



(A Government of India Enterprise)

You focus on exports. We cover the risks.

REQUEST FOR PROPOSAL

FOR

**SUPPLY, INSTALLATION, CONFIGURATION & COMMISSIONING
OF COMPUTERS & PRINTERS
WITH 5 YEARS COMPREHENSIVE WARRANTY
ALONG WITH BUYBACK OF OLD HARDWARE**

Ref: ECGC/Tender-01/IT/10/2017

TABLE OF CONTENTS

Contents

Section 1	4
1. Introduction.....	4
1.1. Invitation to Bidders	4
1.2. SCHEDULE OF EVENTS	5
Section - 2	6
2. DISCLAIMER	6
Section - 3	7
3. Instructions for bidders	7
3.1. General Terms & Conditions	7
3.2. Cost of Bidding:	9
3.3. Validity Period:.....	9
3.4. Scope of Work	9
3.5. THE BIDDING DOCUMENTS.....	10
3.5.1 Documents constituting the Bid:	10
3.6. PREPARATION OF BIDS.....	11
3.6.1 Language of Bid	11
3.6.2 Documents Comprising the Bid.....	11
3.6.3 Price / Commercial Bid	11
3.6.4 Bid Form	12
3.6.5 Bid Prices.....	12
3.6.6 Documentary Evidence Establishing Bidder's Eligibility and Qualifications.....	12
3.6.7 Partial bids:.....	12
3.6.8 Period of Validity of Bids	13
3.6.9 Format and Signing of Bid	13
3.7. SUBMISSION OF BIDS	13
3.7.1 Sealing and Marking of Bids.....	13
3.7.2 Deadline for Submission of Bids	14
3.7.3 Late Bids:.....	14
3.7.4 Modification and Withdrawal of Bids	14
3.8. OPENING AND EVALUATION OF BIDS	15
3.8.1 Opening of Bids by the Corporation	15
3.8.2 Preliminary Evaluation.....	15
3.8.3 Evaluation of Bids.....	16

3.8.4	Evaluation of Price Bids and Finalization	16
3.8.5	Contacting the Corporation.....	17
3.8.6	Award Criteria	17
3.8.7	Corporation's Right to Accept Any Bid and to reject any or All Bids:	17
3.8.8	Notification of Award.....	17
3.8.9	Performance Bank Guarantee.....	17
Section - 4	19
4.1	TERMS AND CONDITIONS OF CONTRACT (TCC)	19
4.1.1	Definitions:.....	19
4.1.2	DISTINCTIVE TERMS & CONDITIONS.....	20
4.1.2.1	Validity of Offer	20
4.1.2.2	Warranty	20
4.1.2.3	Placement of Additional Purchase Orders	20
4.1.2.4	Payments.....	20
4.1.2.5	TAXES & DUTIES:.....	21
4.1.2.6	Delivery Locations.....	21
4.1.2.7	Delivery, Installation, Configuration and Project Sign Off	21
4.1.2.8	Installation Schedule.....	21
4.1.2.9	Installation Report	22
4.1.2.10	Buyback of Old hardware:.....	22
4.1.2.11	WORKING ON ECGC's HOLIDAYS at respective locations:.....	22
4.1.2.12	Delayed Delivery/Installation	22
4.1.2.13	Service Level Agreement (SLA) & Non Performance Charges (NPC)	23
4.1.2.14	Replacement Clause.....	24
4.1.2.15	Performance Bank Guarantee Clause:-.....	24
4.1.2.16	Indemnity	24
4.1.2.17	Arbitration	24
4.1.2.18	Jurisdiction.....	24
4.1.2.19	FORCE MAJEURE	25
4.1.2.20	Rights of the Corporation:	25
4.1.2.21	CONFIRMATION OF ORDER.....	25
4.1.2.22	Other Compliances	25
Section - 5	27
BID FORM, PRICE SCHEDULES AND OTHER FORMATS	27

Section 1

1. Introduction

1.1. Invitation to Bidders

ECGC Limited (hereinafter referred to as ECGC / the Corporation), wholly owned by Government of India and set up in 1957, invites competitive bids from OEMs for **“Supply, installation, configuration & commissioning of computers & printers with 5 years comprehensive warranty along with buyback of old hardware at its various locations”**.

The “Qualification, Technical and Price Bids” would be received in physical form.

The bidders are advised to study the tender document carefully. Submission of bids shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications.

The Bidding Document may be downloaded from the Corporation’s website www.ecgc.in.

Please note that all the required information needs to be provided. Incomplete information may lead to rejection of the proposal. Corporation reserves the right to change the dates mentioned in this RFP document, which will be communicated to the bidders, and on the Corporation’s website. The information provided by the bidders in response to this RFP document will become the property of ECGC and will not be returned. ECGC reserves the right to amend, rescind or reissue this RFP and all amendments will be advised to the bidders and such amendments will be binding on them.

1.2. SCHEDULE OF EVENTS

Bid Document Availability	Bidding document can be downloaded from website up to 06.11.2017.
Last date of submission of bids	1:00 PM on 10.11.2017.
Opening of Qualification and Technical Bids	10:30 AM on 14.11.2017.
Opening of Commercial Bids	Within Seven days of opening of Qualification cum Technical Bids. Date will be communicated to such bidders who qualify in the Qualification and Technical Bids.
Contact Details: Deputy General Manager (Information Technology) : 022 - 66590585 Assistant General Manager (Information Technology) : 022 - 66590574 Senior Manager (Information Technology) : 022 – 66590586	
Address for Communication and submission of bid.	Deputy General Manager (Information Technology) ECGC Limited, Information Technology Division, 10 th Floor, Express Towers, Nariman Point, Mumbai - 400021.
Telephone	022-66590585 /574/ 586
All correspondence relating to this RFP should be sent to/ through following email id only	IT-tender@ecgc.in

Section - 2

2. DISCLAIMER

The information contained in this Request for Proposal (RFP) document or information provided subsequently to Bidder(s) or applicants in documentary form by or on behalf of ECGC, is provided to the Bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided. This RFP is neither an agreement nor an offer and is only an invitation by Corporation to the interested parties for submission of bids. The purpose of this RFP is to provide the Bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each Bidder may require. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice. The Corporation makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. Corporation may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP. No contractual obligation whatsoever shall arise from the RFP process until a formal contract is signed and executed by duly authorized officers of the Corporation with the selected Bidder.

Section - 3

3. Instructions for bidders

3.1. General Terms & Conditions

- 3.1.1** 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.
- 3.1.2** 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.
- 3.1.3** 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.
- 3.1.4** 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.
- 3.1.5** 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.
- 3.1.6** The Tenderer, irrespective of its participation in the Tender process, shall treat the details of the Documents as secret and confidential.
- 3.1.7** 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.
- 3.1.8** The vendor bidding for the tender shall quote for both PCs and printers. The bids quoting only PC or only printer will be disqualified. The PCs and printers may be from same or different OEMs. However, bidder shall ensure the cross compatibility and availability of drivers for the same.

- 3.1.9** Bids shall be submitted in three parts i.e. (1) Qualification Bid (2) Technical Bid and (3) Price/Commercial Bid.
- 3.1.10** The vendor shall submit the Qualification Bid as per Annexure – 3 to Annexure – 8 kept in single envelop.
- 3.1.11** Supporting documents are to be submitted in the qualification, technical and commercial bids. Incomplete or partial submission of relevant documents will lead to disqualification.
- 3.1.12** The rates should be sent only in the prescribed rate format. Non-conformance or quotations received in any other format may result in rejection of the bid.
- 3.1.13** The offer should ensure that there are no cuttings, over-writings, and illegible or undecipherable figures to indicate their offer. All such cases may be disqualified on this score alone. The decision of the Corporation shall be final and binding on the Bidder. Kindly ensure that ambiguous or unquantifiable costs / amounts are not included in your offer, which would disqualify your offer.
- 3.1.14** Vendor has to quote only one model each for Desktops and Printers.
- 3.1.15** Where a bidder is quoting on behalf of the OEM, a Tripartite Agreement shall be signed at the time of placement of PO. (Format as per Annexure - 12)
- 3.1.16** No queries on change in specifications will be entertained except on higher side, with the sole discretion of ECGC.
- 3.1.17** The bidder should commit to supply the spares and maintain the firmware for 6 years (5 years warranty + 1 year thereafter) from the date of last installation.
- 3.1.18** OEM Vendor may nominate up to two authorized channel partner for this Tender according to their presence. The channel partner should also be authorized service provider for the same OEM.
- 3.1.19** Successful Vendor has to share comprehensive escalation matrix mapping ECGC locations.
- 3.1.20** The lowest bidder/vendor has to submit one system unit of PC and printer types as offered in the technical bid, with Licensed Operating System ready for submission to ECGC, Mumbai, within 7 days of release of LOI for technical evaluation/software testing. Penalty will be levied for delay in submission of machine as stated above/elsewhere in the document.

3.1.21 Once the testing of all the software/applications are over, system unit with software image may be released to the Successful bidder for further replication of the software image at vendor's factory.

3.1.22 During installation the system units have to be mounted where it is advised.

3.2. Cost of Bidding:

The Bidder shall bear all costs associated with the preparation and submission of its Bid, and the Corporation will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the Bidding process.

3.3. Validity Period:

Bids / Offers shall have the validity period of 9 months from the tender closing date. Bidders are requested to offer 9 months validity as per Tender Terms. The prices quoted shall remain firm and fixed during the currency of the order / Contract unless agreed otherwise by ECGC.

3.4. Scope of Work

3.4.1. The location addresses are mentioned in Annexure – 1. The desktops and printers to be supplied and installed at various ECGC's premises (the location and quantity details are as per Annexure – 2 A, B, C and D. Before installation, the vendor has to verify the power source, quality of power supply, ventilation etc.

3.4.2. Irregularity, if any is to be reported to ECGC immediately for rectification. All software packages / drivers (as mentioned in the specifications and as below) have to be pre - installed.

3.4.3. Installation includes configuration of system unit, Partitioning, Domain Joining, system labeling (host name), Backup and transfer of user's data from old desktop, printer installation and connectivity (individual or in sharing).

3.4.4. Installation & configuration of software packages viz. MS-office (Office 10 Professional), Symantec Anti-Virus, Zimbra connector for outlook client; Zimbra desktop/ outlook client; pdf reader; unzipper etc. as well as any other utility software provided by ECGC.

3.4.5. The software will be provided by ECGC, only to the successful bidder.

3.4.6. The bidder is required to create an image of :

a) software to be provided by it as mentioned under technical specification and

b) application packages provided by ECGC as mentioned above;

c) along with the requisite software/drivers.

All machines should be installed with this image at the factory premises before being dispatched to ECGC.

3.4.7. ECGC may at its discretion randomly verify the units at OEM's factory or at warehouse.

3.4.8. In case, testing of units required during or post-production vendor shall assist ECGC in the same at IT division in Mumbai. No additional charges or time will be provided to the vendor for the same and shall be part of delivery period as mentioned in RFP.

3.4.9. Labeling/ Stickers Work

3.4.9.1 The supplier shall set machine name on each PC at the time of configuration as per ECGC's Labeling standard set for different offices and departments.

3.4.9.2 The supplier shall set a device name in each printer at the time of configuration as per ECGC's Labeling standard.

3.4.9.3 The supplier shall put a printed, water proof, a good quality sticker preferably Bar Code sticker on each item. The size and quality of same would be shared with successful vendor.

3.4.9.4 The vendor would be required to provide relevant barcode data in excel file in the labeling standard/ format provided by ECGC to successful bidder.

3.4.10. Recovery CD/DVD/USB flash drive as well as image (as mentioned above) CD/DVD/USB flash drive and required drivers should be provided, at all the delivered locations as specified under Annexure - 1.

3.4.11. Documentation

The supplier will provide installation manual/guides for all devices.

