

**The Gem & Jewellery Export Promotion Council  
(GJEPC)**

**REQUEST FOR PROPOSAL**

**FOR**

**PROCUREMENT OF DESKTOP AND LAPTOP**

<b>Date of issue of RFP</b>	<b>20th December 2014</b>
<b>Last date for submission of RFP</b>	<b>03<sup>rd</sup> January 2015</b>
<b>Address for communication</b>	<b>Executive Director The Gem &amp; Jewellery Export Promotion Council Tower A, AE1010, Bharat Diamond Bourse, Next to ICICI bank, BKC, Bandra (E) Mumbai - 400 051</b>

## 1. Introduction:

### An Overview of GJEPC:

The Gem & Jewellery Export Promotion Council (GJEPC) was set up by the Ministry of Commerce, Government of India (GoI) in 1966. It was one of several Export Promotion Councils (EPCs) launched by the Indian Government, to boost the country's export thrust, when India's post-Independence economy began making forays in the international markets. Since 1998, GJEPC has been granted autonomous status.

The GJEPC is the apex body of the gems & jewellery industry and today it represents almost 6,000 exporters in the sector. With headquarters in Mumbai, the GJEPC has Regional Offices in New Delhi, Kolkata, Chennai, Surat and Jaipur, all of which are major centres for the industry. It thus has a wide reach and is able to have a closer interaction with members to serve them in a direct and more meaningful manner.

### This RFP is to invite proposal:

GJEPC invites proposals from competent and authorized vendors for supply and installation of the following equipment for its Head office in Mumbai and Regional offices across India.

1. Desktop Computer
2. Laptop Computer
3. Ms office prof 2013
4. Symantec DLO ( 100 Users)

The vendor should be an authorized service provider or dealer in order to provide on-site comprehensive warranty of the above mentioned equipment during the warranty period.

The price quoted and agreed in this RFP by the selected bidder will be valid for 3 months from date of submission.

1. The configuration of the Desktop Computers are as follows:

Parameters	Basic Desktop I	Mid-Range Desktop
Type	Microsoft Windows 8 Professional class 64-Bit desktop with Microsoft Windows 7 Pro loaded on system	Microsoft Windows 8 Professional class 64-Bit desktop with Microsoft Windows 7 Pro loaded on system
Processor	4 <sup>th</sup> generation Intel Core I3 (3.00GHz, , OR must support Virtualization	4 <sup>th</sup> generation Intel Core i5 (3.20GHz) must support Virtualization
Trusted Platform Module	Yes	Yes
Memory	4.0GB DDR3-1600, with free slots, expandable to 8.0GB	8.0GB DDR3-1600, with free slots, expandable to 16.0GB

<b>Display</b>	18.5" TFT LCD	18.5. TFT LCD
<b>Hard Drive</b>	500 GB SATA	1000 GB SATA
<b>Floppy Drive</b>	None	None
<b>Optical Drive</b>	16X DVD +/-RW	16X DVD +/-RW
<b>PCIe Slots</b>	Two (2) Free Slots	Two (2) Free Slots
<b>USB Ports</b>	Six (6) Total: Two (2) in Front, Four (4) in Back USB v2.0 and USB v3.0 (**Minimum of two (2) of these ports must be USB v3.0)	Six (6) Total: Two (2) in Front, Four (4) in Back USB v2.0 and USB v3.0 (**Minimum of two (2) of these ports must be USB v3.0)
<b>Operating System Software</b>	Genuine Windows® 8.1 Pro (64 bit) Downgrade able to Windows® 7 Professional 32/64 bit (English).	Genuine Windows® 8.1 Pro (64 bit) Downgrade able to Windows® 7 Professional 32/64 bit (English).
<b>Integrated NIC</b>	Integrated Gigabit Ethernet (10/100/1000) Card, Wake on LAN	Integrated Gigabit Ethernet (10/100/1000) Card, Wake on LAN
<b>Keyboard</b>	Enhanced USB Keyboard	Enhanced USB Keyboard
<b>Mouse</b>	USB, 2-button, Optical mouse with scroll	USB, 2-button, Optical mouse with scroll
<b>Audio</b>	Internal 16-Bit Stereo	Internal 16-Bit Stereo
<b>Resource CD</b>	Not Included	Not Included
<b>Expansion Bays</b>	One (1) available	One (1) available
<b>Form Factor</b>	Small/Desktop	Minitower
<b>Hardware Warranty,</b>	3 Year, Next Business Day, On-Site	3 Year, Next Business Day, On-Site
<b>Keep Hard Drive</b>	Yes, 3 Years	Yes, 3 Years
<b>Service and Support</b>	Enhanced 24X7	Enhanced 24X7
<b>Energy Consumption</b>	Unit must meet current EPA Energy Star requirements	Unit must meet current EPA Energy Star requirements
<b>Environmental</b>	Unit must meet or exceed EPEAT Silver requirements	Unit must meet or exceed EPEAT Silver requirements
<b>Description</b>	Est 4 Year Lifecycle, Entry-Level Word Processing, Spreadsheets, Mail viewing, PDF viewing, Presentation Viewing, etc. Single Monitor Capable	Est 6 year Lifecycle, General to Advanced Word Processing, Large Spreadsheets, Mail Viewing, PDF creation, Presentation Creation, etc. Dual Monitor Capable
<b>Delivery period</b>	15 working days non-road permit location and 21 working days for road permit location from the date of confirmed P.O.	15 working days non-road permit location and 21 working days for road permit location from the date of confirmed P.O.

