nd Floor, Vikas Bhawan, Bailey Road, Patna – 800001

Subject: Submission of bid against RFP No. _____ for Supply of IT Hardware.

Sir/Madam,

Having examined the RFP document including all annexures, corrigenda and clarifications, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply the IT hardware items in conformity with the said RFP document, terms & conditions and specifications.

We confirm that the information/documents furnished in our bid are true and correct in every respect, and we hold ourselves responsible for any misrepresentation contained therein.

We agree to abide by this bid for a period of 120 days from last date of submission of bids, and it shall remain binding upon us till such time as it may be accepted by the Udyog Mitra.

We have remitted the Tender Fee of ₹5,000/- and EMD of ₹5,00,000/- or have submitted valid documentary proof of exemption from EMD, as applicable under the RFP.

We understand that the Udyog Mitra is not bound to accept the lowest or any bid it may receive, and reserves the right to reject any/all bids without assigning any reason.

Yours faithfully,

(Signature of Authorised Signatory)

Name:

Designation:

Company Seal:

Date:

Place:

Annexure-2: Technical Specification Compliance Statement

S.No.	Item	Parameter	Specification Offered	Compliance (Y/N)	Remarks/Reference
1	Tablet	As per Section 6.2			
2	Desktop	As per Section 6.3			
3	UPS	As per Section 6.4			
4	MFP Printer	As per Section 6.5			
5	External HDD	As per Section 6.6			

(Bidders shall expand each row parameter-wise, quoting the exact brand/model and its specification value against each parameter listed in Section 6, with reference to page number of enclosed OEM datasheet/brochure.)

Annexure-3: Financial Format

To be submitted ONLY through eproc2.bihar.gov.in portal under the Financial Bid part (BOQ). Quotes shall be in INR, Inclusive of all taxes. Format shown below for reference.)

Sl.No.	Item Description	Unit	Qty	Unit Rate (₹) Inclusive all taxes	Total Amount (₹) (F=D x E)
(A)	(B)	(C)	(D)	(E)	(F)
1	Tablet (8GB RAM/128GB)	Nos.	148		
2	Desktop Computer (i5/8GB/512GB)	Nos.	37		
3	UPS (600VA)	Nos.	37		
4	Multi-Function Printer	Nos.	37		
5	External HDD (1TB)	Nos.	37		
	Grand Total (INR)				
Total Amount in Word					

Terms & Conditions

1. The quoted rate includes all taxes, transportation, installation and others charges.
2. NIL value quoted against any item shall lead to rejection of the bid.
3. The payment for the aforesaid quoted value shall be made in accordance with the Payment Terms.
4. The rate must be inclusive of delivery cost at FOR destination basis (at district level across Bihar).
5. The quantity of items may vary as per the requirements of Udyog Mitra. The selected bidder shall be bound to supply the revised quantity at the finalized L1 rates to the specified locations within the stipulated timelines.
6. Delivery timeline for the contract must be within 2 (two) weeks from the date of issue of Work Order, at locations specified by Udyog Mitra within Bihar.
7. **Failure of L1 Bidder to Perform:** The L1 bidder fails to perform the contractual obligations within the stipulated timelines, Udyog Mitra reserves the right to:
 - a) Forfeit the Performance Bank Guarantee (PBG)/EMD submitted by the L1 bidder;
 - b) Blacklist the L1 bidder from future tenders for an appropriate period as decided by Udyog Mitra, Department of Industries Government of Bihar; and
 - c) Award the contract to the next lowest eligible bidder (L2/L3), at the finalized L1 rate, to ensure continuity of supply.

Note: - Annexure-3 is only for reference. Financial Bid shall be submitted only through the BOQ (.xls) available on eProc2 Bihar portal.

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Annexure-4: Manufacturer's Authorisation Form (OEM Letterhead)

To,
The CEO, Udyog Mitra
Department Of Industries, Government of Bihar
Patna

Subject: Authorisation against RFP No. _____.

We, M/s. _____ (Name of OEM), who are established and reputed manufacturers of _____ (Item/Brand), having factories/offices at _____, do hereby authorise M/s _____ (Name & address of Bidder) to submit a bid, and if selected, to enter into and sign the contract with Udyog Mitra, Industries Department, Government of Bihar, against the above RFP for the goods manufactured by us.

We hereby extend our full warranty and after-sales support obligations as per the RFP terms, for the equipment offered by the above bidder against this RFP.

Yours faithfully,

(Signature of authorised representative of the OEM)

Name:

Designation:

Company Seal:

Date:

Annexure-5: Self-Declaration of Non-Blacklisting

(On non-judicial stamp paper of Rs. 100/-, duly notarised)

I/We, _____, authorised signatory of M/s _____, do hereby solemnly affirm and declare that the firm/company, or any of its proprietor/partners/directors, has not been blacklisted, debarred or banned from business dealings by any Ministry/Department of the Central or any State Government, PSU, statutory body or local authority as on the date of submission of this bid, and that no criminal case involving moral turpitude or economic offence, and no proceedings for tax evasion, are pending against them. I/We understand that if this declaration is found to be false at any stage, Udyog Mitra shall be entitled to reject the bid or terminate the award forthwith and forfeit the EMD/Performance Security, without prejudice to any other action under law.

(Signature of Authorised Signatory) Name, Designation, Company Seal, Place and Date:

Annexure-6: Undertaking on Warranty & After-Sales Support

(Bidder's Letterhead)

To,
The CEO, Udyog Mitra
Department Of Industries, Government of Bihar
Patna

Subject: Undertaking on Warranty & After Sales Support

We, _____, undertake to provide comprehensive on-site warranty support for all items supplied by us against RFP No. _____, for the minimum warranty periods specified in Section 6 of the RFP, and to attend to any complaint/breakdown within 48 hours and resolve the same within 7 working days, through our own service centre(s)/OEM-authorised service centre(s) located within Bihar.

We further undertake to make available spare parts and consumables for the supplied equipment for a minimum period of 5 years from the date of supply.

(Signature of Authorised Signatory)

Name:

Designation:

Company Seal:

Date:

Annexure-7: Financial Capability Statement

(To be certified by a Chartered Accountant)

Particulars	FY 2024-25	FY 2023-24	FY 2022-23
Total turnover (Rs. lakh)			
Turnover from IT goods-related supply (Rs. lakh)			
Net profit/(loss) (Rs. lakh)			
Net worth (Rs. lakh)			

Annexure-8: Details of Relevant Experiences

(Enclose work orders/agreements and performance/ Completion certificates for each entry. Add rows as required.)

S.No.	Client (Govt./PSU/Corporate) and contact details	Nature of IT goods Supply (Desktop/Tab/UPS/HDD/Printer and other IT hardware goods)	Value of work (Rs. lakh)
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			