3.5. THE BIDDING DOCUMENTS

3.5.1 Documents constituting the Bid:

The Bidding Documents include:

- (i)** Annexure – 3 to 8 : Qualification Bid
- (ii)** Annexure – 9 to 10 : Technical Bid
- (iii)** Annexure - 13 : Price/ Commercial Bid

The Bidder is expected to examine all instructions, forms, terms and specifications in the Bidding Document. Failure to furnish all information required by the Bidding Document or to submit a Bid not substantially

responsive to the Bidding Document in every respect will be at the Bidder's risk and may result in the rejection of the Bid.

3.6. PREPARATION OF BIDS

3.6.1 Language of Bid

The Bid prepared by the Bidder, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and the Corporation and supporting documents and printed literature shall be submitted in English.

3.6.2 Documents Comprising the Bid

3.6.2.1 Documents comprising the Technical Proposal envelope should contain the following forms completed in accordance with the clauses in the Bid and duly signed by the authorized representative of the Bidder and stamped with the official stamp of the Bidder (Board resolution authorizing representative to bid and make commitments on behalf of the Bidder to be attached):

- a)** Technical Bid Forms as per Annexure - 9 to 10
- b)** Escalation Matrix – Any format

3.6.2.2 The papers like Forms as mentioned above etc. should be submitted in one lot in one envelop.

3.6.2.3 Any Technical Bid not containing the above will be rejected.

3.6.2.4 The Technical Bid should NOT contain any price information. Such proposal, if received, will be rejected.

3.6.3 Price / Commercial Bid

3.6.3.1 Each Bidder is required to submit a Price Proposal Envelope, as per Annexure - 13 on the letter head of the bidding company.

3.6.3.2 For the purpose of submitting price proposal and commercial bids the bidder is required to mention unit prices based on the hardware items/equipment as per Annexure "13" and configuration of such hardware/ equipment as per Annexure – 10 (sub-Annexures).

3.6.4 Bid Form

The Bidder shall complete all the three Envelopes containing the Bid Annexures and submit them simultaneously to the Corporation. Bids are liable to be rejected if not all bids (i.e. Qualification, Technical Bid and Price Bid) are received.

3.6.5 Bid Prices

- 3.6.5.1** Prices are to be quoted in Indian Rupees only.
- 3.6.5.2** Prices quoted should be inclusive of all Central / State Government levies, taxes inclusive of Service Tax / GST, which will be deducted at source at applicable rates.
- 3.6.5.3** Prices quoted by the Bidder shall be fixed during the Bidder's performance of the Contract and shall not be subject to variation on any account, including exchange rate fluctuations, during the validity period of the contract. Taxes / Duties / Levies / Cess etc. levied by Central or State Governments, or Statutory, Quasi-Government Bodies, or Regulators may be charged as per actuals, and are allowed to be varied. A Bid submitted with an adjustable price quotation, other than exceptions specified herein, will be treated as non-responsive and will be rejected.

3.6.6 Documentary Evidence Establishing Bidder's Eligibility and Qualifications

- 3.6.6.1** The documentary evidence of the Bidder's qualifications to perform the Contract if its Bid is accepted shall be established to the Corporation's satisfaction.
- 3.6.6.2** A format of the Agreement to be executed by the successful vendor with the Corporation is attached with this tender as Annexure -12. Please note that no change unless mutually agreed will be accepted in the terms and conditions incorporated in this document. In case of failure of the vendor to execute the agreement on the attached format, within the stipulated time, the Corporation will be within its rights to cancel the award / Letter Of Intent / Approval and take appropriate action as required.

3.6.7 Partial bids:

Partial bids will not be accepted. Bidder shall have to quote for all the locations / equipment / entire scope.

3.6.8 Period of Validity of Bids

- 3.6.8.1** Bids shall remain valid for a period of 9 months from the date of opening of the Bid.
- 3.6.8.2** In exceptional circumstances, the Corporation may solicit the Bidders' consent to an extension of the period of validity on the same terms and conditions. The request and the responses thereto shall be made in writing. At this point, a Bidder may refuse the request without risk of exclusion from future RFPs or any debarment.
- 3.6.8.3** The Corporation reserves the right to call for fresh quotes any time during the validity period, if considered necessary.

3.6.9 Format and Signing of Bid

3.6.9.1 Each bid shall be in three parts:

Part I – Qualification Bid

Part II – Technical Proposal.

Part III - Price Proposal.

The three parts should be in three separate sealed NON-WINDOW envelopes, each super-scribed with "ender Subject" as well as "Qualification Proposal", "Technical Proposal" and "Price Proposal" as the case may be.

- 3.6.9.2** The Bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. The person or persons signing the Bids shall authenticate all pages of the Bids, except for un-amended printed literature.

- 3.6.9.3** Any inter-lineation, erasures or overwriting shall be valid only if they are authenticated by the person signing the Bids. The Corporation reserves the right to reject bids not conforming to above.

3.7. SUBMISSION OF BIDS

3.7.1 Sealing and Marking of Bids

- 3.7.1.1** The Bidders' shall seal the NON-WINDOW envelopes containing one copy of "Qualification Bid", one copy of "Technical Bid" and one copy of "Price Bid" separately and these three NON-WINDOW envelopes

shall be enclosed and sealed in a single outer NON-WINDOW envelope.

3.7.1.2 The inner envelopes shall be addressed to the Corporation at the address given in Part-I above and marked as described in Clauses above.

3.7.1.3 The outer envelope shall:

a) Be addressed to the Corporation at the address given in Part-I; and

b) Bear the Project Name

3.7.1.4 All envelopes should indicate the name and address of the Bidder on the cover.

3.7.1.5 If the envelope is not sealed and marked, the Corporation will assume no responsibility for the bid's misplacement or its premature opening.

3.7.2 Deadline for Submission of Bids

3.7.2.1 Bids must be received by the Corporation at the address specified, no later than the date & time specified in the "Schedule of Events" in Invitation to Bid.

3.7.2.2 In the event of the specified date for submission of bids being declared a holiday for the Corporation, the bids will be received up to the appointed time on the next working day.

3.7.2.3 The Corporation may, at its discretion, extend the deadline for submission of bids by amending the bid documents, in which case, all rights and obligations of the Corporation and bidders previously subject to the deadline will thereafter be subject to the extended deadline, which would be advised to all the interested Bidders on the Corporation's website.

3.7.3 Late Bids:

Any Bid received after the deadline for submission of Bids prescribed, will be rejected and returned unopened to the bidder.

3.7.4 Modification and Withdrawal of Bids

3.7.4.1 The Bidder may modify or withdraw its Bid after the Bid's submission, provided that written notice of the modification, including substitution or withdrawal of the Bids, is received by the Corporation, prior to the deadline prescribed for submission of Bids.

3.7.4.2 The Bidder's modification or withdrawal notice shall be prepared, sealed, marked and dispatched. A withdrawal notice may also be sent by email, but followed by a signed confirmation copy, postmarked, not later than the deadline for submission of Bids.

3.7.4.3 No Bid may be modified after the deadline for submission of Bids.

3.7.4.4 No Bid may be withdrawn in the interval between the deadline for submission of Bids and the expiration of the period of Bid validity specified by the Bidder on the Bid Form. Withdrawal of a Bid during this interval may result in penal action including debarment or exclusion from future RFPs / contracts / business.

3.8. OPENING AND EVALUATION OF BIDS

3.8.1 Opening of Bids by the Corporation

3.8.1.1 The Corporation reserves the right to open the quotations soon after their receipt from all the vendors without waiting till the last date specified as also the right to disqualify any or all vendors either on the basis of their responses, to all or some of the response sheets, or even any part thereof without assigning any reasons whatsoever.

3.8.1.2 The Bidders' names, Bid modifications or withdrawals and the presence or absence of requisite documents and such other details will be announced, as the Corporation at its discretion, may consider appropriate.

3.8.1.3 Bids and modifications sent, if any, that are not opened at Bid Opening shall not be considered further for evaluation, irrespective of the circumstances. Withdrawn bids will be returned unopened to the Bidders.

3.8.2 Preliminary Evaluation

3.8.2.1 The Corporation will examine the Bids to determine whether they are complete, whether the required formats have been furnished, the documents have been properly signed, and that the Bids are generally in order.

3.8.2.2 Prior to the detailed evaluation, the Corporation will determine the responsiveness of each Bid to the Bidding Document. For purposes of these clauses, a responsive Bid is one, which conforms to all the terms and conditions of the Bidding Document without any deviations.

3.8.2.3 The Corporation's determination of a Bid's responsiveness will be based on the contents of the Bid itself, without recourse to extrinsic evidence.

3.8.2.4 If a Bid is not responsive, it will be rejected by the Corporation and may not subsequently be made responsive by the Bidder by correction of the nonconformity.

3.8.3 Evaluation of Bids

3.8.3.1 Only those Bidders and Bids which have been found to be in conformity of the eligibility terms and conditions during the preliminary evaluation would be taken up by the Corporation for further detailed evaluation. The Bids which do not qualify the eligibility criteria and all terms during preliminary examination will not be taken up for further evaluation.

3.8.3.2 The Corporation reserves the right to evaluate the bids on qualification, technical & functional parameters.

3.8.3.3 During evaluation and comparison of bids, the Corporation may, at its discretion ask the bidders for clarification of their bid. The request for clarification shall be in writing and no change in prices or substance of the bid shall be sought, offered or permitted. No post bid clarification at the initiative of the bidder shall be entertained.

3.8.4 Evaluation of Price Bids and Finalization

3.8.4.1 Only those Bidders who qualify in Qualification and Technical evaluation would be shortlisted for commercial evaluation, details of which will be shared separately, at the appropriate time.

3.8.4.2 The L1 Bidder will be selected on the basis of lowest Bid among the Bidders who have qualified in Qualification and Technical evaluation.

3.8.4.3 Corporation may waive off any minor infirmity or non-conformity or irregularity in a bid, which does not constitute a material deviation, provided such a waiving does not prejudice or affect the relative ranking of any bidder.

3.8.4.4 Each vendor must submit Qualification, Technical Bid and Price Bid for all the locations / offices to be eligible for participation in Commercial Bid. Corporation reserves the right to reject any or all incomplete bids.

3.8.5 Contacting the Corporation

3.8.5.1 No Bidder shall contact the Corporation on any matter relating to its Bid, from the time of opening of Price Bid to the time the Contract is awarded.

3.8.5.2 Any effort by a Bidder to influence the Corporation in its decisions on Bid evaluation, Bid comparison or contract award may result in the rejection of the Bidder's Bid.

3.8.6 Award Criteria

The Corporation will award the Contract to the successful Bidder who has been determined to qualify to perform the Contract satisfactorily, and whose Bid has been determined to be responsive, and is the lowest evaluated Bid.

3.8.7 Corporation's Right to Accept Any Bid and to reject any or All Bids:

3.8.7.1 The Corporation reserves the right to accept or reject any Bid in part or in full or to cancel the Bidding process and reject all Bids at any time prior to contract award, without incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the Corporation's action.

3.8.7.2 All decisions taken by the Corporation are binding and final.

3.8.8 Notification of Award

3.8.8.1 Prior to expiration of the period of Bid validity, the Corporation will notify the successful Bidder in writing or by e-mail, that his Bid has been accepted.

3.8.8.2 The notification of award will constitute the formation of the Contract. The selected Bidder should convey acceptance of the award of contract by returning duly signed and stamped duplicate copy of the award letter within seven days of receipt of the communication.

3.8.8.3 Upon notification of award to the L1 Bidder, the Corporation may notify each unsuccessful Bidder.

3.8.9 Performance Bank Guarantee

3.8.9.1 The successful bidder shall be required to submit a Performance Bank Guarantee ("PBG") as per pro-forma attached as Annexure - 11 for a value equal to the Contract value ((inclusive of applicable taxes),

initially valid for a period of 24 months (plus additional 8 weeks for claim period.) from the date of issuance of the Bank Guarantee, renewable thereafter for same period till contract validity period.