2. The configuration for laptops are as follows:

Parameters	Basic Laptop	High End Laptop
Type	Microsoft Windows 8 Professional class 64-Bit laptop with Microsoft Windows 7 Pro loaded on system	Microsoft Windows 8 Professional class 64-Bit laptop with Microsoft Windows 7 Pro loaded on system
Processor	4 <sup>th</sup> Generation intel Core i3 (2.2 HZ GHz) Must support Virtualization	4 <sup>th</sup> Generation Intel Core i5- (2.820GHz, )Must support Virtualization
Trusted Platform Module	Yes	Yes
Memory	4.0GB, 1600MHz with at least one (1) free slot for additional memory, expandable to 8.0GB	8.0GB, 1600MHz, with at least one (1) free slot for additional memory, expandable to 16.0GB
Video	256MB	Installed 512MB (non-shared memory)
Video Display	14.1 Inch, WXGA	14.1 Inch, WXGA
Hard Drive	500GB, 7200 RPM	1000 GB, 7200 RPM
Floppy Drive	None	None
Optical Drive	8X DVD +/-RW	8X DVD +/-RW
USB Ports	Four (4) USB v2.0 or v3.0 (**Minimum of one (1) of these ports must be USB v3.0)	Four (4) USB v2.0 or v3.0 (**Minimum of one (1) of these ports must be USB v3.0)
HDMI or DisplayPort	One (1) HDMI v1.4 OR One (1) DisplayPort	One (1) HDMI v1.4 OR One (1) DisplayPort
Serial Ports	None	None
PCMCIA Slot	None	None
Operating System Software	Genuine Windows® 8.1 Pro (64 bit) Downgrade able to Windows® 7 Professional 32/64 bit (English).	Genuine Windows® 8.1 Pro (64 bit) Downgrade able to Windows® 7 Professional 32/64 bit (English).
Integrated NIC	Integrated Gigabit Ethernet (10,100,1000), Wake on LAN	Integrated Gigabit Ethernet (10,100,1000), Wake on LAN
Internal Wireless Adapter	Supports 802.11 b/g/n, WPA2/PSK/Enterprise, EAP/PEAP/MS-CHAP-V2	Supports 802.11 b/g/n, WPA2/PSK/Enterprise, EAP/PEAP/MS-CHAP-V2
Webcam	2.0 Megapixels, 30 fps@720p, Flash compatible, Windows 8/7 compatible	2.0 Megapixels, 30 fps@720p, Flash compatible, Windows 8/7 compatible
Power	A/C adapter w/ 3' power cord	A/C adapter w/ 3' power cord
Battery	Battery Life average - 4 hrs	Battery Life average - 6 hrs

