



TENDER FOR
PROCUREMENT
OF
210 PERSONAL COMPUTERS (PCs)

**ECGC LIMITED
10TH FLOOR, EXPRESS TOWERS,
NARIMAN POINT
MUMBAI- 400021**

ECGC LIMITED

Tender No. ECGC/HO-IT/Tender-1/2015-2016
16th November' 2015

**TENDER FOR
PROCUREMENT
OF
210 PERSONAL COMPUTERS (PCs)**

NAME OF TENDERER _____
(Company's Name)

NAME OF CONTACT PERSON (Dealing Person) _____ **Cell No:** _____

DESIGNATION OF CONTACT PERSON _____

ADDRESS _____

TELEPHONE _____

FAX _____

EMAIL _____

LAST DATE AND TIME OF SUBMISSION OF THE TENDER : 30th November' 2015 (before 17:30 Hrs)



ECGC LIMITED

INSTRUCTION FOR TENDERING

1. Before tendering, the Tenderers are requested to visit the ECGC website <https://www.ecgc.in> and also carefully examine the Tender documents and the general terms and conditions of the Contract thereof, and if there appears to be any ambiguity or discrepancy between any of the Tender documents they should immediately refer the matter to ECGC for clarifications.
2. The Tenderer shall complete in all respects, form(s) annexed to the Tender Document, quote the prices and furnish the information called for therein, and shall sign and date each of the documents in the space provided therein for the purpose. The Tenderer shall initial each page of the Tender Documents.
3. The Tender shall be signed by a person or persons duly authorized by the Tenderer with signature duly attested. In the case of a body corporate, the Tender shall be signed by the officers duly authorized by the body corporate with its common seal duly affixed. In case of a consortium, the Tender shall be signed by the officer(s) so authorized by each consortium member and the Tender shall be affixed with the common seals of each member of the consortium.
4. The Tender shall contain the address, Tel. No., Fax No. and e-mail id, if any of Tenderer for serving notices required to be given to the Tenderer in connection with the Tender.
5. The Tender form and the documents attached to it shall not be detached one from the other and no alteration or mutilation (other than filling in all the blank spaces) shall be made in any of the documents attached thereto. Any alterations or changes to the entries in the attached documents shall be made by a separate covering letter otherwise it shall not be entertained.

6. Each Tenderer will be issued with one copy of the general terms and conditions of Contract and form of Tender.
7. The Tenderer, irrespective of its participation in the Tender process, shall treat the details of the Documents as secret and confidential.
8. ECGC does not bind itself to accept the lowest or any Tender and has the right to reject any Tender without assigning any reason whatsoever. ECGC also reserves the right to re-issue the Tender.

ECGC LIMITED

FORM OF TENDER

(Note: The Appendix forms part of the Tender)

**ECGC Limited
10th Floor, Express Towers,
Nariman Point,
Mumbai- 400021**

Sir

Sub: Procurement of 210 computers

1. Having fully examined the general terms and conditions of the Contract, we offer to undertake and complete the whole of the subject work strictly in conformity with the said general terms and conditions of the Contract of this Tender Document.
2. We shall enter into an agreement with ECGC in the form to be provided by the corporation.
3. We understand that if our Tender is accepted, we shall be jointly and severally responsible for the due performance of the Contract.
4. We understand that ECGC is not bound to accept the lowest or any Tender that ECGC may receive.
5. We enclose herewith a Cheque / Demand draft for Rs. 500/- (Rupees Five hundred only) towards non-refundable Tender Processing Fee. We understand that this fee will not be refunded by ECGC in any case and even if entire tender process is cancelled due to any reason.

Dated..... Day of.....

Signature.....In the capacity of.....

Duly authorised to sign Tenders for and on behalf

Of.....

(Name and address of the Tenderer)
(IN CAPITAL LETTERS)

WITNESS:

Signature

Name & Address

.....

.....

.....