- 3.8.9.2** The contract period of 5 years warranty/support plus additional 8 weeks (for claim Period) from the date of satisfactory commissioning/sign off by ECGC.
- 3.8.9.3** Also the successful bidder will execute an agreement on the pro-forma attached (Annexure -12), for the tenure as mentioned in RFP,
- 3.8.9.4** PBG shall be forfeited if the services are terminated abruptly by the vendor or for any deviation for which Corporation decides to forfeit the security. Further, unpaid charges, if any, will also not be paid in these circumstances. In case of no punitive action against the vendor, the PBG will be returned after the contract period or on settlement of any claim against the vendor, whichever is later.
- 3.8.9.5** The Bank Guarantee of correct value and validity period as mentioned above must be submitted within a week from the date of issuance of the Purchase order.
- 3.8.9.6** The bank guarantee will be promptly extended/ renewed by the supplier (well before the renewal date or with a condition for automatic renewal) by a suitable period in line with the above mentioned validity period of the contract. The bank guarantee from Cooperative Banks will not be acceptable.
- 3.8.9.7** In case the vendor terminates the contract during the currency of the contract, the PBG will be forfeited by the Corporation and Corporation may at its discretion take the appropriate action as deemed necessary.

Section - 4

4.1 TERMS AND CONDITIONS OF CONTRACT (TCC)

4.1.1 Definitions:

In this Contract, the following terms shall be interpreted as indicated:

- 4.1.1.1 “The Corporation” means ECGC Limited.
- 4.1.1.2 “The Contract” means the agreement entered into between the Corporation and the Vendor, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein;
- 4.1.1.3 “Vendor” is the successful Bidder whose technical bid has been accepted and whose price as per the commercial bid is the lowest and to whom notification of award has been given by the Corporation.
- 4.1.1.4 “The Contract Price” means the price payable to the Vendor under the Contract for the full and proper performance of its contractual obligations;
- 4.1.1.5 “The Unit/machine/Equipment” means all the hardware, software and other peripherals for which the Vendor is required to provide service to the Corporation under the Contract;
- 4.1.1.6 “TCC” means the Terms and Conditions of Contract contained in this section;
- 4.1.1.7 “The Project” means SUPPLY, INSTALLATION, CONFIGURATION & COMMISSIONING OF COMPUTERS & PRINTERS WITH 5 YEARS COMPREHENSIVE WARRANTY ALONG WITH BUYBACK OF OLD HARDWARE.
- 4.1.1.8 “The Project Site” means various branches / offices etc. of ECGC Limited.
- 4.1.1.9 In case of a difference of opinion on the part of the Bidder in comprehending and / or interpreting any clause / provision of the Bid Document after submission of the Bid, the interpretation by the Corporation shall be binding and final on the Bidder.

4.1.2 DISTINCTIVE TERMS & CONDITIONS

Note: Bidders are requested to note that if there are any terms & conditions/Clause given under this Special Terms & Conditions conflicts with similar terms & conditions given elsewhere in Tender (such as General Terms & Conditions etc.), then terms/conditions given under Special Terms & Conditions will prevail.

4.1.2.1 Validity of Offer

The quoted prices for the equipments will remain valid for a period of 9 months from the date of closure of this RFP.

4.1.2.2 Warranty

Comprehensive on-site warranty for a period of 5 years from the date of installation for PCs and printers.

4.1.2.3 Placement of Additional Purchase Orders

Corporation at its sole discretion may place additional order(s) for any number of units at the quoted price and as per the terms and conditions mentioned in this RFP during the validity period of the offer.

4.1.2.4 Payments

4.1.2.4.1 Payment shall be made in Indian Rupees.

4.1.2.4.2 50% Payment shall be made after successful delivery of the PCs and printers at all the locations and submission of the Delivery challans, duly signed and acknowledged by the locations along with rubber stamp mentioning the location name and date, as per Annexure - 1.

4.1.2.4.3 37% shall be made after successful installation and commissioning of all mentioned quantity of the item(s) and certification by the user (Installation report signed and stamp by the user or location in-charge). Payment will be processed within 30 days of receipt of Original Invoice in duplicate and Installation Report (original & copy) at IT Division, 10th Floor, Express Towers, Mumbai.

4.1.2.4.4 10% after 3 month from the date of last installation done after satisfactory performance as per [clause](#) - 4.1.2.13.

4.1.2.4.5 3% would be the retention money for 5 years period and will be released in the last quarter of 5th year of warranty period (calculated from last installation date). The retention money can be released against retention money bank guarantee on the discretion of ECGC.

4.1.2.5 TAXES & DUTIES:

- 4.1.2.5.1** The GST, Octroi Charges, service tax & education cess etc.as applicable shall be clearly indicated. The Item wise rates quoted in the rate sheet should exclude taxes. Bidder should indicate taxes and levies as applicable separately under each of the head in the same rate sheet.
- 4.1.2.5.2** Wherever all-inclusive prices are quoted by the tenderer (s) and accepted without bifurcation of tax elements, no escalation shall be considered in respect of any variation in statutory levies arising subsequently in the absence of required base figures.
- 4.1.2.5.3** Supplier / contractor will not be entitled to any increase in rate of taxes occurring during the period of extended delivery completion schedule if there is delay in supplies / completion attributed to him. However, if there is a decrease in taxes, the same must be passed on to ECGC.
- 4.1.2.5.4** ECGC will not arrange any state or Road permit or provide any kind of forms required for the purpose. Vendor will be responsible for arranging all permits without any intervention requirement from ECGC.

4.1.2.6 Delivery Locations

The entire scope of work as mentioned above will be delivered at the locations specified under Annexure -1.

ECGC at its discretion may change the order quantities to be delivered at different locations while placing the purchase order.

4.1.2.7 Delivery, Installation, Configuration and Project Sign Off

- 4.1.2.7.1** The chosen supplier will be expected to deliver all the items as mentioned in the scope of work under Section-3 of the RFP within 4-6 weeks from the date of issuance of Purchase Order.
- 4.1.2.7.2** The suppliers must submit duly signed letter of commitment to the **delivery lead time as provided in Annexure-8 . This letter must be submitted in Envelope - 1.**

4.1.2.8 Installation Schedule

Vendor shall complete the installation and commissioning within 2 weeks from the date of delivery.

4.1.2.9 Installation Report

4.1.2.9.1 Installation report is to be filled up by the vendor and it should clearly mention the City Name, Office name, User's Name (whom equipment is installed and configured for), Equipment Type (PC/printer), Equipment Name (as per the labeling done), Equipment Serial No., Date of Installation and Date of Expiry of Warranty etc. (Note: Payment will not be processed unless these notes are submitted along with the delivery challan and invoice) for each and every desktop/ printer and location-wise.

4.1.2.9.2 The above details shall also be provided in a separate excel format and mailed to IT@ecgc.in.

4.1.2.10 Buyback of Old hardware:

The old hardware (PC/ printer) as per the quantity list provided (location-wise) along with the purchase order shall be picked up by the vendor within 15 days from the date of commissioning of new units at respective locations. In case of vendor's failure to pick up the same in next 15 days, ECGC would at its discretion, dispose-off the units as it deems fit without incurring any liability towards the vendor. The vendor shall inform the respective branch at least 2 days in advance before scheduling the pickup of old equipments.

There may be locations where items quantity to be delivered may be less or more than the old hardware quantities to be picked up. Further, quantities to be picked up may vary (downward) at the time of pick up and same will be informed to the vendor in advance. Vendor needs to accept this condition.

However, where no item delivery has to be carried out as per the Annexures -2 (A, B, C, D), vendor may be free to decide not to pick up the old hardware from those places.

4.1.2.11 WORKING ON ECGC's HOLIDAYS at respective locations:

Request for permission for working on Saturday / Sunday / holidays if required, should be submitted 3 working days prior to the date of holiday, to respective locations head. The vendor should provide the visiting engineer details in advance to respective offices. The engineer shall visit at the scheduled date and time and show his identity card/ permission letter when asked for.

4.1.2.12 Delayed Delivery/Installation

In case of delayed delivery, prices will be reduced @0.5% of the total basic order value for every week of delay or part thereof subject to a maximum of @5% of the total basic order value.

NOTE:

- a) Price Reduction shall be applicable only on the basic cost and on Full complete week (s) and for fractional days Price reduction shall be applicable on pro-rata, if any.
- b) Initially Price Reduction shall be applicable for total basic order value and final Price Reduction settlement to be on undelivered portion in the contractual delivery period.

4.1.2.13 Service Level Agreement (SLA) & Non Performance Charges (NPC)

4.1.2.13.1 Post installation onsite support needs to be provided by the successful bidder(s). as below:

- (i) Should have 24 x7 chat/ telephonic support
- (ii) 8 x 6 (Monday to Saturday) onsite support
- (iii) Support to be provided as:

Max. Response time	1 working day
Max. Resolution Time	
(a) For calls not needing replacement of spares:	2 working days
(b) For calls needing replacement of spares:	4 working days

4.1.2.13.2 The applicable NPC will be charged 0.50% of the cost per desktop for each day delay, excluding holidays, maximum of the unit value of the Desktop. NP charges will not be applicable if standby desktop of same or higher configuration provided. NP charges will be deducted from retention money.

4.1.2.13.3 The penalty will be recovered at HO-IT Division, ECGC Limited, 10th Floor, Express Towers, Nariman Point, Mumbai – 400021.

4.1.2.13.4 Any decision regarding remission or any other issue relating to penalty will be taken up and decided by the Deputy General Manager (Information Technology).

4.1.2.13.5 In case of replacement of Defective/faulty Hard Disk of any of the supplied equipment's by the vendor during warranty period, ECGC will have the discretion to retain the same as a matter of security policy.

4.1.2.13.6 All quoted System/Material/Item and relevant additional item should be under five year on site comprehensive warranty support from the date of acceptance at the site, including free spare parts,

kits etc and excluding the consumable items. During warranty period, all the parts of the product shall be considered non-consumable (other than cartridges) and vendor shall have to maintain all such parts at no extra cost whenever required. The list of same shall be provided as a part of Technical Bid and shall be considered included in the warranty at no extra cost.

4.1.2.14 Replacement Clause

In case of any recurring major defect which leads to complete breakdown within 3 months from the date of installation in the Desktop the vendor shall be liable to replace the full Set (PC/ printer) on Priority.

4.1.2.15 Performance Bank Guarantee Clause:-

The supplies made against this order shall be fully guaranteed against any manufacturing defects/poor workmanship/inferior quality etc. for a period of 5 years from the date of commissioning. During this period successful bidder will arrange to repair/ replace any defective parts free of cost or replace complete set if required. Successful Bidder will furnish performance Bank guarantee in favor of ECGC issued by Scheduled/Nationalized Bank as per the terms and conditions specified under clause "Performance Bank Guarantee".

4.1.2.16 Indemnity

The supplier shall indemnify, protect and save ECGC against all claims, losses, costs, damages, expenses, action suits and other proceedings resulting from infringements in respect of all hardware and software supplied to ECGC.

4.1.2.17 Arbitration

In the event of a dispute or difference of any nature whatsoever between ECGC and the supplier during the course of assignment arising as a result of this RFP, the same shall be referred for arbitration to the panel of arbitrators. The panel shall be constituted prior to commencement of arbitration and shall comprise of two arbitrators and an umpire. ECGC and the supplier shall each nominate an arbitrator to the panel and these arbitrators shall appoint an umpire. Arbitration shall be carried out at ECGC office in Mumbai and as per extant laws.

4.1.2.18 Jurisdiction

The jurisdiction for the purpose of settlement of any dispute of differences whatsoever in respect of or relating to or arising out of or in any way touching the works awarded or the terms and conditions thereof shall be that of the appropriate court in Mumbai. The jurisdiction of any other court in any place other than Mumbai is specifically excluded.