<b>Carrying Case</b>	Yes	yes
<b>Hardware Warranty</b>	3 Year, Next Business Day, On-Site	3 Year, Next Business Day, On-Site
<b>Keep Hard Drive</b>	Yes, 3 Years	Yes, 3 Years
<b>Service and Support</b>	Enhanced 24X7	Enhanced 24X7
<b>Energy Consumption</b>	Unit must meet current EPA Energy Star requirements	Unit must meet current EPA Energy Star requirements
<b>Environmental</b>	Unit must meet or exceed EPEAT Silver requirements	Unit must meet or exceed EPEAT Silver requirements

The technical proposal should contain the complete configuration and the details as per the above mentioned format. The Make, Model and Part number are mandatory fields. Proposals without the part numbers may be disqualified. You should clearly mention in the technical proposal any deviation in the configuration of the product proposed by you *vis-à-vis* our requirements. Commercial details should not be stated in the technical proposal. If technical brochures are available, the same should be submitted along with the technical proposal.

## 2. Eligibility Criteria:

The minimum eligibility criteria for selecting the vendors for the purpose stated above have been listed in this section. All vendors are requested to study the pre-qualification criteria listed below carefully and submit the bids only if they fully qualify for bidding for the relevant services.

## 3. Bid Terms:

1. Company should be registered under the Companies Act 1956 (MOA & Incorporation Certificate)
2. Company should have minimum turnover of 50 Cr or above for last 3 financial years.
3. Company should be profitable for last 3 financial years.
4. Company should have minimum 10 years' experience as a SI in IT industry.
5. Company should be a registered partner for the OEM (MAF should attached)
6. Company should have registered office in minimum 3 locations across India. Preferably major metro Cities
7. Company should supplied Laptop/Desktop (100 Nos of Laptop/Desktop or Mix of both) to minimum 3 customers in India (Executed PO should be attached).
8. Company should have PF Registration Certificate & Service Tax Registration

9. Company should have valid Shop License under Shop and Establishment Act

### 3.1 General

- a) GJEPC reserves the right to revise or alter the scope of the assignment before acceptance of any bid. However, in such an eventuality, the vendor may be given an opportunity to consider such changes and revise the offer, if found necessary.

In case the products/ services offered deviates from the specifications of the products/ services as described in this RFP, the vendor should describe in what respect and to what extent the products/ services offered by him differs from our specifications even if the deviation is not very material.

- b) The vendor has to quote rate per unit in the Form E. The vendor has also to give total cost wherever applicable. Offers not indicating item-wise rates, wherever applicable, are liable for disqualification/rejection.
- c) The price/rate quoted by the vendor cannot be altered or changed due to escalation on account of cost of material. The price/rate quoted should be all inclusive prices, i.e., it shall include taxes, levies, duties, insurance, transportation etc.
- d) All the prices quoted by the vendor should be valid for a period of 90 days from the last date of bid submission.
- e) Vendors should ensure that they meet the eligibility criteria mentioned above in Section 2 for offering bids.
- e) All Responses by the vendors to this RFP should be binding on the vendor for a period of 90 days from the date of opening of bids.
- f) The scope of work for the assignment is described in Annexure I.
- g) The Terms and Conditions for the assignment are described in Annexure II.

### 3.2 Submission of Proposal

- a) The Vendor shall submit its company profile as per Form A of the RFP.
- b) The vendor shall furnish the details of past experiences of executing similar assignments to large clients in Form C.
- c) The Vendor will have to submit the details of top 5 assignments on the basis of value of order, wherein the vendor has executed similar assignments as per Form C of the RFP. GJEPC reserves the right to check with these customers about the credibility of the vendor and quality of service provided by the vendor.

- d) GJEPC reserves the right to adjust arithmetical or other errors in RFP, in the manner in which it considers suitable/deem fit. Any adjustments so made by the GJEPC shall be stated to the vendor, if GJEPC makes an offer to accept the vendor's proposal.
- e) The Forms A, B, C, D (Technical Proposal) and E (Commercial Proposal) of the RFP shall be **compulsorily** submitted along with the bids. Bids without these forms duly filled are liable for rejection.
- f) The vendor should submit the Technical and Commercial proposals in separate sealed envelopes. The quotations super scribed as 'Technical Proposal for Supply of Desktop & Laptop Computers at GJEPC ' and 'Commercial Proposal for Supply of Desktop & Laptop Computers at GJEPC ' should be addressed to