Occupation:

General Terms and Conditions:-

1. The Tenderer should be registered with the Sales Tax Department.
2. Before the execution of the order, the Tenderer will have to enter into an Agreement with ECGC.
3. **The Bids are invited only from Original Equipment Manufacturers (OEMs)/ Principal Hardware Vendors (PHVs) / Authorized Vendors of the OEMs or PHVs (AVs) of the PCs mentioned under Annexure 1.**
4. In case of Authorized Vendors a ***Certificate of Dealership*** from the OEMs / PHVs should be attached along with the Technical Bids.
5. The OEMs / PHVs / AVs
 - Should have countrywide direct support offices. No generic call center or telephonic support will be accepted. No franchisee support of the partner will be acceptable to ECGC.
 - If there is no direct support office in any of the ECGC location, a proper plan should be submitted as to how such location will be serviced. Due consideration will be given to this point while evaluating the tenders.
 - Should be in Core Hardware Business, at least for a period of 5 years.
 - Should have an annual turnover of not less than Rs. 50 Crore from the sale of Computer Hardware alone in each of the last 3 financial years.
 - Should have made profits in each of the last 3 financial years.
 - Should have supplied and supported not less than 150 PCs in various locations to at least 3 large corporates, preferably public sector undertakings in finance / insurance sector having large branch network spread across the country in each of the last 3 financial years.

- OEMs / PHVs / AVs must provide ISO certification for all products manufactured.
 - OEMs / PHVs / AVs should have certification of Microsoft Windows.
 - Should be able to provide MIS reports (during Warranty period) pertaining to the problems reported and resolved across the country on monthly basis to the Head Office of ECGC.
6. The prices quoted by the Tenderer will be an **all inclusive price i.e. it shall include all taxes, levies, duties, insurance, transportation etc. except octroi and entry tax.** Octroi and entry tax will be reimbursed as per actuals on production of the original receipts.
7. The price quoted by the Tenderer cannot be altered or changed due to escalation on account of any variation in taxes, levies and cost of material.
8. All taxes, if any, applicable shall be deducted at source as per current rate while making any payment.
9. All the components used in the manufacture of the Computer Hardware should be from OEM.
10. **Warranty:** The Tenderer will offer **Three (3) years on-site comprehensive (part and labour)** warranty for the hardware and software against defects arising out of faulty design, materials and workmanship. Defective equipment/ software shall be replaced by the Tenderer at his own cost, including the cost of transport, if any. The new releases (minor/major), versions, bug-fixes etc. for the hardware and system will be supplied to ECGC at **no extra charge, with necessary documentation.**
11. **Indemnity To Client From Claims Due to Patents/ Copyrights Violation.** For all the hardware and software sold under licensing agreements from third parties in India and abroad, the Tenderer will indemnify ECGC against any claims, actions, suits, damages and or otherwise due to Tenderer's violation of any trademarks, patents and copyrights. The Tenderer will substantiate through copy of necessary documents for the supply of legal software like Microsoft Windows 7, Anti Virus etc.

- 12. Hardware Maintenance:** A well qualified customer support engineer having adequate knowledge/ experience in the hardware and software should be available at the locations mentioned in **Annexure - II**. In case ECGC procures any standard software from reliable sources, which can be used on the system, the Tenderer(s), to the best of their ability, will extend necessary support facilities.
- 13. Performance Guarantee:** System Failure (Downtime) Percentage should not exceed 5% in a month. For the purpose of this clause, 'Downtime Percentage' shall mean, unavailable time minus time for scheduled maintenance divided by total time available, computed on monthly basis. 'Available/Unavailable Time' for a month will be calculated based on total time scheduled for running the system, which is 5 days/week and 8 hours/day at present. 'Unavailable Time' is the time involved while any of the following takes place and continues:
- a. The basic system is not operative partly or fully either due to break-down or maintenance work carried out by the Tenderer. The basic system will comprise of CPU, RAM, Hard Disk, Keyboard, Mouse, Network card and Monitor.
 - b. Any peripheral that is not included in the basic system like DVD combo drive etc. becomes inoperative for more than 2 consecutive days in a month.
 - c. Any software component supplied by the Tenderer is inoperative which renders the entire system useless for the user in executing on-line applications.

If the Failure/Down Time percentage exceeds 5% in a month, the Tenderer will extend the warranty period for ONE MORE MONTH. If the downtime exceeds 5% for 2 consecutive months Tenderer will replace the PC with a new PC of equivalent configuration, unconditionally at no extra cost.

- 14. Preventive Maintenance:** The Tenderer shall carry out preventive maintenance on every machine ONCE in a 3 months. However, if the downtime exceeds 5% in any month, the preventive maintenance shall be carried out once every fortnight.
- 15. Shifting Support:** In case ECGC wishes to shift any system from one place to another, in the same city, an engineer will be made

available by the Tenderer for the purpose of dismantling, pre-shifting inspection, post-shifting inspection, installation etc. ECGC will bear all expenses for packing, shifting, insurance and other incidentals on actual. ECGC shall not be responsible for such shifting and shall not be liable to pay for any losses, costs, expenses, damages and or otherwise incurred on account of any damage to the items of equipments, tools and machinery while such shifting is being carried out.

16. Documentation / Manuals & Media : The Tenderer will supply the following media / documentation / manuals:

- a. Manuals for hardware will be provided with each machine.
- b. One set of media for Microsoft Windows 7 Professional software and manual (soft copy) will be provided with every PC where PCs will be delivered.

17. Terms of Payment

- a. 50% of the payment will be made on delivery of the Hardware/Software mentioned in **Annexure I** at the locations mentioned in **Annexure II**.
- b. 35% of the payment will be made on successful installation of the PCs at the locations mentioned in **Annexure II** and on production of Warranty and Indemnity.
- c. 15% of the payment will retained as Retention money during the warranty period. However, the retention money will be released only against performance security in the form of Bank Guarantee from a scheduled bank.
- d. Payment will be made only in Indian Rupees.

Please note that the payment as per installments indicated above will be released for the entire lot of PCs. Request for location-wise release of payment will not be entertained.

18. Terms of delivery: The entire hardware and software will be delivered within **FOUR WEEKS** from the date of order as detailed in **Annexure II**.

19. Inspection prior to Delivery: The Tenderer will keep ECGC, HO and the respective ECGC locations informed about the delivery

- schedule. ECGC reserves the right to inspect the machines before despatch and conduct tests at Tenderer's site / office / factory premises / facilities in India.
20. **Installation:** After delivery of the PCs, the Tenderer will contact the respective ECGC locations and carry out installation of the PCs at the earliest but within **ONE WEEK** from the delivery of the PCs. Installation will be deemed to be complete only when all the hardware along with the accessories and software necessary to make the hardware functional are fully installed in the respective locations mentioned in the Purchase Order to the satisfaction of ECGC. Please Note that if the installation is carried out in a phased manner, date of installation of the last PC will be taken as the date of installation of the entire lot.
 21. **Compatibility & Conformity :** After Installation Tenderer should ensure that the PCs are compatible with the existing operating system, Internet Explorer and LAN/WAN in all the specified ECGC offices / locations. Tenderer should provide a compatibility and conformity certificate to certify that the PCs conform in all respects to the specification of the order.
 22. **Penalty for delay in delivery and installation:** If the Tenderer does not deliver and install the entire hardware & software as per the above schedule, or within such authorized extension as may be permitted by ECGC, ECGC shall impose a penalty at the rate of 1% of the total value of the order for each weeks delay. In case the delay exceeds two weeks, ECGC reserves the right to cancel the order unconditionally.
 23. The performa for Warranty, Indemnity, Bank Guarantee and Agreement will be given to the successful Tenderer for execution.
 24. The Tenderer shall pay and be responsible for payment of all taxes, duties, levies, fees or charges in respect of the supply of PCs including but not limited to sales tax, tax on work contract, excise duty and Octroi payable in respect of materials, equipment, plant and other things required for the supply of PCs. The Tenderer shall indemnify ECGC against claims in respect of above taxes, duties, levies etc. All of the aforesaid taxes, duties, levies, fees and charges shall be to the Tenderer's account and ECGC shall not be required to pay any additional or extra amount on account of variation of taxes, duties, levies, fees etc. if any, till the completion of work and no extra claim on this account will be entertained in any case.

25. The Tender shall be signed by a person or persons so authorized by the Tenderer with the signature witnessed. In the case of a corporation, the Tender shall be signed by the officers so authorized by the corporation with its seal duly affixed. In case of a consortium, the Tender shall be signed by the officers so authorized by each corporate member of the consortium and Tender shall be affixed with the corporation seals of each member of the consortium supported by the relevant Board resolutions.
26. The Tenderer should submit his company profile as per **Schedule A** of the Tender for serving the notices, required to be served to the Tenderer in connection with the Tender.
27. The Tenderer should submit his Bank details as per **Schedule B** of the Tender. ECGC reserves the right to check with the Banker about the creditworthiness of the Tenderer.
28. The Tenderer will have to submit the details of contract of each of the Top 3 (three) customers with whom the Tenderer has transaction involving supply of more than 150 PCs in one lot in each of the last 3 years, as per **Schedule C** of the Tender. ECGC reserves the right to check with these customers about the credibility and quality of products supplied by the Tenderer.
29. The Tenderer should submit the list of countrywide support offices as per **Schedule D** of the Tender.
30. The Schedules A,B,C and D should be **Compulsorily** submitted along with Technical Bid. Technical Bid without the schedules are liable to be rejected.
31. The Tenderer shall collect the Tender document only after paying a **non-refundable** amount of **Rs 500/- (Rupees Five hundred Only)** in the form of Demand Draft (DD) issued by a Scheduled Bank in favour of '**ECGC Limited**' as the Tender Processing Fee. If the Tender document is downloaded from the website, cost of the Tender documents should be submitted along with the Tender, in the form of Pay Order or DD. The Corporation will reject any Tender as non-responsive, which is submitted on downloaded document and not accompanied by the cost of the Tender document as mentioned above.
32. If the Tender Document downloaded from the website and submitted to ECGC is not in conformity with the Tender document with ECGC,

it shall be rejected by ECGC without assigning any reason, at any stage including after awarding the contract to the Tenderer. In case of any disputes, document maintained in the ECGC shall be treated as authentic. **Tenderer should submit a declaration, in case the Tender is submitted on the document downloaded from the website, that the Tender document has not been altered in any way.**

33. The Tenderer will have to submit two separate sealed envelopes / covers as under:
- The technical bid comprising of Tender Form and Schedule A, B, C and D. It should be in a sealed envelope/cover and super scribed as “Technical Bid for Computer Hardware / Software for ECGC”
 - The commercial bid indicating the unit price for each configuration and the total price for the hardware / software as per Annexure - 1. The buyback price of 210 old PCs in use by us is to be reduced from the total price. It should also be in a sealed envelope / cover and super scribed as “Commercial Bid for Computer Hardware / Software for ECGC”

Both the bids should be addressed to:

**Deputy General Manager- IT
ECGC Limited
10th Floor, Express Towers,
Nariman Point
Mumbai- 400021**

The bids should be deposited in the Tender Box, Placed on 10th Floor, Express Tower, Nariman Point before 17:00 hrs on 30th November’ 2015. Tenderer should ensure that both the envelopes are deposited in the Tender Box. If one of the envelopes is not deposited, the tender will be treated as incomplete and will stand rejected.

34. The Tenders shall be opened, processed and short listed internally by ECGC. **Only shortlisted Tenderers will Intimated about their selection.**
35. Tenders should be valid for **90 days** from the last date for submission of tender.

36. The Tenderers shall submit their tenders strictly in accordance with the terms and conditions of the Tender Document. Any Tender, which stipulates conditions contrary to the conditions given in the Tender document, is liable for rejection.
37. The Tenderer shall (whether or not he submits the Tender) treat the details of the documents as ***secret and confidential***.
38. ECGC will not pay the Tenderer any expenses, which may have been incurred in the preparation of the Tender for submission.
39. **ECGC will not be in a position to give FORM-C or FORM-D.**
40. **ECGC does not bind itself to accept the lowest or any Tender and reserves the right to reject all or any bid or cancel the Tender without assigning any reason whatsoever. ECGC also has the right to re-issue the Tender without the Tenderers having the right to object against such re-issue.**

Schedule A
Company Profile

1.	Name of the Firm			
2.	Correspondence Address			
	Telephone Number			
	Fax No Email			
	Registered Address			
	Telephone Number			
	Fax No. Email			
3.	Incorporation Date			
4.	Constitution (Private/Public/Joint)			
5.	Chairman			
6.	Managing Director			
7.	Board of Directors	a)		
		b)		
		c)		
		d)		
		e)		
		f)		
8.	Annual Turnover for each of the last 3 years from the same line of business	Year 2012-13	Year 2013-14	Year 2014-15
9.	Income Tax/PAN No.			
10.	Date of last Income Tax Return			

Signature:

Name of the Authorised Person:

Designation:

Company Seal

Schedule B**Bank Details**

1.	Name of the Bank	
2.	Address of the Bank	
3	Account Number	
4	Contact Person	
5	Telephone Number	
6	Fax No. Email:	
7	Over Draft Limit	
8	Bank Guarantee Limit	
9	Remarks, if any	

Signature:

Signature:

Name of the Authorised Person:

Designation:

Company Seal

Note: Solvency certificate as on 1st November, 2015 from the Banker to be attached.

Schedule C**Customer Profile****(Rs Lakh)**

Sr No.	Name of the Company	Address	Contact Person/ Telephone Number
1.	No. of PCs supplied: Order Value: Execution Date:		
2.	No. of PCs supplied: Order Value: Execution Date:		
3.	No. of PCs supplied: Order Value: Execution date:		

Signature:

Name of Authorised Person:

Designation:

Company Seal

Note: Separate sheet to be submitted for each year

Schedule D
List of Countrywide Support Offices

Sr No.	Contact Person	Address (Tel No./Fax No./E-mail ID)
--------	----------------	-------------------------------------

ANNEXURE – I

Intel core i5 Configuration

- **CPU:** Intel Core i5-4570, 3.2 GHz, 6 MB Cache or higher.
- **Chipset:** Intel Q8 or better on OEM Motherboard.
- **Bus Architecture :** 3 PCI (PCI/ PCI Express)
- **Memory:** 4 GB 1600 MHz DDR3 RAM with 32GB Expandability.
- **Hard Disk Drive:** 500 GB 7200 rpm Serial ATA HDD or higher.
- **Monitor:** 47 cm or larger (18.5 inch or larger) TFT/LED Digital Colour Monitor TCO-05 certified.
- **Keyboard:** 104 keys.
- **Mouse:** Optical with USB interface.
- **Bays:** 4 Nos. or above.
- **Ports:** 6 USB Ports (with at least 2 USB with 3.0) 1 Display port/VGA port, audio ports for microphone and headphone in front.
- **Cabinet:** Mini Tower / Tower.
- **DVD ROM Drive:** 8X or better DVD RW Drive.
- **Networking facility:** 10/100/1000 on board integrated Network Port with remote booting facility remote system installation, remote wake up, TPM enabled 1.2 chip using any standard management software.
- **Operating System:** Windows 7 Professional or higher/ Linux preloaded, as specified, with Media and Documentation and Certificate of Authenticity.
- **OS Certifications:** Windows 7 Pro. OS / Linux certification.
- **Power Management:** Screen Blanking, Hard Disk and System Idle Mode in Power On, Set up Password, Power supply SMPS Surge protected.
- **Preloaded Software :** Microsoft Security Essentials

ANNEXURE - II

The PCs have to be delivered at the following branches of ECGC
(For latest address, please visit our web portal (<https://www.ecgc.in>))

Region	Name of RO/Branch	Old PCs for Buyback	New PCs to be supplied
01 SRO-1	Southern Region I	2	2
1	BBB - Chennai	6	6
2	Salem	1	1
3	Coimbatore	3	3
4	Madurai	0	0
5	Periamet	4	2
6	Tuticorin	0	0
7	Chennai South Branch	2	2
8	Tirupur Exporters Branch	0	0
9	Chennai Exporters Branch	7	7
10	Karur Branch	1	0
11	Tirupur BBB	4	4
02 SRO-2	Southern Region II	1	1
1	Kochi	6	5
2	Kollam	2	2
3	Guntur	4	4
4	BBB - Bangalore	8	5
5	Hyderabad Exporters Branch	5	4
6	BBB - Hyderabad	3	3
7	Bangalore Exporters Branch	8	8
8	Mangalore	3	2
9	Visakhapatnam	1	1
03-West	Western Regional Office	0	0
1	Rajkot	1	1
2	BBB - Ahmedabad	1	1
3	Vadodara	1	1
4	Thane	4	3
5	Ahmedabad Exporters Branch	5	4
6	Surat	3	3
7	Indore	3	1

8	Nagpur	1	1
9	Andheri	6	6
10	Churchgate Branch	3	0
11	Pune	5	3
12	Bandra SME	1	1
13	Bandra - BBB	7	4
04 East	Eastern Regional Office	2	2
1	Varanasi	4	0
2	Bhubaneswar	1	1
3	Guwahati	1	1
4	Kolkata Exporters Branch	13	8
5	BBB - Kolkata	9	5
05 North	New Delhi Regional Office	2	2
1	Jalandhar	2	2
2	Chandigarh	1	1
3	Faridabad	1	1
4	Ludhiana	1	1
5	Moradabad	2	2
6	Kanpur	4	3
7	Srinagar	0	0
8	Jodhpur	1	0
9	Jaipur	2	0
10	Agra	1	1
11	Gurgaon	1	1
12	Panipat	6	5
13	BBB -New Delhi	9	6
14	SME - New Delhi	2	2
15	West Delhi	2	2
16	Noida	3	2
17	LEB - New Delhi	6	6
06	BBB - Mumbai	7	6
07	LEB - Mumbai	5	2
08	Project Exports Branch	8	8
09-HO	Head Office	63	49
	Total	271	210