4.1.2.19 FORCE MAJEURE

4.1.2.19.1 Notwithstanding the provisions of TCC, the Vendor shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default, if and to the extent, that, the delay in performance, or other failure to perform its obligations under the Contract, is the result of an event of Force Majeure.

4.1.2.19.2 For purposes of this clause, "Force Majeure" means an event beyond the control of the Vendor and not involving the Vendor's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Corporation in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.

4.1.2.19.3 If a Force Majeure situation arises, the Vendor shall promptly notify the Corporation in writing of such condition and the cause thereof. Unless otherwise directed by the Corporation in writing, the Vendor shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

4.1.2.20 Rights of the Corporation:

4.1.2.20.1 The Corporation does not bind itself to accept the lowest quotation and reserves the right to reject any or all the quotations received, without assigning any reason thereof.

4.1.2.20.2 While placing the Order, the Corporation further reserves the right to delete or reduce any item or section of the schedule of work without assigning any reason thereof.

4.1.2.21 CONFIRMATION OF ORDER

The Vendor shall acknowledge the receipt of the Purchase Order within 10 days following the mailing of this order and shall thereby confirm his acceptance of this Purchase Order in its entirety without exceptions. The acknowledgment will bear on both purchase order and General Procurement Conditions.

4.1.2.22 Other Compliances

Vendor servicing the Corporation should comply with the Corporation's IS Security policies in key concern areas relevant to the activity, the broad areas are:

- i. Responsibilities for data and application privacy and confidentiality.
- ii. Responsibilities on system and software access controls and administration.
- iii. Custodial responsibilities for data, software, hardware and other assets of Corporation being managed by or assigned to vendor.
- iv. Physical security of the facilities / equipment provided by the vendor.

Section - 5

BID FORM, PRICE SCHEDULES AND OTHER FORMATS

Sr No.	Annexure Name	Annexure Number
1	Delivery Locations	Annexure - 1
2a.	Desktop Schedule- Branches & Regional Offices	Annexure – 2A
2b.	Desktop Schedule - Head Office	Annexure – 2B
2c.	Printers Schedule- Branches & Regional Offices	Annexure – 2C
2d.	Printers Schedule- Head Office	Annexure – 2D
3	Company Profile	Annexure – 3
4	Bank Details	Annexure – 4
5	Acknowledgement	Annexure – 5
6	Declaration for Non-Black Listing	Annexure – 6
7	Qualification Criteria for the Vendor	Annexure – 7
8	Manufacturer's Authorization Form	Annexure – 8
9	Letter of Commitment to delivery Lead time	Annexure – 9
10a.	Technical Specification of Desktop unit	Annexure – 10A
10b.	Technical Specification of Printer unit (Color)	Annexure – 10B
10c.	Technical Specification of Printer unit (B&W) - without ADF and Duplex	Annexure – 10C
10d.	Technical Specification of Printer unit (B&W) - with ADF & Duplex (approx. Quantity : 50)	Annexure – 10D
10e.	Technical Specification of Printer unit (B&W) - with ADF and without Duplex	Annexure – 10E
11	Proforma Bank Guarantee for Performance	Annexure – 11
12	Tripartite Agreement for IT Products Procurement	Annexure – 12
13	Price Bid	Annexure – 13

Annexure - 1

Delivery Locations

Sr No	Location name	Address	Contact Person	Contact Details
1.	Head Office Including Nirmal Building and Dalamal House	ECGC Ltd. 10th Floor, Express Towers, (Next To Air India Building), Nariman Point, Mumbai - 400021, Maharashtra	Mr, N Subramanian (DGM-IT)	Tel-022-66590500/510 Email: IT@ecgc.in
2.	Northern Regional Office	Mohan Dev Bldg, 06th Floor, 13, Tolstoy Marg, New Delhi – 110001.	Mr. I N Jha (Regional Manager)	Tel: (011) 4152 9912 – 16/19 – 20 Fax: (011) 4152 9918 Email: nro@ecgc.in
3.	Agra Branch	Deepak Wasan Plaza, 2nd Floor, 17/2/4, Sanjay Place, Agra – 282 002	Branch Manager	Tel: (0562) 2521 676 / 2524 985 Fax: (0562) 2520 165 Email: agra@ecgc.in
4.	Bank Business Branch New Delhi	Third floor, Hansalaya Building, 15, Barakhamba Road, New Delhi – 110 001.	Branch Manager/ Asst General Manager	Tel: (011) 4533 3666 / 601 – 620 Fax: (011) 4533 3600 Email: bbb.newdelhi@ecgc.in
5.	Chandigarh Branch	PHD Chamber House, 1st Floor, Sector-31-A, Chandigarh- 160031.	Branch Manager	Tel: (0172) 5003627 / 28 / 29 Fax: (0172) 2638660 Email: chandigarh@ecgc.in
6.	Faridabad Branch	SCO-149 , 2nd floor, Sector-21-C, Faridabad-121001, Haryana.	Branch Manager	Ph. No. 0129 4315114 Fax 0129 4315113 BM Mob No. 08373912950 Email: faridabad@ecgc.in
7.	Gurgaon Branch	3rd Floor, 'Udyog Minar', Vanijya Nikunj, Udyog Vihar, Phase 5, Gurgaon – 122 016.	Branch Manager	Tel: (0124) 4300 603 / 605 Fax: (0124) 234 0710 Email: gurgaon@ecgc.in
8.	Jaipur Branch	Anand Bhawan, Near Govt. Hostel Circle, M I Road, Jaipur – 302 001.	Branch Manager	Tel: (0141) 2361 172 / 2367 292 Fax: (0141) 2363 044 Email: jaipur@ecgc.in
9.	Jalandhar Branch	36, G. T. Road, Gobind Niwas, 2nd Floor, Jalandhar City, Jalandhar – 144 001.	Branch Manager	Tel: (0181) 2226 025 / 2226 035 Fax: (0181) 2226 035 Email: jalandhar@ecgc.in
10.	Jodhpur Branch	3, Plot #178, "Narayanam", Second Floor, Upper Chopasani Road (Near Bombay Motor Circle), Jodhpur 342003, Rajasthan	Branch Manager	Tel: (0291) 5100531 Fax: (0291) 5100535 Email: jodhpur@ecgc.in
11.	Kanpur Branch	14 / 147, Sky Lark, 3rd	Branch	Tel: (0512) 2533 280 / 2534 024

		floor, Chunniganj, P. O. Box No 116, Kanpur – 208 001.	Manager	Fax: (0512) 2535 855 Email: kanpur@ecgc.in
12.	Ludhiana Branch	92, Suryakiran Complex, P.O. Box No 281, Ludhiana-141001.		Tel: (0161) 2405 684 / 2403 349 Fax: (0161) 2441 339 Email: ludhiana@ecgc.in
13.	Moradabad Branch	Shankar Dutt Sharma Marg, Civil Lines, Moradabad – 244 001.	Branch Manager	Tel: (0591) 2415 476 / 2435 395 Fax: (0591) 2435 244 Email: moradabad@ecgc.in
14.	New Delhi (Large Exporters) Branch	NBCC Place, South Tower, 4th floor, Pragati Vihar, Bishma Pitamah Marg, New Delhi – 110 003.	Branch Manager	Tel: (011) 4928 4011 / 4928 4012 Fax: (011) 4928 4013 Email: leb.newdelhi@ecgc.in
15.	New Delhi (SME) Branch	NBCC Place, South Tower, 4th floor, Pragati Vihar, Bishma Pitamah Marg, New Delhi – 110 003.	Branch Manager	Tel: (011) 4928 4000 / 4016 – 4027 Fax: (011) 4928 4020 Email: metro. newdelhi@ecgc.in
16.	New Delhi (West) Branch	305-306 KLJ Tower(North) 3rd Floor, Netaji Subhash Place Pitampura, New Delhi-110034	Branch Manager	TEL NO. (011) 45638141-44 Email: west.delhi@ecgc.in
17.	Noida Branch	Room No. 312, Krishna Apra Plaza, Sector 18, Noida, UP – 201 301.	Branch Manager	Tel: (0120) 4249 182/186 (BM) Fax: (0120) 2516 182 Email: noida@ecgc.in
18.	Panipat Branch	Malik Plaza, 1st Floor, G. T. Road, Panipat – 132 103.	Branch Manager	Tel: (0180) 2634 933 Fax: (0180) 2634 938 Email: panipat@ecgc.in
19.	Srinagar Branch	JKSFC Building, 2nd Floor, Durga Nag, Dalgate, Srinagar-190001. Jammu & Kashmir	Branch Manager	Tel: (0194) 2500 260 Email: srinagar@ecgc.in
20.	Eastern Regional Office	AC Market Complex, 9th floor, 1 Shakespeare Sarani, Kolkata -700 071.	Mr. Subir Kumar Das (Regional Manager)	Tel: (033) 2282 2239 / 4003 3298 Fax: (033) 2282 0939 / 2282 0967 Email: ero@ecgc.in
21.	Bhubaneswar Branch	3rd Floor, 611, Saheed Nagar, Bhubaneswar – 751 007.	Branch Manager	Tel: (0674) 2547 772 / 2543 592 Fax: (0674) 2545 837 Email: bhubaneswar@ecgc.in
22.	Guwahati Sub-Office	H P Bramachari Road, Near Nepali Mandir, P. O. Rehabari, Guwahati -781008.	Branch Manager	Tel: (0361) 2635 983 Fax: (0361) 2635 983 Email: guwahati@ecgc.in
23.	Kolkata (Bank Business) Branch	AC Market Complex, 9th floor, 1 Shakespeare Sarani, Kolkata – 700071	Branch Manager/ Asst. General Manager	Tel: (033) 2282 0963 – 0966 Fax: (033) 2282 0939 / 0967 Email: bbb.kolkata@ecgc.in
24.	Kolkata Exporters Branch	AC Market Complex, 9th floor, 1 Shakespeare Sarani, Kolkata – 700071.	Branch Manager	Tel: (033) 2282 0963 – 0966 Fax: (033) 2282 0939 / 0967 Email: kolkata@ecgc.in

25.	Varanasi Branch	PCF Plaza, Commercial Complex, 3rd floor, Unit No.1, Mint House, Nadesar, Varanasi – 221 002.	Branch Manager	Tel: (0542) 2507 864 / 2502 534 Fax: (0542) 2502 772 Email: varanasi@ecgc.in
26.	Western Regional Office	The Metropolitan, 7th floor, Plot No. C – 26 / 27, "E" Block, Bandra – Kurla Complex, Bandra(E), Mumbai – 400 051.	Mr. Anand Singh (Regional Manager)	Tel: (022) 6144 8112/8154 Fax: (022) 6144 8181/8110 Email: wro@ecgc.in
27.	Ahmedabad Bank Business Branch	Nagindas Chambers, 1st floor, Opp. NTC showroom, Usmanpura, Ashram Road, Ahmedabad – 380 014	Branch Manager	Tel: (079) 2754 4499 / 4932 / 0054 / 2925 / 2754 1262(BM) Fax: (079) 2754 2094 E-mail: bbb.ahmedabad@ecgc.in
28.	Ahmedabad Exporter Branch	Nagindas Chambers, 1st floor, Opp. NTC Showroom, Usmanpura, Ashram Road, Ahmedabad – 380 014.	Branch Manager	Tel: (079) 2754 4499 / 4932 / 0054 / 2925 / 2754 5446(BM) Fax: (079) 2754 2094 E-mail: ahmedabad@ecgc.in
29.	Andheri Branch	401, Town Centre, Next to Mittal Ind'l Estate, Marol, Andheri Kurla Road, Andheri (East), Mumbai – 400 059.	Branch Manager	Tel: (022) 2859 0906 / 7614 / 3856 / 0970(BM) Fax: (022) 2859 0907 E-mail: andheri.mumbai@ecgc.in
30.	Bandra (Bank Business) Branch	The Metropolitan, 7th floor, Plot No.C – 26 / 27, E Block, Bandra – Kurla Complex, Bandra (East), Mumbai – 400 051.	Mr. Sristiraj Ambastha (Branch Manager)	Tel: (022) 6144 8136/61(BM), 6144 8115/16/26/39/41/32/ 37/67/43 Fax: (022) 6144 8158 E-mail: bbb.bandra@ecgc.in
31.	Bandra SME Branch	The Metropolitan, 7th floor, Plot No.C – 26 / 27, E Block, Bandra – Kurla Complex, Bandra (East), Mumbai – 400 051.	Branch Manager	Tel: (022) 6144 8181 / 8110/ 8114(BM) Fax: (022) 6144 8160 E-mail: bandra.mumbai@ecgc.in
32.	Bank Business Branch, Mumbai	Dalamal House, 3rd Floor, Plot No. 206, J. B. Marg, Nariman Point, Mumbai – 400 021.	Mr.Uttam Mukherjee (Branch Manager)	Tel: (022) 6613 8600 – 8611, 6613 8614 – 8622 Fax: (022) 6613 8602 / 2204 0704 E-mail: bbb.mumbai@ecgc.in
33.	Churchgate Branch	Ground Floor, Churchgate Chambers Vitthalidas Thackersey Marg Plot No. 5, New Marine Lines, Churchgate, Mumbai 400020	Branch Manager	Tel: (022) 22107901 (BM), 22107902-12, 22107900 (board line) E-mail: churchgate.mumbai@ecgc.in
34.	Indore Branch	408, 4th floor, City Center, 570, M G Road, Indore – 452 001.	Branch Manager	Tel: (0731) 2544 215 / 2532 129(BM) Fax: (0731) 2544 431 E-mail: indore@ecgc.in