**Kind Attn: Mr. Mahesh Bhoir, Sr. Manager, EDP  
To,  
The Executive Director  
The Gem & Jewellery Export Promotion Council  
Tower A, AE1010, Bharat Diamond Bourse,  
Next to ICICI bank, BKC, Bandra (E) Mumbai - 400 051**

The proposals in response to this RFP should be submitted at the above address **before 17.30 hrs. of 03<sup>rd</sup> January 2015.**

- g) Bids should be valid for 90 days from the last date of opening of bids.
- h) The Vendors shall submit their offers strictly in accordance with the terms and conditions of RFP Document(s) as stated therein/herein. Any proposal, which stipulates conditions contrary to the conditions given in the RFP Document(s), is liable for rejection.
- i) The Vendor shall (whether or not he submits the bid) treat the details of the RFP Document(s) as ***confidential at all times.***
- j) GJEPC will not pay the Vendor any expenses, which may have been incurred in the Preparation of the RFP Document(s) for submission.
- k) The Vendor shall have complied with all requirements of law for submitting the bid to this RFP and for performance of the contract.
- l) **GJEPC does not bind itself to accept the lowest or any bid to this RFP and reserves the right to reject all or any bid or cancel the RFP without assigning any reason whatsoever. GJEPC has the right to re-issue the RFP without the vendors having the right to object against such re-issue.**
- m) In case the Vendor desires to clarify any issue of the RFP before submitting the proposal, the Vendor may contact Mr. Mahesh Bhoir, Senior Manager (EDP), Ph.: +91 22 26544625 and/or Mail: [mahesh@gjepcindia.com](mailto:mahesh@gjepcindia.com)

### 3.3 Evaluation of the Proposals

GJEPC will evaluate only those proposals, which meet the eligibility criteria as well as complete and responsive in all respects, for comparison and final selection. The evaluation criteria for selection shall be based on the requirements of GJEPC, the delivery & installation schedule of the vendor, the experience of the vendors in similar projects and customer feedback on products and services of the vendor. Also, sufficient expertise and experience of the vendors during the last five years in carrying out similar assignments for other companies and the eligibility criteria as given in the RFP will be part of the evaluation criteria.

### 3.4 Selection Criteria

The GJEPC will award the contract to the successful Bidder whose proposal has been determined to be substantially responsive and has been determined as the most competent bid as per the technical evaluation criteria of GJEPC, provided further that the vendor is determined to be qualified to perform the assignment satisfactorily. However, the GJEPC shall not be bound to accept the lowest or any bid and in accordance with clause 3.2 stated above, GJEPC reserves unequivocally the right to accept any bid, wholly or in part. The final selection of the bidder will be based on techno-commercial evaluation of the proposals of the eligible bidders.

### 3. Formats to be submitted by the Vendor:

<b>Forms for submitting Bids</b>	<b>Explanatory note</b>
<b>Technical Proposal</b> A : Vendor's Particulars B : Technical details of the product C : Customers' List & Experience of similar assignments D : Terms and Conditions as agreed	Bids for each of the Products/Services should be submitted in the relevant Forms as given below
<b>Commercial Proposal</b> E : Rates of the products and services	



**Technical Proposal**  
**FORM A**  
**VENDOR'S PARTICULARS FOR SUBMITTING OFFERS**

1	Name of the Company			
2	Registered Office Address			
3	Date and Year of Incorporation			
4	In the business of computer hardware since (the year)			
5	Details for Correspondence: Contact Person's Name & Designation Address & Telephone No/s, Fax No/s, E-mail ID			
6	Whether your company is registered under Municipal Act and/or Maharashtra Govt. Shops and Establishment (Give Regn. No.)			
7	Income Tax no. (GIR/PAN) (Attach Photostat / true copy of latest Income Tax Clearance Certificate)			
8	Sales Tax Regn. No. and Date (Attach Photostat / true copy of latest Sales Tax Clearance Certificate)			
9	Financial Details (for last 3 years) a. Turnover (Rs. In lakhs) b. Profit after Tax (Rs. In lakhs)	2013-14	2012-13	2011-12
10	If the vendor is Authorized Partner/Dealer, mention the name of principal company and the relationship, like, distributor, dealer, etc. *			
11	Brief particulars of facilities for support and maintenance of equipment and availability of spares			
12	Details regarding technical support persons (like, number of personnel, qualifications, number of years of experience, etc.) of the company			

**\* Please attach copies of certificates issued by the principal company in this regard**

Note:

- a) The vendor should attach the relevant documents related to Financial details such as balance-sheet and Profit and loss statement etc.  
b) Any Deviation from General Terms & Conditions, which the vendor wishes to furnish.