35.	Large Exporters Branch	Dalamal House, 2nd Floor , Plot No. 206, J. B. Marg, Nariman Point, Mumbai – 400 021.	Mr. J K Mahapatra (Branch Manager)	Tel: (022) 6613 8800 / 8801 / 8802 Fax: (022) 6613 8816 E-mail: leb.mumbai@ecgc.in
36.	Nagpur Branch	Plot No.317(66),2nd Floor, RNT Marg, Beside M.G. House, Civil Lines, Nagpur – 440 001.	Branch Manager	Tel: (0712) 6558 503 Fax: (0712) 2550 504 E-mail: nagpur@ecgc.in
37.	Project Export Branch	The Metropolitan, 7th Floor, Plot No. C-26/27, Bandra Kurla Complex, Bandra (East), Mumbai – 400 051.	Mr.P S Murali (Branch Manager)	Tel: (022) 6144 8119 / 6144 8123 Fax: (022) 6144 8156 E-mail: projectexport@ecgc.in
38.	Rajkot Branch	“Nirmal”, 2nd floor, Ramkrishna Nagar Corner, Swami Vivekanand Marg, Opp.Commissioner’s Bungalow, Rajkot- 360 001.	Branch Manager	Tel: (0281) 2465 162 Fax: (0281) 2465 169 E-mail: rajkot@ecgc.in
39.	Surat Branch	503, 21st Century Biz. Centre, Next To World Trade Centre, Ring Road, Surat – 395 002	Branch Manager	Tel: (0261) 2364 074 Fax: (0261) 2364 075 E-mail: surat@ecgc.in
40.	Thane Branch	“Kusumanjali”1st floor, Gokhale Road, Thane (West) – 400 602.	Branch Manager	Tel: (022) 2534 7807 / 2537 6607(BM) Fax: (022) 2534 7815 E-mail: thane@ecgc.in
41.	Vadodara Branch	504, Concord, 6th floor, R. C. Dutta Road, Alkapuri, Vadodara – 390 007.	Branch Manager	Tel: (0265) 2354 728 / 2341 615 (BM) Fax: (0265) 2353 304 E-mail: vadodara@ecgc.in
42.	Southern Regional Office I	Spencer Towers, 7th floor,770 – A, Anna Salai, Chennai – 600 002.	Mr. D V S Sairaman (Regional Manager)	Tel: (044) 2849 1026 / 33 Fax: (044) 2849 1024 Email: sro-I@ecgc.in
43.	Chennai Bank Business Branch	J3rd floor, Overseas Towers, 756-L, Anna Salai, Chennai – 600 002.	Branch Manager/ Asst General Manager	(044) 4228 4488 – 4228 4499 Fax: (044) 4228 4452 Email: bbb.chennai@ecgc.in
44.	Chennai Exporters Branch	Spencer Towers, 7th floor,770 – A, Anna Salai, Chennai – 600 002.	Branch Manager	Tel: (044) 2849 1026 / 33 Fax: (044) 2851 4550 / 2851 5715 Email: chennai@ecgc.in
45.	Chennai South Branch	# 15, First Floor, Sarayu Park, 2nd Main Road, New Colony, Chrompet, Chennai 600 044.	Branch Manager	Tel: (0444) 2241 4540/2241 5540 Fax: (044) 2241 7540 Email: chennaisouth@ecgc.in
46.	Coimbatore Branch	Cheran Plaza, 2nd Floor, 1619, Trichy Road, Coimbatore – 641 018.	Branch Manager	Tel: (0422) 2304 775 / 776 / 778 / 779 Fax: (0422) 2304 777 Email: coimbatore@ecgc.in
47.	Karur Branch	3rd Floor, KVR Complex, Opp. NIA, 80 Feet Road,	Branch Manager	Tel: (04324) 233 910 / 11 Email: karur@ecgc.in

		Karur – 639 001 Tamil Nadu		
48.	Madurai Branch	First Floor, No. 12, Kamaraj Nagar, Second Street, Chinna Chokkikulam, OCPM School Road Madurai – 625 002.	Branch Manager	Tel: (0452) 2525 521 / 2520 340 Fax: (0452) 2525 220 Email: madurai@ecgc.in
49.	Periamet Branch	“Leather Centre”, IIIrd Floor, 43/53, Raja Muthiah Road, Periamet, Chennai – 600 003	Branch Manager	Tel: (044) 6521 0006 / 2561 5721 Fax: (044) 2561 5720 Email: periamet.chennai@ecgc.in
50.	Salem Branch	“Shanthi Plaza’, III Floor, 1/5, Brindavan Road, Fairlands (Opposite Ponnusamy Gounder Thriumana Mandapam) Salem – 636 004.	Branch Manager	Tel: (0427) 2442 275 / 2330 274 Fax: (0427) 2330 348 Email: salem@ecgc.in
51.	Bank Business Branch (BBB), Tirupur	137/2, C G Complex, 2nd Floor, Kumaran Road, Tirupur – 641 602.	Branch Manager	Tel: (0421) 2232 998 / 2234 354 / 2232 997 Fax: (0421) 2232 997 Email: BBB.tirupur@ecgc.in
52.	Exporter Business Branch (EBB), Tirupur	137/2, C G Complex, 2nd Floor, Kumaran Road, Tirupur – 641 602.	Branch Manager	Tel: 0421-2324354 Email: Ebb.Tirupur@ecgc.in
53.	Tuticorin Branch	208/4A, First Floor, V E Road, Tuticorin – 628 003.	Branch Manager	Tel: (0461) 2324 351 / 352 (BM) Fax: (0461) 2324 350 Email: tuticorin@ecgc.in
54.	Southern Regional Office II	1105, Raheja Towers, West Wing, No. 26, M. G. Road, Bengaluru -560 001	Mr. Kumar Anshuman (Regional Manager)	Tel: (080) 2558 5375 Fax: (080) 2558 2545 Email: sro-II@ecgc.in
55.	Bangalore (Bank Business) Branch	Raheja Towers, 11th floor, West Wing, 26, M. G. Road, Bengaluru- 560 001.	Branch Manager	Tel: (080) 2558 5375 / 2578 / 0612 /2532 6181(BM) Fax: (080) 2555 9320 Email: bbb.bangalore@ecgc.in
56.	Bangalore (Exporters) Branch	Vayudooth Chambers, 4th floor, 15 -16, Trinity Circle, M. G. Road, Bengaluru- 560 001.	Branch Manager	Tel: (080) 2558 9775 / 1729 / 2128 / 2576 (BM) Fax: (080) 2558 9779 Email: bangalore@ecgc.in
57.	Guntur Branch	Krishna Plaza, 2nd Floor, Door No. 26-21- 22, Nagaram Palem, G. T. Road, Guntur- 522 004	Branch Manager	Tel: (0863) 2337 096/97/099(BM) Fax: (0863) 2337 098 Email: guntur@ecgc.in
58.	Bank Business Branch, Hyderabad	6th Floor, L.B. Bhawan, 6-3-550, Erramanzil, Opposite Medinova Somajiguda Hyderabad-500 082	Branch Manager	Tel: (040) 2329 6383 Email: Bbb.Hyderabad@ecgc.in
59.	Exporter Business Branch (EBB), Hyderabad	HACA Bhawan, 2nd Floor, Opp. Public Gardens, Hyderabad - 500004	Branch Manager	Tel: (040) 2323 4334 / 2324 0833 / 2321 0944(BM) Fax: (040) 2323 1346 Email: Bbb.Hyderabad@ecgc.in
60.	Kochi Branch	HDFC House, 2nd Floor, Ravi Puram	Branch Manager	Tel: (0484) 2359 437 / 457 / 324(BM)

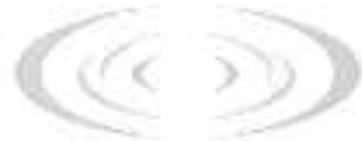
		Junction, M. G. Road, Ernakulam, Kochi – 682 015		Fax: (0484) 2359 016 Email: kochi@ecgc.in
61.	Kollam Branch	Near Seventh Day Church, Residency Road, Kadappakada, Kollam – 691 008.	Branch Manager	Tel: (0474) 2747 715(BM) Fax: E-mail: kollam@ecgc.in
62.	Mangalore Branch	Essel Tower, 1st floor, Door No. 14-1-58/31 & 14-1-58/32, Bunts Hostel Circle, Mangalore – 575003	Branch Manager	Tel: (0824) 2444 288(BM) / 289 Fax: (0824) 2421 148 E-mail: mangalore@ecgc.in
63.	Vishakhapatnam Branch	Shankar Plaza, First Floor, Opp. Shankaramattam, Shankarmattam Road, Dwaraka Nagar Vishakhapatnam – 530 016	Branch Manager	Tel: (0891) 2748 653 Fax: (0891) 2748 654 E-mail: visakhapatnam@ecgc.in
64.	Gift City Branch	Same as Ahmedabad Exporter Branch		
65.	Raipur Branch	Same as Nagpur Branch		

Annexure - 2A

**DESKTOP SCHEDULE- BRANCHES & REGIONAL OFFICES
(For contact details of locations; please refer Annexure-1)**

Sr No	Branch / Regional Office Name	Old PCs (PCS)	Old PCs (Wipro)	Old PCs (IBM)	Total PCs to be picked up	Total PCs to be delivered
1	Jalandhar	0	2	0	2	3
2	Tuticorin	1	0	0	1	1
3	Chennai South	0	2	0	2	3
4	Varanasi	1	5	0	6	6
5	Jodhpur	0	0	0	0	1
6	Ahmedabad EB	0	3	0	3	4
7	Faridabad	0	1	0	1	2
8	BBB,Hyderabad	0	0	0	0	1
9	Kollam	0	0	0	0	1
10	Bhubaneshwar	0	2	0	2	3
11	Chandigarh	1	0	2	3	3
12	Ahmedabad BBB	0	5	0	5	6
13	West Delhi	0	2	0	2	3
14	Gurgaon	1	1	0	2	3
15	SALEM	0	0	0	0	1
16	RAJKOT	0	0	0	0	1
17	KOCHI	0	4	0	4	4
18	SRO 1 + RCPC	0	3	0	3	7
19	Chennai EB	0	8	0	8	10
20	Madurai	1	3	0	4	4
21	CHURCHGATE	1	8	0	9	10
22	BBB Delhi	1	11	0	12	16
23	LEB Delhi	0	2	0	2	3
24	LEB Mumbai	0	7	0	7	9
25	Coimbatore	0	3	0	3	4
26	Periamet	0	1	0	1	3
27	Nagpur	0	0	0	0	1
28	Guwahati Sub Office	0	0	0	0	0
29	Ludhiana	0	5	0	5	6
30	Hyderabad EBB	0	2	0	2	3
31	Jaipur	0	4	0	4	6
32	Guntur	0	0	0	0	1
33	BBB Mumbai	3	12	1	16	14

34	KARUR	0	3	0	3	4
35	Mangalore	0	0	0	0	1
36	Andheri	0	0	0	0	1
37	BBB Kolkata	0	8	0	8	9
38	Vadodara	0	0	0	0	1
39	Bandra SME	0	8	0	8	11
40	Srinagar	0	0	0	0	1
41	Indore	1	3	0	4	5
42	EBB Tirupur	1	4	0	5	6
43	PEB	0	2	0	2	0
44	Kolkata EB	0	5	0	5	6
45	DELHI SME BRANCH	0	9	0	9	7
46	Visakhapatnam	0	0	0	0	1
47	Moradabad	0	3	0	3	3
48	Pune Branch	0	4	0	4	4
49	NOIDA	0	1	0	1	2
50	Tirupur BBB	0	0	0	0	1
51	Agra	0	2	0	2	3
52	WRO/RCPC	1	6	0	7	8
53	Bangalore EB	0	1	0	1	2
54	Kanpur	1	2	0	3	3
55	NRO + RCPC	0	10	0	10	12
56	SRO-2 & RCPC	1	2	0	3	3
57	Bangalore BBB	1	0	0	1	1
58	BBB-Bandra	0	4	0	4	4
59	Panipat	1	0	0	1	2
60	Thane	1	3	0	4	5
61	Surat	0	0	0	0	1
62	ERO + RCPC	0	5	0	5	5
63	BBB Chennai	0	7	0	7	8
64	GIFT CITY	0	0	0	0	2
65	RAIPUR	0	0	0	0	2
	BRANCHES TOTAL	18	188	3	209	267



Annexure - 2B

DESKTOP SCHEDULE - HEAD OFFICE
(For contact details of locations; please refer Annexure-1)

Sr No	Location	HO Dept Name	Old PCs (PCS)	Old PCs (Wipro)	Old PCs (IBM)	Total PCs to pick up	Total PCs to be delivered
1	DALAMAL HOUSE, NARIMAN POINT	HRD	1	10	0	11	11
2		BANK DIVISION	1	7	0	8	8
3		ED-OP SECTT	0	1	0	1	1
4		REINSURANCE	0	2	0	2	2
5	NIRMAL BHAWAN, NARIMAN POINT	ADMINISTRATION	0	5	0	5	5
6		ACCOUNTS	4	11	0	15	8
7		INVESTMENT	1	3	0	4	4
8		IA	0	2	0	2	2
9		NMD	0	2	0	2	2
10		CUD	0	2	0	2	2
11		PPD	1	0	0	1	1
12		GRIEVANCE/MOU	1	1	0	2	2
13	NIRMAL-GM SECT	0	3	0	3	3	
14	EXPRESS TOWERS, NARIMAN POINT	IT DEPT	0	4	0	4	11
15		BUD	0	15	0	15	15
16		CMD SECTT	0	0	0	0	0
17		ED-PM SECTT	0	0	0	0	0
18		GM SECTT-SM	0	0	0	0	0
19		GM SECTT-TD	0	0	0	0	0
20		LEGAL DEPTT	1	3	0	4	4
21		CS/IRDA DEPTT	1	0	0	1	1
22		POLICY/CLAIMS	0	7	0	7	7
23		RECOVERY	0	0	0	0	0
24		ACTUARIAL	0	2	0	2	2
25		RISK MANAGEMENT	0	1	0	1	1
26		RECEPTION	0	1	0	1	1
27		WIPROAPPLICATION	1	0	0	1	1
28		WIPROHELPDESK	2	6	0	8	8
29		SERVER ROOM	1	1	0	2	2
30	IT DEPT EXTRAS	8	3	0	11	11	
		HEAD OFFICE TOTAL	23	92	0	115	115

Annexure - 2C

**PRINTERS SCHEDULE- BRANCHES & REGIONAL OFFICES
(For contact details of locations; please refer Annexure-1)**

Sr No	Branch / Regional Office Name	Old to be carried for Buyback	Colour printers required	Monochrome printers required	Total printers to be delivered
1	Jalandhar	1	0	0	0
2	Tuticorin	2	1	1	2
3	Chennai South	1	1	1	2
4	Varanasi	1	1	0	1
5	Jodhpur	1	0	0	0
6	Ahmedabad EB	0	1	0	1
7	Faridabad	0	0	1	1
8	BBB Hyderabad	1	0	1	1
9	Kollam	0	1	0	1
10	Bhubaneshwar	1	1	0	1
11	Chandigarh	0	0	0	0
12	Ahmedabad BBB	2	1	3	4
13	West Delhi	0	1	0	1
14	Gurgaon	2	0	3	3
15	SALEM	1	1	0	1
16	RAJKOT	2	0	0	0
17	KOCHI	0	1	0	1
18	SRO 1 + RCPC	4	2	5	7
19	Chennai EB	5	1	8	9
20	Madurai	1	1	4	5
21	CHURCHGATE	2	1	3	4
22	BBB Delhi	5	2	3	5
23	LEB Delhi	1	0	0	0
24	LEB Mumbai	2	2	6	8
25	Coimbatore	0	1	1	2
26	Periamet	1	1	2	3
27	Nagpur	2	0	0	0
28	Guwahati Sub Office	1	1	0	1
29	Ludhiana	4	1	0	1
30	Hyderabad EBB	1	1	0	1
31	Jaipur	1	1	2	3
32	Guntur	0	0	0	0
33	BBB Mumbai	16	3	4	7
34	KARUR	2	0	0	0
35	Mangalore	2	0	2	2

36	Andheri	2	1	0	1
37	BBB Kolkata	3	2	8	10
38	Vadodara	0	1	0	1
39	Bandra SME	9	1	8	9
40	Srinagar	0	0	0	0
41	Indore	2	1	1	2
42	EBB Tirupur	0	0	5	5
43	PEB	4	2	0	2
44	KEB	0	1	6	7
45	DELHI SME BRANCH	1	0	0	0
46	Visakhapatnam	1	1	1	2
47	Moradabad	0	1	0	1
48	Pune Branch	2	1	3	4
49	NOIDA	0	1	0	1
50	Tirupur BBB	0	1	0	1
51	Agra	1	1	0	1
52	WRO/RCPC	3	3	3	6
53	Bangalore EB	0	1	0	1
54	Kanpur	4	0	1	1
55	NRO + RCPC	6	5	7	12
56	SRO-2 & RCPC	3	1	2	3
57	Bangalore BBB	3	1	2	3
58	BBB-Bandra	7	4	5	9
59	Panipat	2	1	2	3
60	Thane	0	1	0	1
61	Surat	1	0	2	2
62	ERO + RCPC	2	3	1	4
63	BBB Chennai	5	2	7	9
64	GIFT CITY	0	1	1	2
65	RAIPUR	0	1	1	2
	BRANCHES TOTAL	126	67	116	183

Annexure - 2D

PRINTERS SCHEDULE- HEAD OFFICE
(For contact details of locations; please refer Annexure-1)

Sr No	Location	HO Dept Name	Old Buyback	Colour printers required	Monochrome printers required	Total printers to be delivered
1	DALAMAL HOUSE, NARIMAN POINT	HRD	3	4	0	4
2		BANK DIVISION	5	5	0	5
3		GM SECTT-TD - HRD	1	1	0	1
4		REINSURANCE	0	1	0	1
5	NIRMAL BHAWAN, NARIMAN POINT	ADMINISTRATION	2	1	2	3
6		ACCOUNTS	3	2	1	3
7		INVESTMENT	1	2	0	2
8		IA	0	1	0	1
9		NMD	1	1	0	1
10		CUD	2	1	0	1
11		PPD	0	1	0	1
12		GRIEVANCE/MOU	1	1	0	1
13	NIRMAL-GM SECT	2	4	0	4	
14	EXPRESS TOWERS, NARIMAN POINT	IT DEPT	2	3	0	3
15		BUD	14	2	5	7
16		CMD SECTT	1	2	0	2
		ED-OP SECTT	0	1	0	1
17		ED-PM SECTT	0	2	0	2
18		GM SECTT-SM	1	1	0	1
19		LEGAL DEPTT	2	2	0	2
20		CS/IRDA DEPTT	1	1	0	1
21		POLICY/CLAIMS	2	2	0	2
22		RECOVERY	1	1	0	1
23	RISK MANAGEMENT	1	0	0	0	
		HEAD OFFICE TOTAL	46	42	8	50

Company Profile

Sr No	Description	Details
1	Name of the company	
2	Legal Status (eg. Proprietorship, partnership, limited liability partnership, corporation etc. (attach a copy of certificate of incorporation))	
3	Registered Physical Address	
4	Correspondence Address	
5	Business profile of the company (attach a separate write-up or brochure regarding business activities of the company)	
6	Incorporation Date	
7	Chairman	
8	Managing Director	
9	Board of Directors	(i)
		(ii)
		(iii)
		(iv)
		(v)
10	Contact Person Details (Name, Landline and mobile Number, e-mail id)	
11	e-mail id of the company	
12	PAN No of the company	
13	TAN of the company	
14	GST NO	

.....
Signature of the authorized Signatory of Company
(Company Seal)

Name :

Designation :

Contact No (Mobile)

Email Id

Annexure – 4

Bank Details

Sr No	Description	Details
1	Name of the Bank	
2	Address of the Bank	
3	Bank Branch IFSC Code	
4	Bank Account Number	
5	Type of Account	

.....
Signature of the authorized Signatory of Company
(Company Seal)
Name :
Designation :
Contact No (Mobile)
Email Id

Annexure - 5

Acknowledgement

(This will be part of Qualification bid Information. This should be included in Envelope 1 and should be on the company letterhead)

Date:

To,

Deputy General Manager
Information Technology Division,
ECGC Limited,
10th Floor, Express Towers,
Nariman Point, Mumbai - 400021.

Dear Sir/Madam,

Subject: Response to the Request for Proposal for Supply, installation, configuration & commissioning of computers & printers with 5 years comprehensive warranty along with buyback of old hardware at its various locations

1. Having examined the Request for Proposal including Annexures, the receipt of which is hereby duly acknowledged, we, the undersigned offer to supply, install and configure the equipments in accordance with the scope of work as stated in Section-3 of the RFP within the cost stated in the Proposal.
2. If our Proposal is accepted, we undertake to abide by all terms and conditions of this RFP and also to comply with the delivery schedule as mentioned in the RFP.
3. We certify that we have provided all the information requested by ECGC in the requested format. We also understand that ECGC has the right to reject this offer if ECGC finds that the required information is not provided or is provided in a different format not suitable for evaluation process for any other reason as it deems fit. ECGC's decision shall be final and binding on us.
4. We agree that ECGC reserves the right to amend, rescind or reissue this RFP and all amendments any time during the tendering.

.....
Signature of the authorized Signatory of Company
(Company Seal)
Name :
Designation :
Contact No (Mobile)
Email Id

DECLARATION FOR NON BLACK LISTING

(on Letter Head)

(To be submitted along with the Qualification bid)

We, /M/s_____ hereby declare/ clarify that we have not been banned by any Government or Quasi-government agencies or Public sector Undertakings.

NOTE: If a bidder has been banned by any Government or Quasi Government Agencies or Public Sector Undertakings, the fact must be clearly stated with details. If this declaration is not given along with Qualification bid, the tender will be rejected as non-responsive.