Date:  
Place:

Signature:  
Name:  
Designation:  
Company:  
Seal of the Company:

**Form B**  
**TECHNICAL DETAILS OF THE DESKTOP**

Parameters	Specifications-Model 1	Offered(Y/N)	Deviation if any
Make/Model	Only one Model meeting the specifications should be quoted.		
Form Factor	Mini / Micro Tower ATX Form Factor (size should not be more than 12 cm x 40 cm x 36 cm)		
Processor	Intel® Core™ i3		
Memory	4 GB		
Maximum Memory	8 GB		
Total Memory slots	2 DIMM slots; Non-ECC dual-channel 1333 MHz DDR3 SDRAM		
Free Memory slots available for future expansion	1		
Hard Disk Capacity	500 GB		
Optical Drive	yes		
Monitor	18.5 " TFT LCD Monitor or higher		
Network Controller	Integrated 10/100/1000 Gigabit LAN		
Keyboard	USB QuietKey™ Keyboard Minimum 104 keys Heavy Duty, 20 million keystrokes or above ( same make and color as base PC)		
Mouse	2 Button USB Optical Scroll Mouse		
Power supply Unit (PSU)	Energy Star 5.0 compliant		

Certification	Environmental Standards (eco-labels): ENERGY STAR®		
Operating System	Genuine Windows® 8.1 Pro (64 bit) Downgrade able to Windows® 7 Professional 32/64 bit (English).		
I/O Interfaces	4 USB 2.0 ports, 2 front, 2 rear; 1 RJ-45; 1 VGA; 1 Serial; 2 Line-in (stereo/microphone); 2 Line-out (headphone/speaker)		
Warranty	Comprehensive 3 years' on-site warranty		
<b>Delivery period</b>	<b>15 working days non-road permit locations and 21 working days for road permit locations from the date of confirmed P.O.</b>		

Parameters	Specifications-Model 2	Offered(Y/N)	Deviation if any
Make/Model	Only one Model meeting the specifications should be quoted.		
Form Factor	Mini / Micro Tower ATX Form Factor (size should not be more than 12 cm x 40 cm x 36 cm)		
Processor	Intel Pentium Dual Core G3220 or AMD equivalent		
Memory	8 GB		
Maximum Memory	16 GB		
Total Memory slots	2 DIMM slots		
Free Memory slots	1		

available for future expansion			
Hard Disk Capacity	1000 GB		
Optical Drive	Yes		
Monitor	18.5 " TFT LCD Monitor or higher		
Network Controller	Integrated 10/100/1000 Gigabit LAN		
Keyboard	USB QuietKey™ Keyboard Minimum 104 keys Heavy Duty, 20 million keystrokes or above ( same make and color as base PC)		
Mouse	2 Button USB Optical Scroll Mouse		
Power supply Unit (PSU)	Energy Star 5.0 compliant		
Certification	Environmental Standards (eco-labels): ENERGY STAR®		
Operating System	Genuine Windows® 8.1 Pro (64 bit) Downgrade able to Windows® 7 Professional 32/64 bit (English).		
I/O Interfaces	4 USB 2.0 ports, 2 front, 2 rear; 1 RJ-45;1 VGA; 1 Serial;2 Line-in (stereo/microphone); 2 Line-out (headphone/speaker)		
Warranty	Comprehensive 3 years' on-site warranty		
<b>Delivery period</b>	<b>15 working days non-road permit locations and 21 working days for road permit locations from the date of confirmed P.O.</b>		

**TECHNICAL DETAILS OF THE LAPTOP**

Parameter	Specifications-Model 1	Offered(Y/N)	Deviation if any
	The below configuration should match only with enterprises segment laptop, commercial.		
Processor	Intel(R) Core(TM) i3		
Operating System	Genuine Windows® 8.1 Pro (64 bit) Downgrade able to Windows® 7 Professional 32/64 bit (English) with media.		
Memory	4GB DDR3 operating at minimum 1333 MHz SDRAM		
Hard Disk	500 GB SATA 5400 rpm HDD or Higher		
Optical Disk Drive	8 X DVD +/- RW Drive		
Display	14.0" HD LED Backlit Display (Resolution 1366x768)		
Audio	Integrated speakers		
Wireless Communications	Wireless 802.11.a/b/g/n, Bluetooth		
Wired Communications	10/100/1000 Mbps Gigabit Ethernet, software or external modem		
Expansions Ports	Serial USB 2.0x4, Microphone, camera with microphone VGA, RJ-45, Memory card reader, TPM 1.2, Integrated HDMI port		

Keyboard and Pointing Device	Single pointing keyboard, Backlit Keyboard with Rupee Symbol		
Power Supply	65W AC adaptor with cord wrapping		
Battery Type/life	6 cell Lithium-ion battery, minimum 3.5 hours of battery back-up		
Weight	2.1 kg (maximum) with 6-cell battery		
Certification	Energy star standard		
Carry Case	Carry Case/Bag Pack		
Warranty	3 years onsite warranty & support (including parts & labor). 3 year warranty for the battery and Adaptor		
Web Camera	Built-in High-Definition Camera with Microphone		
<b>Delivery period</b>	<b>15 working days non-road permit locations and 21 working days for road permit locations from the date of confirmed P.O.</b>		

Parameter	Specifications-Model 2	Offered(Y/N)	Deviation if any
	The below configuration should match only with enterprises segment laptop, commercial.		
Processor	Intel(R) Core(TM) i5		
Operating System	Genuine Windows® 8.1 Pro (64 bit) Downgrade able to Windows® 7 Professional 32/64 bit (English) with media.		
Memory	8 GB DDR3 operating at minimum 1333 MHz SDRAM		
Hard Disk	1 TB SATA 5400 rpm HDD or Higher		

Optical Drive	Disk	8 X DVD +/- RW Drive		
Display		14.0" HD LED Backlit Display (Resolution 1366x768)		
Audio		Integrated speakers		
Wireless Communications		Wireless 802.11.a/b/g/n, Bluetooth		
Wired Communications		10/100/1000 Mbps Gigabit Ethernet, software or external modem		
Expansions Ports		Serial USB 2.0x4, Microphone, camera with microphone VGA, RJ-45, Memory card reader, TPM 1.2, Integrated HDMI port		
Keyboard and Pointing Device		Single pointing keyboard, Backlit Keyboard with Rupee Symbol		
Power Supply		65W AC adaptor with cord wrapping		
Battery Type/life		6 cell Lithium-ion battery, minimum 3.5 hours of battery back-up		
Weight		2.1 kg (maximum) with 6-cell battery		
Certification		Energy star standard		
Carry Case		Carry Case/Bag Pack		
Warranty		3 years onsite warranty & support (including parts & labor). 3 year warranty for the battery and Adaptor		
Web Camera		Built-in High-Definition Camera with Microphone		
<b>Delivery period</b>		<b>15 working days non-road permit locations and 21 working days for road permit locations from the date of confirmed P.O.</b>		

**Note:** The vendor must provide response to all the fields as mentioned in the above table. The technical proposal should contain the complete configuration and the details as per the above mentioned minimum configuration. The Make, Model and Part number are mandatory fields. Proposals without the response to any of these fields will be disqualified. You should clearly mention in the technical proposal any deviation in the configuration of the product proposed by you *vis-à-vis* our requirements. Commercial details should not be stated in the technical proposal. If technical brochures are available, the same should be submitted along with the technical proposal.

**The vendor must provide the other details as mentioned below:**

1. The vendor should mention the warranty details in clear terms as per the requirements of GJEPC. The vendor should provide on-site comprehensive warranty on the same business day.
2. The vendor should also mention the details of maintenance and support after expiry of warranty period. GJEPC **expects that the delivery of all the equipments should be within a maximum time of two weeks (02) for non-road permit locations and three (03) weeks for road permit locations from the date of confirmed Purchase Order.** You are required to mention the delivery and installation schedule (from the date of confirmed purchase order) for the entire assignment.

Date:  
Place:

Signature:  
Name:  
Designation:  
Company:  
Seal of the Company

### **Form C** **LIST OF CORPORATE CUSTOMERS OF THE VENDOR**

The bidder must provide the details as per the below format for similar pan-India branch rollout projects of at least three customers.

Sr. No	Name of the Client, Contact person, Designation & Telephone No.	Date of the Assignment	Details of the assignment done for the client with Product Name, Model, etc.

**Note:** The list should include at least three corporate clients.

Date:  
Place:

Signature:  
Name:  
Designation:  
Company:  
Seal of the Company:



**Form D**  
**TERMS AND CONDITIONS AS AGREED**

Our company is agreeable to supply and install all the equipments and the necessary services to GJEPC as stated in the scope of work (Annexure I) and the General Terms and Conditions (Annexure II) of the RFP. A copy of the same duly signed by us is attached.

(The Bidder should sign each page of the Scope of Work and the General Terms and Conditions mentioned therein and attach with Form D in confirmation of the Terms and Conditions agreed by the Bidder. If the Bidder has reservations about any of the scope of work or Terms and Conditions mentioned therein, the same has to be stated as an additional Annexure to this Form and signed.)

Date:

Place:

Signature:

Name:

Designation:

Company:

Seal of the Company:

Commercial ProposalForm E: RATES OFFERED FOR THE PRODUCTS AND SERVICES**1) Commercial for non-road permits locations**

Sr. No.	Product /Service Description	Part Number	Unit Price (in Rs.) [exclusive of all taxes]
1	Desktop – Model 1		
2	Desktop – Model 2		
3	Laptop- Model 1		
4	Laptop – Model 2		
5	Ms office 2013		
6.	Symantec DLO		
	TOTAL		

**2) Commercial for road permits locations**

Sr. No.	Product /Service Description	Part Number	Price (in Rs.) [exclusive of all taxes]
1	Desktop – Model 1		
2	Desktop – Model 2		
3	Laptop- Model 1		
4	Laptop – Model 2		
5	Ms office 2013		
6.	Symantec DLO		
	TOTAL		

Note: Taxes and Octroi will be as per actuals as applicable.

Date:  
Place:

Signature:  
Name:  
Designation:  
Company:  
Seal of the Company:

Annexure I**Scope of Work for supply, installation and support for Desktop and Laptop Computers**

- The vendor shall supply and install the Desktops and Laptops as required by GJEPC and as mentioned above in Form B as per the rates agreed between the vendor and GJEPC.
- Supply and delivery of the Desktops and Laptops at the offices of GJEPC across the country will be the responsibility of the vendor.
- The vendor will be responsible for
  - ◆ Installing and configuring operating system.
  - ◆ Configuring the hostname.
  - ◆ Setting up local user account and local administrator account. The passwords will be communicated when the engineer reaches on site.
  - ◆ Installing the following as a part of standard image:
    - Ms office
    - Symantec Antivirus Client (to be provided by GJEPC) and update the antivirus signature (latest antivirus signatures should be downloaded from internet and carried to location be vendor engineer)
    - Adobe reader XI and above.
    - Adobe Flash Player.
    - Dot net framework 4 and higher.
    - JRE version 7 update 25 or higher.
    - Microsoft Navision client
  - ◆ Assigning IP address and connecting the Desktop on the network.
  - ◆ Add machine to domain.
  - ◆ Migrate User profile and data from old machine to new machine, wherever applicable.
  - ◆ Configuring the local printer and scanners.
- Post installation of desktop/ laptop, the engineer will require to handover the desktop/laptop to GJEPC IT Support and submit the installation note (properly filled) to GJEPC onsite personnel.
- The vendor shall ensure that all the equipment installed by the vendor provide the desired results all the time without any inconvenience to GJEPC.
- The products will have three years' (parts, labor & onsite) comprehensive warranty.
- During the warranty period of all the products, the vendor shall be in a position to provide necessary replacements for the Desktop/laptop as well as timely support to GJEPC through qualified manpower.
- The vendor shall be able to provide maintenance of all the products and support thereof to GJEPC after expiry of warranty period through an Annual Maintenance Contract as per the terms and conditions agreed between the vendor and GJEPC.