.....
Signature of the authorized Signatory of Company
(Company Seal)

Name :

Designation :

Contact No (Mobile)

Email Id

Annexure – 7

Qualification Criteria for the Vendor				
Sr. No.	Feature	Specification	Compliance (Yes / No)	Submitted Yes / No
1.	Market Leader	Must be in top 3 of latest IDC report of India for 2017 on the basis of market share in commercial category for OEM to qualify in commercial PC's		
2.	Quotations from OEM / Authorised Business Partner	ECCG Prefers OEM to Quote Directly. In case of Business Partner quotes on behalf of the OEM, up to two Partners only are eligible to quote. Business Partner should submit Authorization Letter of the OEM while submitting the bids. The business partner shall be authorized service provider of OEM.		
3.	Business Partner	OEM can select only up to two Business Partners. However, Business Partner should quote only one OEM each for desktop and printers. Multiple Quotes not matching to this condition will lead to Disqualification of the Bid/Bidder.		
4.	OEM production unit	ISO 9001 and ISO 14001 Certified (Attach a Valid certificate)		
5.	Registration certificates	Bidders Company Profile and valid Shop & Establishment registration certificates.		
6.	Balance Sheet	Audited / Certified Balance sheet, Profit & Loss account for past 3 years ending 31st March 2017.		
7.	Average turnover	Bidder's average turnover during last 3 years ending 31st March 10,00,00,000/- (10 Cr).		
8.	Value of the supplies	Experience Should have carried out installation and configuration of similar Desktops and Printers at either of the following scales in the past 3 years (ending March, 2017). Please note that the purchase		

		orders must be for Desktops and Printers. Should have executed four orders of similar nature, each order not less than 49 lakhs. OR Should have executed two orders of similar nature, each order value not less than 89 lakhs. OR Should have executed one order of similar nature not less than 189 lakhs.		
9.	Undertaking	Should not have been delisted by any Public Sector or Quasi-Government Sector. The vendor has to provide an undertaking to this effect (Annex - 6).		
10.	Model	Vendor is allowed to quote only one model for the specifications mentioned in Annexure - 10 (technical specification)		
11.	Support locations	List mentioning the locations of service/support center attached with the bid. Escalation matrix to be provided mapping all ECGC locations		
12.	Energy star certification	Energy star 6.0 and above certified (Attach a Valid certificate) and EPEAT Rating Certificate (Silver)		
13.	Spares Availability	The bidder should commit to supply the spares and maintain the firmware for 6 years from the date of last installation		
14.	Information Accessibility	Quoted product Brochure and specification sheets of the product to be available in public domain		
15.	Driver Support	Drivers should be available for download from OEM site for at least 6 years from the date of purchase order		

Note:

1. The nature of work expected against this supply i.e. Sr No (8) mentioned above is 'Supply, installation, configuration & Commissioning of Computers/ Printers. Order Copies and work completion certificates to be appended.
2. ECGC has a right to verify/ cross verification of authenticity of above related documents whenever felt necessary. It is clarified that the work executed by the vendors for their in-house or capital use will not be considered for the purpose of bidder's experience of completion of similar works.

.....
Signature of the authorized Signatory of Company
(Company Seal)
Name :
Designation :
Contact No (Mobile)
Email Id

Annexure – 8

Letter of Commitment to delivery Lead time

Date:

To,

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

Dear Sir/Madam,

**Subject: Letter of Commitment to delivery and installation Lead time for RFP No.:
ECGC/Tender-01/IT/10/2017**

We commit to the delivery and installation lead time as stated in Section -4.1.2.7 and 4.1.2.8 of the **RFP**.

Thank you.

Yours faithfully,

Signature of the Authorized person

Name:

Designation:

Phone No (Mobile):

Fax and Email Address:

Official Seal:

(This will be submitted in Envelope-1 and should be typed on the letterhead of the Company and must be signed by the Authorized Signatory of the Company/Lead Company of the Consortium)

Annexure – 9

Manufacturer's Authorization Form

(This will be submitted in Envelope-2, should be typed on the letterhead of the Manufacturer and must be signed by the Authorized Signatory of the Manufacturer)

Date:

To,

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

Dear Sir/Madam,

Subject: **Manufacturer's Authorization Form**

We (*insert name of the manufacturer*), the manufacturers of original equipment Located at (*insert address of the registered office*) do hereby authorize M/s. (*insert Name and address of Supplier*) to submit a bid, negotiate and receive the order from you.

We hereby extend our full guarantee and warranty for the goods and services offered by the above mentioned supplier. Warranty Services will be continued directly by us or by another authorized partner or dealer in the event of the above mentioned supplier not being able to continue with the warranty services during the warranty period.

Furthermore, we confirm that warranty as per the terms and conditions for the equipment as mentioned in the RFP shall be provided at the quoted charges for 5 years.

Thank you.
Yours faithfully,

Signature of the Authorized person

Name:

Designation:

Phone No (Mobile):

Fax and Email Address:

Official Seal:

Annexure – 10A

Technical Bid

A. Technical Specification of Desktop unit –AIO (approx. Quantity : 382)				
Sr. No.	Item	Specifications	Compliance Yes /No	Remarks
1.	Make	Bidders to Specify (Provide name under Compliance column)		
2.	Model	Bidders to Specify (Provide name only under Compliance column)		
3.	Processor	a. Intel Core i5 – 6500 6Gen 3.2GHz 2133MHz 6M HD 530 4C CPU or better b. Still under commercial production (Undertaking to that effect from the processor manufacturer to be submitted by the bidder)	a. b.	
4.	Chipset	Intel Q270 chipset or higher		
5.	Motherboard	OEM Motherboard with OEM logo embossed on the motherboard (No Sticker)		
6.	DDR RAM	a) 8 GB DDR4 RAM expandable to 32 GB; b) Two DIMM slots; Non-ECC dual-channel upto 2400 MT/s DDR4 SDRAM c) (Minimum 2 free memory slot should be available for future expansion)	a) b) c)	
7.	Hard disk	500 GB HDD, 7200 RPM (Min), SATA III 6 Gbps, SMART IV		
8.	Network Interface Card	Integrated Gigabit LAN Network Connection 10/100/1000 MBPS NIC with RJ45/UTP Interface (Make: Intel/ Broadcom /Realtek /OEM)		
9.	Optical Drive	SuperMulti DVD Writer		
10.	Audio	High Definition Integrated Audio with Internal Speaker		
11.	Slots	Minimum 2 M.2 (PCIe4) Slots		
12.	Bays	Minimum 2 bays with atleast (1) 2.5" Drive bays & (1) ODD bay		
13.	Ports	Front I/O a) (2) USB 3.0 Ports b) 3.5mm headphone output and microphone jack Rear I/O a) (4) USB 3.0 Ports b) (1) DisplayPort/DVI-D Port c) (1) RJ-45 network connector d) (1) 1 Serial (???)	a) b) a) b) c)	

		<ul style="list-style-type: none"> e) 3.5mm audio in/out jacks f) (2) PS/2 keyboard and mouse ports g) 1 HDMI 	<ul style="list-style-type: none"> d) e) f) g) 	
14.	Form Factor	All in One (AIO)		
15.	Power Supply	Not more than 160 W & 90% efficient or Power Supply with 180W or lower with at least gold or higher efficiency		
16.	Keyboard/Mouse	<ul style="list-style-type: none"> • USB 104 keys keyboard (Same make as PC) • USB 2 Button Scroll Mouse (Same make as PC) 		
17.	Operating System	Genuine Microsoft Windows 10 Pro 64-bit with IE11 preloaded configured with license. Machine to be tested & certified for Win. 10 Professional & copy of the Certification should be given.		
18.	Webcam	2 MP full HD webcam		
19.	Diagnostic Tool	Inbuilt Pre-Boot BIOS Diagnostics		
20.	Security	<ul style="list-style-type: none"> a) TPM 1.2 Security Chip SATA port disablement (via BIOS) b) Serial, USB enable/disable (via BIOS) c) Removable media write/boot control d) Power-On password (via BIOS) e) Administrator password (via BIOS) f) Setup password (via BIOS) g) Support for chassis padlocks and cable lock devices 	<ul style="list-style-type: none"> a) b) c) d) e) f) g) 	
21.	Compliance And Certification	Energy Star ver 6 EPEAT Certified for India Green Peace rating of 5.5 and above		
22.	System Weight / Volume	Weight should be no more than 7 KG and volume no more than 10.5 L		
23.	Information Accessibility	Product details, specifications and brochure to be available in public domain		
24.	Support	Drivers should be available for download from OEM site for at least 3 years from the date of purchase order		

25.	Monitor	<p>a) 21.5" IPS widescreen WLED backlit anti-glare LCD display or higher</p> <p>b) TCO Certified with minimum resolution 1920 x 1080, Edge to Edge Glass</p>	a)	
26.	Internet Explorer	Internet Explorer 11		
27.	Graphics Adaptor	Integrated Intel High Definition Graphics Memory		
28.	Microsoft Certification	Machine should be Microsoft Windows Complaint with logo on the System		
29.	Energy Star	6.0 & above and EPEAT Rating (Silver)		
30.	Certification Criteria	All certifications shared to be for AIO factor quoted only and not for generic model		
31.	Warranty	5 Years On-Site Comprehensive warranty		
32.	MIS report	Should be able to provide MIS reports (during Warranty period) pertaining to the problems reported and resolved across the country on monthly/Quarterly basis to the Head Office of ECGC.		

.....
Signature of the authorized Signatory of Company
(Company Seal)
Name :
Designation :
Contact No (Mobile)
Email Id

Annexure – 10B

Technical Bid

B. Technical Specification of Printer unit (Color) (approx. Quantity : 109)				
Sr. No.	Item	Specifications	Compliance Yes /No	Remarks
1.)	Make	Bidders to Specify (Provide name under Compliance column)		
2.)	Functions	Wireless, Print, Fax, Scan and Copy		
3.)	Pages Per Minute	30 ppm or higher		
4.)	Memory	512 MB		
5.)	First Page out	Black: As fast as 9 sec; Colour: As fast as 10 sec		
6.)	Resolution	Print resolution (best) : Up to 4800 by 1200 optimized dpi Copy resolution : Up to 600 dpi scan resolution : Up to 1200 x 1200dpi fax resolution : Up to 300 x 300 dpi		
7.)	Print languages	PCL 3 GUI, PCL 3 Enhanced		
8.)	Duty Cycle	Up to 18000 pages		
9.)	Duplex	Automatic		
10.)	Network	10/100 Ethernet		
11.)	USB	1 USB 2.0 with compatibility with USB 3.0 devices		
12.)	Wireless	built-in Wi-Fi 802.11b/g/n		
13.)	Processor	220 MHz or higher		
14.)	Input Tray	250-sheet input tray, 250-sheet plain paper tray		
15.)	Output Tray	75-sheet output tray		
16.)	Mobile printing capability	Apple AirPrint™, Wireless direct printing, Mopria-certified and Google Cloud Print; native wireless printing		
	Scan:			

17.)	Scan Technology	Type: ADF, Flatbed; Technology: CIS		
18.)	Scan size	ADF: 216 x 356 mm; Flatbed: 297 x 432 mm		
19.)	Scan file format	Bitmap (.bmp), JPEG (.jpg), PDF (.pdf), PNG (.png), Rich Text (.rtf), Searchable PDF(.pdf), Text (.txt), TIFF (.tif)		
	Copy:			
20.)	Copy Resolution	Up to 600 dpi		
21.)	Max. number of copies	Up to 99 copies		

.....
Signature of the authorized Signatory of Company
(Company Seal)

Name :

Designation :

Contact No (Mobile)