## Annexure II

### **Terms and Conditions applicable for supply and installation of Desktop and laptop Computers**

**All annexure and schedules shall form part of the general terms and conditions of the contract.**

#### **General**

- a) Service Window (Working hours) is considered to be between 9:45 A.M. to 5.30 P.M. from Monday to Saturday.
- b) The selected vendor will be required to sign a SLA with GJEPC for support and maintenance of the Desktop and laptop computers and UPS at the various branch offices or designated locations of GJEPC .
- c) The price/rate quoted by the vendor cannot be altered or changed due to escalation on account of variation in taxes, levies and cost of material. The price/rate quoted should be an inclusive price, i.e., it shall include taxes, levies, duties, insurance, transportation etc.
- d) All applicable taxes would be deducted at source at the applicable rate while making the payment.

#### **Delivery Schedule**

**GJEPC expects that the delivery of all the equipment's should be within a maximum time of two (02) weeks for non-road permit locations and three (03) weeks for road permit locations from the date of confirmed Purchase Order.** In case delivery schedules mentioned in the technical proposal/P.O of GJEPC is delayed, GJEPC may impose penalty or cancel the entire order. GJEPC may accept delayed delivery at prices reduced by a sum equivalent to 1% of total order value of every week of delay or part thereof of the delivery.

#### **Terms of payment**

The payment terms of the assignment will be as follows:

90% after successful installation and acceptance by GJEPC. The balance 10% will be paid after expiry of warranty period of three years. In case the products supplied by the vendor have any manufacturing defects/ poor workmanship/ inferior quality or the vendor is not able to adhere to the support committed in the proposal, GJEPC may decide to invoke the balance 10%.

The vendor should submit the original receipt of payment of Octroi, if any, along with the invoice for payment.

#### **Service Terms & Conditions**

- a) The vendor will be responsible for any mishap or accident during the installation /maintenance of the equipment which may occur due to negligence on part of the vendor.

- b) The vendor shall pay and be responsible for payment of all taxes, duties, levies, fees, costs or charges in respect of the products/ services rendered to GJEPC as part of the assignment. The vendor shall indemnify and keep indemnified GJEPC against claims in respect of above taxes, levies, duties, fees, costs, charges etc. All of the aforesaid taxes, duties, levies, fees, cost and charges shall be to the vendor's account and GJEPC shall not be required to pay any additional or extra amount on account of variation of the above charges if any, till the completion of work as per the contract to the satisfaction of GJEPC and no extra claim on this account will be entertained in any case.

### **Support and Maintenance Specific Terms**

- a) The vendor will provide on-site comprehensive maintenance services including repairs/ replacement of faulty parts for all equipment.
- b) The vendor will undertake that supplies of necessary maintenance equipment, tools and spare parts will be made available on a continuous basis.
- c) The vendor should provide equivalent or higher stand-by equipment in case the problem is not resolved within the stipulated time.
- d) In case the system is found non-repairable or is taking prolonged time in repair, it is vendor's liability to provide a standby system within agreed time as per SLA. This time shall be from the time of call logging and not the time of call attending. Product provided as a standby shall be a workable solution and may or may not be the exact configuration product. In such cases, permanent replacement shall be provided with equivalent or higher configuration part/system only within maximum 7 days of call logging. This shall be done at no extra cost to GJEPC .
- e) The cost and consequences, if any, would be borne by the vendor for the maintenance of the equipments.
- f) All parts replaced by the vendor must be new of same specification and make or, if such parts are not available in the market, parts of different make and quality would be accepted provided such request is made in writing.
- g) The Company should have enough spares in its inventory to service the equipment during the term of agreement. The spares should be of good quality, and should not endanger the brand-integrity of GJEPC's equipment.
- h) Insurance and any other charges for products/parts in movement for repair to and from vendor's workshop shall be liability of the vendor. However, GJEPC shall provide necessary documents required for legal bodies like Octroi Check-post, etc.

**-----End of RFP Document-----**