Email Id

Annexure – 10C

Technical Bid

C. Technical Specification of Printer unit (B&W) – without ADF and Duplex (approx. Quantity : 124)				
Sr. No.	Item	Specifications	Compliance Yes /No	Remarks
(1.)	Make	Bidders to Specify (Provide name under Compliance column)		
(2.)	Type	Print, Scan ,Copy		
(3.)	Technology	Laser		
(4.)	Duty Cycle	10000		
(5.)	Recommended Monthly Print Volume	150 to 1500		
(6.)	Processor Speed	600 Mhz		
(7.)	PPM	22		
(8.)	Resolution	600X600 Dpi		
	Copy			
(9.)	CPM	22		
(10.)	Resolution	600X400 Dpi		
	Scan			
(11.)	Resolution:Color	600X600 Dpi		
(12.)	Resolution:Mono	1200X1200 Dpi		
(13.)	Memory (RAM)	128 MB		
(14.)	ADF (Y/N)	No		
(15.)	Duplexing Feature Availability (Y/N)	No		
(16.)	Input Tray	150		
(17.)	Output Tray	100		

.....
 Signature of the authorized Signatory of Company
 (Company Seal)
 Name :
 Designation :
 Contact No (Mobile)
 Email Id

Annexure – 10D

Technical Bid

D. Technical Specification of Printer unit (B&W) – with ADF and without Duplex (approx. Quantity : 50)				
Sr. No.	Item	Specifications	Compliance Yes /No	Remarks
(18.)	Make	Bidders to Specify (Provide name under Compliance column)		
(19.)	Type	Print, Scan ,Copy		
(20.)	Technology	Laser		
(21.)	Duty Cycle	10000		
(22.)	Recommended Monthly Print Volume	150 to 1500		
(23.)	Processor Speed	600 Mhz		
(24.)	PPM	22		
(25.)	Resolution	600X600 Dpi		
	Copy			
(26.)	CPM	22		
(27.)	Resolution	600X400 Dpi		
	Scan			
(28.)	Resolution:Color	600X600 Dpi		
(29.)	Resolution:Mono	1200X1200 Dpi		
(30.)	Memory (RAM)	128 MB		
(31.)	ADF (Y/N)	Yes		
(32.)	Duplexing Feature Availability (Y/N)	No		
(33.)	Input Tray	150		
(34.)	Output Tray	100		

.....
 Signature of the authorized Signatory of Company
 (Company Seal)
 Name :
 Designation :
 Contact No (Mobile)
 Email Id

Annexure – 10E

Technical Bid

E. Technical Specification of Printer unit (B&W) – With ADF & Duplex (approx. Quantity : 50)				
Sr. No.	Item	Specifications	Compliance Yes /No	Remarks
(1.)	Make	Bidders to Specify (Provide name under Compliance column)		
(2.)	Type	Print, Scan ,Copy		
(3.)	Technology	Laser		
(4.)	Duty Cycle	20000		
(5.)	Recommended Monthly Print Volume	150 to 1500		
(6.)	Processor Speed	700 Mhz and above		
(7.)	PPM	28 or above		
(8.)	Resolution	1200X1200 Dpi		
	Scan			
(9.)	Resolution:Color	1200X1200 Dpi		
(10.)	Resolution:Mono	1200X1200 Dpi		
(11.)	Memory (RAM)	256 MB		
(12.)	ADF (Y/N)	Yes		
(13.)	Duplexing Feature	Auto		
(14.)	Tray			
(15.)	Input Tray	250		
(16.)	Output Tray	150		
(17.)	Mobile printing capability	Apple AirPrint™, Wireless direct printing, Mopria-certified and Google Cloud Print; native wireless printing		

.....
 Signature of the authorized Signatory of Company
 (Company Seal)
 Name :
 Designation :
 Contact No (Mobile)
 Email Id

PROFORMA BANK GUARANTEE FOR PERFORMANCE

(On Non-Judicial stamp paper of value Rs.500/-)

IN CONSIDERATION OF ECGC LIMITED, a company incorporated under the Companies Act 1956 and having its registered office at 10th Floor, Express Towers, Nariman Point, Mumbai 400021 (hereinafter referred to as the "the Purchaser" which expression shall, unless it be repugnant or contrary to the subject or context thereof, be deemed to mean and include its successors and assigns) having placed an order on Messers..... a partnership firm/sole proprietor business/a company registered under the Companies Act, 1956 having its Registered office at (hereinafter called the Contractor/ Supplier which expression shall, unless it be repugnant or contrary to the subject or context thereof, be deemed to mean and include its successors and assigns) vide order No..... dated (hereinafter called "the order" which expression shall include any amendments/alterations to "the order" issued by "the Purchaser") for the supply , delivery at site, installation and commissioning of certain equipment, item/services/civil works etc. as stated in the said Order and the Purchaser having agreed that the Contractor / Supplier shall furnish a security for the performance of the Contractor's / Supplier's obligations and/or discharge of the Contractor's / Supplier's liability in connection with the said order and the Purchaser having agreed with the Contractor/Supplier to accept a performance guarantee,

1. We, Bank having office at (hereinafter referred to as "the Bank" which expression shall includes its successors and assigns) hereby agree to pay to the Purchaser without any demur on first demand an amount not exceeding Rs..... Rupees only) being 10% of the order value against any loss or damage, costs, charges and expenses caused to or suffered by the Purchaser by reason of non-performance and non-fulfilment or for any breach on the part of the Contractor / Supplier of any of the terms and conditions of the said order.
2. We, Bank further agree that the Purchaser shall be sole judge whether the said Contractor/Supplier has failed to perform or fulfil the said order in terms thereof or committed breach of any terms and conditions of the order and the extent of loss, damage, cost, charges and expenses suffered or incurred or would be suffered or incurred by the Purchaser on account thereof and we waive in the favour of the Purchaser all the rights and defences to which we as guarantors may be entitled to.
3. We, Bank further agree that the amount demanded by the Purchaser as such shall be final and binding on the Bank as to the Bank's liability to pay and the amount demanded and the Bank undertake to pay the Purchaser the amount so demanded on first demand and without any demur notwithstanding any dispute raised by the Contractor/Supplier or any suit or other legal proceedings including arbitration pending before any court, tribunal or arbitrator relating thereto, our liability under this guarantee being absolute and unconditional.
4. We, Bank further agree with the Purchaser that the Purchaser shall have the fullest liberty without our consent and without affecting in any manner our

obligations hereunder to vary any of the terms and conditions of the said order/or to extend time of performance by the Supplier from time to time or to postpone for any time to time any of the powers exercisable by the Purchaser against the Contractor / Supplier and to forbear to enforce any of the terms and conditions relating to the order and we shall not be relieved from our liability by reason of any such variation or extension being granted to the Contractor/ Supplier or for any forbearance, act or omission on the part of the Purchaser or any indulgence by the Purchaser to the Contractor/Supplier or by any such matter or things whatsoever which under the law relating to sureties would have the effect of relieving us.

5. We, Bank further undertake not to revoke this guarantee during its currency except with the previous consent of the Purchaser in writing.
6. We, Bank also agree that the Bank's liability under this guarantee shall not be affected by any change in the constitution of the Contractor / Supplier or dissolution
7. Notwithstanding anything contained herein above:
 - i. Our liability under this guarantee shall not exceed Rs.....
 - ii. This Bank Guarantee shall be valid upto and including; and
 - iii. We are liable to pay the guarantee amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before (validity + ---weeks from the date of expiry of this guarantee).
8. This Guarantee shall be governed by Indian laws and the Courts at Mumbai, India shall have the exclusive jurisdiction.

IN WITNESS WHEREOF the Bank has executed this document on this..... day of

For Bank

(by its constituted attorney)
(Signature of a person authorized to sign on behalf of "the Bank")

NOTE:-

1. Indigenous supplier or Foreign Supplier through Indian Bank to submit BG.
2. If BG is not received directly from Bank then ECGC Ltd. shall get the Bank Guarantee verified and only on confirmation of verification the Bank Guarantee shall be considered as submitted. Expenses for BG verification shall be borne by ECGC Ltd.

TRIPARTITE AGREEMENT FOR IT PRODUCTS PROCUREMENT

This Agreement is made and executed on _____ between

1. ECGC LIMITED, a Company registered under the Indian Companies Act, 1956 having its registered office at 10TH Floor, Express Towers, Nariman Point, Mumbai-400021, Maharashtra, India (hereinafter referred to as "**ECGC**" which expression shall, unless repugnant to the subject or context or meaning thereof, be deemed to include its successors and assignees),
2. -----(Name of OEM) having its registered office at (_____) (hereinafter referred to as "OEM" which expression shall include unless repugnant to the subject or context or meaning thereof be deemed to include its successors and assignees)

(_____ Bidder Name _____), having its registered Office at -----
-----through Shri /Smt.-----Authorised signatory (hereinafter referred to as "Bidder" which expression shall, unless repugnant to the subject or context or meaning thereof, be deemed to include its successors and assignees)

WHEREAS **ECGC** floated Tender No. -----dated ----- for -----

Whereas **OEM** has nominated Bidder, its Business partner /Authorised distributor , for participating in the Tender No.-----on behalf of the **OEM**.

And Whereas the **Bidder** has become the successful bidder(s) in the said Tender No. ----- dated.....

NOW THIS AGREEMENT WITNESSETH and it is hereby agreed by and between the parties hereto as follows:

1. Based on nomination of the **Bidder** by **OEM**, ECGC has allowed the **Bidder** to participate in the Tender No. -----dated-----.
2. **Bidder** being successful in the said Tender was issued with Purchase Order no. -----dated ----- for supply, install, commissioning of (_____ Items _____) of the product as per the terms and conditions of the Tender No.-----.
3. **OEM** agrees to provide Onsite Service Support to ECGC either directly or through **Bidder** as per the Terms and Conditions of the Tender for successful completion of the said Purchase Order no. -----dated-----.

In Witness whereof, the parties hereto have set and subscribed their respective hands on the day and year first hereinabove written.

Signature.

Signature.

Signature.


(Shri _____)
Authorised signatory
(OEM)

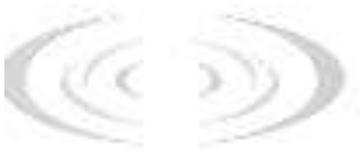
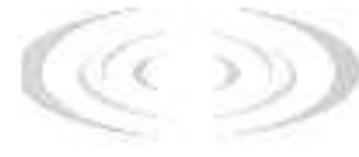
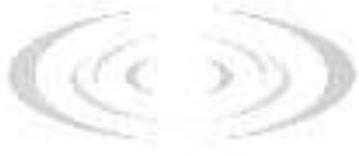
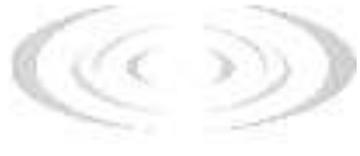

(Shri _____)
Authorised signatory
(Bidder)


(Shri _____)
Authorised signatory
(ECGC)

Place and Date

In the presence of : Names/addresses/signatures.

***In non-judicial stamp paper of appropriate value.**



Annexure – 13

Price Bid

(Must be submitted in the **3rd sealed envelope** as mentioned above)

COMPANY NAME: _____

ADDRESS: _____

CONTACT PERSON: _____ PHONE NUMBER: _____

EMAIL: _____ WEB SITE: _____

Cost of Items:

Table : Cost of Equipments (including installation & commissioning)

Sr. No	Item/ Description	Brand Name	Model Number	Quantity	Unit Price (exclusive of Tax)	Tax per unit	Unit Price (inclusive of Tax)	Total Price (Inclusive of Tax)
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8) = (4)*(7)	
1	All in One (AIO) Desktops							
2	Multifunction Printers (Color)							
3	Multifunction Printers (B&W) without ADF and Duplex							
4	Multifunction Printers (B&W) with ADF and without Duplex							
5	Multifunction Printers (B&W) with ADF and Duplex							
Total								

Signature of the Authorized Signatory of Company

Name:

Designation:

Contact no. (Mobile):

Email Id:

Company Seal: