

BRANDED DESKTOP PROCUREMENT

REQUEST FOR PROPOSAL FOR BULK PROCUREMENT, INSTALLATION & MAINTENANCE OF DESKTOPS

DISCLAIMER

The information contained in this Request for Proposal (RFP) document or information provided subsequently to bidder(s) or applicants whether verbally or in documentary form by or on behalf of SHCIL Services Limited (SSL), 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 document is not an agreement and is not an offer or invitation by *SSL* to any parties other than the applicants who are qualified to submit the bids (“bidders”). 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. *SSL* 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. *SSL* may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

Document Details

Name of Organization	SHCIL Services Limited
RFP Reference No.	RFP/SSL/ITDESKTOP/2022-23/001
Requirement	Request for Proposal (RFP) For Branded Desktops Bulk Purchase of Supply, Installation and Maintenance of Desktops Quantity Details for Desktops: The requirement is for following number Desktops: <ol style="list-style-type: none">1. Core i5 Desktop – 40 numbers2. Core i9 Desktop – 02 numbers3. Core i7 Desktop – 10 numbers

BRANDED DESKTOP PROCUREMENT

Tender Fees (Non-refundable)	Tender Fees of Rs. 11,800/- (Tender Fee: Rs. 10,000 + GST@18%: Rs.1,800/-) shall be transferred in favor of SHCIL Services Ltd through NEFT on or before e-bid submission date. Upload the scanned receipt in e-tendering portal & an acknowledgment to Email ID: Rajendra.chaudhari@Shcilservices.com & Vinayak.Joil@Shcilservices.com is to be sent before bid submission date. Details of Bank Account for E-Payment is given below
Interest free Earnest Money Deposit (EMD)	Rs.1,00,000/- (in Indian Rupees One Lakh only) to be paid to SHCIL Services Limited as Earnest Money Deposit (EMD). The same should be submitted before submission of online bids by way of RTGS/NEFT on/or before 27 th September 2022 17.00 P.M. Bank Account No.: 00600340028869 Bank: HDFC Bank (FORT Branch) IFSC: HDFC0000060
Date of issue of RFP document	08 th September 2022
Pre-bid meeting	13 th September 2022, from 03:30 p.m. to 04:30 p.m. at SHCIL Services Ltd - SHCIL House, Plot No. 51, T.T.C. Industrial Area, M.I.D.C., Mahape Navi Mumbai PIN 400 710
Date of Submission of online technical and commercial (indicative price) bids	From 14 th September 2022 to 28 th September 2022 (Support will be available between 10:00 am to 05:00 pm on Monday to Friday)
E-bidding to be facilitated by	M/s e-Procurement Technologies Ltd.(ETL), Ahmedabad, on behalf of SHCIL Services Ltd
Address for online submission of bids	Bid must be submitted online on https://eauction.auctiontiger.net
Date for online Technical & Indicative Commercial Price bids opening	29 th September 2022 or onwards
Reverse Auction Date	Will be informed to qualified bidders. SSL is reserved the rights for Reverse Auction Process
Email Address	Vinayak.joil@shcilservices.com & Rajendra.chaudhari@shcilservices.com
Contact Details of M/s e-Procurement Technologies Ltd.(ETL), Ahmedabad	Call/write us for e-Tender Submission Cell Number: 9904406300 / 9510812960 / 9265562819 / 9265562821 Write to us by e-mail at: support@auctiontiger.net (Support will be available between 10:00am to 05:00pm on Monday to Friday)
This bid document is not transferable	

BRANDED DESKTOP PROCUREMENT

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Overview – About SHCIL Services Limited

SSL is a wholly owned subsidiary and broking arm of Stockholding Corporation of India Ltd. SSL offers stock broking services also into distribution of various investments viz. Mutual Fund Schemes, Initial Public Offers (IPOs) and OFS.

SSL has its registered office at Navi Mumbai and main operations office is the same.

Submission of Proposal:

The response to this RFP will be submitted by way of two stage bidding process. The technical proposal with the relevant information/documents/acceptance of all terms and conditions as described in this RFP document will be submitted to online Tender platform and commercial proposal item/material wise.

The bidders are requested to note that they cannot make their online submission after the time stipulated above and no extension of time will normally be permitted for submission of bid.

Objective of the RFP

Objective of this RFP is to procure Branded Desktops with a Bidder for supply, installation and maintenance of desktop / computer hardware listed in this RFP.

Due Diligence:

The bidder is expected to examine all instructions, Forms, Terms, Conditions and Specifications in this RFP. Bids shall be deemed to have been made after careful study and examination of this RFP with full understanding of its Implications. The Bid should be precise, complete with all details required as per this RFP document. Failure to furnish all information required by this RFP or submission of Bid not as per RFP requirements will be at the bidder's risk and may result in rejection of the bid and the decision of SSL in this regard will be final and conclusive and binding.

Cost of Bidding:

The bidder shall bear all costs associated with the preparation & submission of its bid and SSL will in no case be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

Clarifications regarding RFP Document:

- Before bidding, the bidders are requested to carefully examine the RFP Document and the Terms and Conditions specified therein, and if there appears to be any ambiguity, contradictions, gap(s) and/or discrepancy in the RFP Document, they should forthwith refer the matter to *SSL* for necessary clarifications.
- A bidder may obtain clarification for their queries on this RFP via email to rajendra.chaudhari@shcilservices.com, vinayak.joil@shcilservices.com
- *SSL* shall not be responsible for any external agency delays.
- *SSL* reserves the sole right for carrying out any amendments / modifications / changes in the bidding process including any addendum to this entire RFP
- At any time before the deadline for submission of bids / offers, *SSL* may, for any reason whatsoever, whether at its own initiative or in response to a clarification requested by bidders, modify this RFP Document.
- It may be noted that notice regarding corrigendum/addendums/amendments/response to bidders' queries, etc., will be published on *SSL*'s website only. Prospective bidders shall regularly visit *SSL*'s same website for any changes/development in relation to this RFP.
- *SSL* reserves the rights to extend the deadline for the submission of bids, if required. However, no request from the bidders for extending the deadline for submission of bids, shall be binding on *SSL*.
- *SSL* reserves the right to reject any or all the responses to RFPs / Bids received in response to this RFP at any stage without assigning any reason whatsoever and without being liable for any loss/injury that Bidder might suffer due to such reason. The decision of *SSL* shall be final, conclusive and binding on all the parties directly or indirectly connected with the bidding process.

Requirement details with Terms & Conditions

(1) Eligibility Criteria:

Only those Bidders who fulfill the following criteria are eligible to respond to the RFP. Document/s in support of all eligibility criteria are required to be submitted along with the Technical Bid. Offers received from the bidders who do not fulfill any of the following eligibility criteria are liable to be rejected. **Criteria (Documents to be submitted online along with Technical Bid)**

SN.	Criteria	Documents to be submitted by bidder / OEM
1	The bidder is a company/firm incorporated in India having Annual Turnover of at least Rs.20 Crores in previous three financial years i.e. 2019-20, 2020-21, and 2021-22(Audited/Unaudited). This must be individual company turnover and not group of companies.	Relevant documents of registration and copy of audited balance sheet of company/firm
2	The bidder should be the OEM or partner of the OEM for the quoted desktops	The bidder should provide Manufacturer's Authorization Letter (MAF)
3	The bidder should not be blacklisted by any Government, Government Body, PSU, Bank, Autonomous body for any reasons.	Self-declaration by the bidder on it Letter Head duly signed by the
4	The bidder should be in operating profit in the last three audited financial years i.e. 2019-20, 2020-21, and 2021-22 (Audited / Unaudited).	Copy of audited balance sheet of the company /firm showing the same
5	The bidder should have experience on supply of minimum 100 Desktops/Laptops under contract of Computer Hardware to single customer (Government/enterprise/corporate customers) in India during last three financial Years	Relevant document should be attached and signed by Authorised signatory.
6	OEM/Bidder should have minimum 3 years of experience of supply, installation and Maintenance of desktops/laptops	Self-declaration from OEM/bidder on their letter head duly signed
7	Bidder to abide by labour laws, human rights and regulations in their regions of business. Bidder to adhere to laws addressing child, forced or trafficked labour	Self-declaration from bidder on their letter head duly signed by Authorised signatory

(2) **Validity of bid:**

Bid should be valid for a minimum period of **90 days** in the event of delay in issuance of Purchase Order (PO) by SSL.

(3) **Location(s) for delivery, installation and support:**

SHCIL Services Ltd, SHCIL House, P-51, TTC Industrial Area, Mahape, Navi Mumbai 400710

(4) **Delivery:**

Within 4 to 6 weeks from the date of purchase order(s)

Short shipment or part shipment will be considered as delayed delivery

(5) **Installation Time:**

Within a weeks from the date of delivery as per SSL requirement..

(6) **Warranty:**

5-years of comprehensive on-site warranty and Support for NBD Resolution

(7) **Maintenance Support Duration:**

Comprehensive On-site for Hardware, installation / re-installation support for Operating System due to OS corruption or Hard Disk Drive failure during the warranty period

(8) **Response Time:**

Same or Next Business Day (NBD) from the time of problem reported for the supplied & installed desktops during entire warranty period

(9) **Resolution Time:**

For Metros Cities: Next Business Day (NBD) from the time the problem was reported for the supplied & installed desktops during entire warranty period during 9:00 a.m. to 6:00 p.m.

For Other than Metros Cities: Second Business Day (2BD) from the time the problem was reported for the supplied & installed desktops during entire warranty period during 9:00 a.m. to 6:00 p.m.

(10) **Payment Terms:**

(a) 70% payment within 15 days on delivery, submission of original tax invoice, delivery chalan duly certified by SSL and 5-years warranty confirmation should be reflected on product OEM portal for the warranty of procured desktops.

(b) Balance 30% payment within 15 days on installation, submission of installation report(s) for the supplied desktops from the bidder on their letter head mentioning the serial numbers of desktops and submission of 3% performance guarantee as per Govt. norms(Bank Guarantee / DD / FD / EMD etc) for the period of warrantee plus 2 months.

(11) **Taxes & levies:**

Applicable taxes at actual as per prevailing rate of taxes as per Government

notification. Applicable deduction if any may / will be recovered (deducted) from the payment(s)

(12) Scope of Work (SOW) / Service Level Agreement (SLA) for Maintenance Support during Warranty:

Bidder should provide following scope for providing comprehensive on-site support during warranty:

- (a) All supplied desktops must contain licensed factory installed Microsoft Windows 11 Professional Pro 64 bit with the custom image provided by SSL before delivery. Bidder must ensure that all devices provided comply with model specification for which contract has been awarded. Bidder will deliver desktop(s) at the required location(s) as per time lines of delivery & installation.
- (b) Successful Bidder and/or product OEM shall warrant that all goods supplied are new, unused and of the most recent or current models and shall incorporate all latest improvements in design and materials. Successful Bidder and product OEM should further warrant that the goods supplied should have no defect arising out of faulty design, inadequate and or inferior materials or workmanship or from any act of omission of the successful bidder, when used under normal use of the supplied goods in the conditions prevalent in India. Further, bidder and/or product OEM undertake to replace equipment, if found faulty during installation, within 7 days at no extra cost to SSL. Failing this, SSL may, at its discretion recover the amounts paid towards the equipment. Also successful bidder and product OEM should stock necessary equipment(s) for resolution of problem.

Successful bidder/OEM should deploy their technical staff for installation for each of the desktops includes installation, configuration of applications, and migration of existing data (work) files from old desktops system to supplied desktops.

- (c) The installation reports should be duly filled up by the Engineer who installs the desktop and submit to SSL with the signature of the SSL Employee. It is mutually agreed that this installation report will be the main document for future reference. The day on which the user signs the report will be considered as the date of installation.
- (d) SSL will log telephonic and/or e-mail complaints at the designated of Successful bidder and/or to product OEM as per the respective contact details provided for the technical support for problem resolution. Successful bidder should appoint trained & qualified workforce through their direct offices / authorized channel partners from product OEM to resolve the complaints. Successful bidder and/or

product OEM should provide a call number (docket number) for each of the calls logged to them.

During the warranty period, for any hardware failure, bidder and/or product OEM will respond and resolve the problem as per timelines specified for response and resolution clause. During the warranty period if the Operating System (OS) problem arises, bidder will install, re-install, configure, re-configure OS with the required patches, fixes, service pack(s), updates, upgrades etc. During entire warranty period successful bidder/OEM will provide support for OS & Motherboard drivers installation / re-installation /reconfiguration at site due to OS corruption or hard disk drive failure which attract OS & Motherboard drivers installation.

- (e) In case desktop need to be sent to the repair center (if needed) by the persons authorized by bidder and returned to the location at their expense. On such cases *SSL* will not bear the freight, labor charges or any other charges during warranty period.
- (f) In case of failure of SSD drive desktop(s), *SSL* will retain the failed SSD drive during the warranty period and failed SSD will not be given to bidder. Bidder will provide new SSD against the failed SSD during the warranty for such cases.
- (g) Successful Bidder hereby agrees to indemnify, protect and save *SSL* against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all the equipment offered by the bidder.
- (h) In case of replacement, successful Bidder and/or product OEM will provide desktop with equivalent or higher specifications for in case if the existing model is not available during warranty period.
- (i) All accessories must be provided directly by the OEM and must adhere to quality standards equivalent to quality and class of device provided. Connectors/adapters if provided must ensure that these do not in any way adversely impact the performance standard of any component and/or the device as a whole.
- (j) Comprehensive On-site for Hardware, installation / re-installation support for Operating System due to OS corruption or Hard Disk Drive failure during the warranty period
- (k) Data Migration from old existing Hard Disk Drive(s) to Hard Disk Drive supplied with Desktop PC.
- (l) Successful bidder will make their technical staff available on call to *SSL* on a 9:00 a.m. to 6:00 p.m. basis for resolution of any problem about supplied & installed desktops as per location(s) mentioned in the respective purchase

order(s).

(m) Successful Bidder will do Data Migration from existing desktop PCs (HDD) to supplied Intel Core- i5 Desktop PCs

(13) Penalty:

(a) Penalty at minimum 0.5% of the purchase value per equipment per day subject to maximum of 5% may be levied beyond installation schedule on un-installed equipment for delay or part thereof in delayed installation

(b) Penalty at minimum 1% of purchase order value of each equipment per day delay in adhering to SLA terms for the response, resolution and support as mentioned in Scope of Work and SLA may be levied subject to maximum of 10% of the Purchase Order Value.

(c) However, the penalty may / will be waived off for Non-Adherence to SLA due to reasons mentioned in the Force Majeure or because of delays attributable to SSL. In such case(s) the bidder should notify SSL of the reasons for the delay within reasonable timelines.

(14) Bids Preparation and Submission Details:

1. Technical Bid (Annexure - 3) (50% Weightage)

- a. The bidder will submit the Technical Bid and bidders profile in PDF file as per (Annexure – 1 & 2)
- b. OEM/bidder will need to submit their proposed models with details in technical bid. SSL at its sole discretion shall shortlist eligible models proposed in technical bid.
- c. There should not be any hidden / conditional costs in the bids and in the event of their presence in the bid, the bid is liable to be rejected.
- d. No indications pertaining to price or commercial terms should be made in the Technical Bid submission. If any price indications are made, then the bid is liable to be rejected.
- e. No open ended / conditional bid shall be entertained and is liable for rejected

2. Commercial (Indicative Price) Bid (50% Weightage)

- a. The bidder will submit Commercial Bid online in password protected PDF file as per the format given (refer Annexure - 4)
- b. The final price (L1) will be decided only on successful completion of commercial and technical evaluation including Reverse auction process. SSL solely reserved the rights for Reverse Auction process.

3. Submission of Bids

- a. The required documents for Eligibility Criteria and Technical Bid, Commercial Bid must be submitted. Technical Bid and Commercial Bid should be complete in all respects and contain all information asked for in this RFP document.
- b. The offer should be valid for a period of at least 90 days from the date of submission of bid.
- c. The bidder shall fulfill all statutory requirements as described by the law and Government notices. The bidder shall be solely responsible for any failure to fulfill the statutory obligations and shall indemnify *SSL* against all such liabilities, which are likely to arise out of the bidder's failure to fulfill such statutory obligations.
- d. The bidder shall be solely responsible for any injury, damage, accident to the workman employed by the bidder for any loss or damage to the equipment/property in the areas of work as a result of negligence/carelessness of its deployed resources.
- e. No request for any further extension of the above deadline shall be entertained. Delayed and/or incomplete bid shall not be considered.
- f. All employees engaged by the bidder shall be comprehensively insured for accidents and injuries by the bidder at his/her/their cost.
- g. Bidders are advised to submit their online Technical and commercial bids well before the last date of submission.
- h. There may not be any extension(s) to the last date of online submission of Technical and commercial bids. This will be at the sole discretion of *SSL*.
- i. *SSL* solely reserves the rights for Reverse Auction process and further negotiation.

4. Evaluation of Bids

SSL will evaluate the bid submitted by the bidders under this RFP. The eligibility bid submitted by the bidder will be evaluated against the eligibility criteria set forth in the RFP. The bidder needs to comply with all the eligibility criteria mentioned in the RFP to be evaluated for evaluation. Non-compliance to any of the mentioned criteria would result in outright rejection of the bidder's proposal. The decision of *SSL* would be final and binding on all the bidders to this document. *SSL* may accept or reject an offer without assigning any reason whatsoever. The bidder is required to comply with the requirement mentioned in the RFP.

- a. Please note that all the information desired needs to be provided. Incomplete information may lead to non-consideration of the proposal.
- b. The information provided by the bidders in response to this RFP document will become the property of *SSL*.

(15)Force Majeure:

Neither the SSL nor the Bidder shall be responsible for any failure to fulfill any term or condition of the CONTRACT if and to the extent that fulfillment has been delayed or temporarily prevented by a Force Majeure occurrence, defined as "Force Majeure". For purposes of this clause, "Force Majeure" mean an event beyond the control of the Parties and which prevents a Party from complying with any of its obligations under this Contract, including but not limited to: acts of God not confined to the premises of the Party claiming the Force Majeure, flood, drought, lightning or fire, earthquakes, strike, lock-outs beyond its control, labour disturbance not caused at the instance of the Party claiming Force Majeure, acts of government or other competent authority, war, terrorist activities, military operations, riots, epidemics, civil commotions etc.

The Party seeking to rely on Force Majeure shall promptly, within 5 days, notify the other Party of the occurrence of a Force Majeure event as a condition precedent to the availability of this defense with particulars detailed in writing to the other Party and shall demonstrate that it has taken and is taking all reasonable measures to mitigate the events of Force Majeure. And, all Parties will endeavor to agree on an alternate mode of performance in order to ensure the continuity of service and implementation of the obligations of a party under the Contract and to minimize any adverse consequences of Force Majeure. Each PARTY shall bear its own cost in relation to the force majeure occurrence.

However, any failure or lapse on the part of the Bidder to mitigate the damage that may be caused due to the above-mentioned events or the failure to provide adequate disaster management/recovery or any failure in setting up a contingency mechanism would not constitute force Majeure, as set out above.

If the duration of delay exceeds ninety (90) consecutive or one hundred eighty (180) cumulative days, SSL and the Bidder shall hold consultations with each other in an endeavor to find a solution to the problem. Notwithstanding above, the decision of the SSL, shall be final and binding on the bidder.

(16)Dispute Resolution:

In the event of any dispute arising out of or in connection with this purchase order, the parties shall use their best endeavor to resolve the same amicably AND if the dispute could not be settled amicably, the matter shall be settled in the court under Mumbai jurisdiction only. The final payment will be released only after the

bidder complies with above-mentioned clause

(17)Right to alter RFP:

- (a) SSL reserves the right to alter the RFP terms and conditions at any time before submission of the bids.
- (b) SSL reserves the right to cancel the RFP/contract.
- (c) SSL reserves the right to purchase similar device from anyone else within contractual period should the need arise at same rate.
- (d) SSL reserves the right to modify, amend, alter and/or cancel the entire RFP at any stage without assigning any reason whatsoever.
SSL's decision in this regard will be final and binding on all bidders.

(18)No Commitment to accept lowest or any other bid (RFP):

SSL shall be under no obligation to accept the lowest or any other offer received in response to this tender (RFP) notice. SSL further reserves the right to reject any or all offers based on its own evaluation of the offers received, or on the basis of stability, capabilities, track records, reputation among users and other similar credentials of a bidder. When SSL makes any such rejection, SSL will not be bound to give any reason and/or justification in this regard to the bidder.

(19)Integrity Pact:

The bidder will have to enter into an Integrity Pact with SHCIL Services Limited. The format (text) for the Integrity Pact is provided as **Annexure - 7**. The bidder will have to submit a signed and stamped copy of the Integrity Pact by the authorized signatory.

(20)Non-Disclosure Agreement (NDA):

The successful bidder will sign a Non-Disclosure Agreement (NDA) with SHCIL Services Limited. The draft text of the NDA will have to be approved by legal department of SHCIL Services Limited

(21)Indemnify

The bidder should hereby indemnify, protect and save SSL against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all the equipment offered by the bidder. Any publicity by bidder in which name of SSL is used should be done only with the explicit permission of SSL.

(22) Exit clause

SSL reserves the right to terminate this Agreement by giving 1 month notice, if it is not satisfied with the Services. Reasonable number of incidents of the non-performance of the obligations by the bidder as per this Agreement will be provided before the termination notice is served on the bidder. In case of termination, payments due till the date of termination only would be paid. Balance payment for remaining Agreement Term will not be paid to the bidder.

(23) Order Cancellation

SSL reserves the right to cancel the order in the event of the Bidder failing to deliver services as specified by SSL as per the Service Level Agreements. SSL reserves full right and authority to cancel such order and will also be entitled to claim liquidated damages for the same in addition to and without prejudice to all other rights and remedies that may be available to SSL. In case of serious discrepancy in services provided, SSL may cancel the entire purchase order.

(24) Sub-Contracting

No Sub-Contracting is allowed for this RFP.

(25) Country Border

As per Annexure -12 .

Annexure – 1 - Details of Bidder’s Profile

(To be submitted along with technical bid on Company letter head)

Details filled in this form must be accompanied by sufficient documentary evidence, in order to verify the correctness of the information.

Sr. No.	Parameters	Response	
1	Name of the Firm/Company		
2	Year of Incorporation in India		
3	Names of the Partners/Directors		
4	Company PAN no		
5	Company GSTN no. (please mention)		
4	Name and Address of the Principal		
5	Addresses of Firm/Company		
	a) Head Office		
	b) Local Office in Mumbai(if any)		
6	Authorized Contact person		
	a) Name and Designation		
	b) Telephone number		
	c) E-mail ID.		
7	Financial parameters		
	Business Results (last three years)	Annual Turnover (Rs. in Crores)	Operating Profit (Rs. in Crores)
	2018-19		
	2019-20		
	2020-21		
	(Only Company figures need to be mentioned not to include)	(Mention the above Amount in INR only)	
	Details of Reference Customer		
	Customer Name and Contact No.	Brief Details of hardware supplied	PO number and Date(Attached PO with masked price)
	1		
	2		
3			
4			

N.B. Enclose copies of Audited Balance Sheet along with enclosures

Dated this..... Day of 2022

(Signature)

(In the capacity of)

Duly authorized to sign bid with seal for & on behalf of (Name & Address of the Bidder)

Note:

1. Letter of Authorization shall be issued by either Managing Director having related Power of Attorney issued in his favour or a Director of the Board for submission of Response to RFP/ Tender.
2. All self-certificates shall be duly signed and Stamped by Authorized signatory of the bidder Firm unless specified otherwise.
3. Bidder response should be complete; Yes/No answer is not acceptable...
4. Details of clients and relevant contact details are mandatory. Bidder may take necessary approval of the clients in advance before submission of related information. SSL will not make any separate request for submission of such information.

Annexure – 2 - Eligibility Criteria

SN.	Criteria	Documents to be submitted by bidder / OEM
1	The bidder is a company/firm incorporated in India having Annual Turnover of at least Rs. 20 Crores in previous three financial years i.e. 2019-20, 2020-21, and 2021-22. This must be individual company turnover and not group of companies.	Relevant documents of registration and copy of audited balance sheet of company/firm
2	The bidder should be the OEM or partner of the OEM for the quoted desktops	The bidder should provide
3	The bidder should not be blacklisted by any Government, Government Body, PSU, Bank, Autonomous body for any reasons.	Self-declaration by the bidder on it Letter Head duly signed by the
4	The bidder should be in operating profit in the last three audited financial years i.e. 2019-20, 2020-21, and 2021-22.	Copy of audited balance sheet of the company
6	The bidder should have experience on supply of minimum 100 Desktops/Laptops under contract of Computer Hardware to single customer (Government/enterprise/corporate customers) in India during last three financial Years	Relevant document should be attached and signed by Authorised signatory
7	OEM/Bidder should have minimum 3 years of experience of supply, installation and Maintenance of desktops/laptops	Self-declaration from OEM/bidder on their letter head duly
8.	Bidder to abide by labour laws, human rights and regulations in their regions of business. Bidder to adhere to laws addressing child, forced or trafficked labour	Self-declaration from bidder on their letter head duly signed by Authorised signatory

(Documents to be submitted along with Technical Bid)

Note:

1. Letter of Authorization shall be issued by either Managing Director having related Power of Attorney issued in his favor or a Director of the Board for submission of Response to RFP
2. All self-certificates shall be duly signed and Stamped by Authorized signatory of the Bidder Firm unless specified otherwise.
3. Bidder response should be complete, Yes/No answer is not acceptable.
4. Details of clients and relevant contact details are mandatory. Bidders may take necessary approval of the clients in advance before submission of related information. SSL will not make any separate request for submission of such

information.

Dated this..... Day of 2022

(Signature)

(In the capacity of)

Duly authorized to sign bid with seal for & on behalf of (Name & Address of the Bidder)

Annexure – 3 – Technical Bid

Technical Specification of Desktop for Intel Core-i5 – (Type-01)

Sr. No	Component	Our Requirement (Intel Based)	Compliance (Y/N)	Deviation (if any)
1	Model & Make			
2	URL for Verification			
3	Cabinet	Micro Tower with power cord		
4	Processor	Intel Core-i5 i5-12500 3.0 GHz VPro Processor base frequency upto 4.6 GHz, Max Turbo Frequency , 18 MB Cache 12 th Generation (VPro Ent. full featured support) or higher VPro processor,		
6	Chipset	Intel Q670 Chipset or higher /better. with VPro full featured Enterprise support. Wake on LAN feature		
7	Memory	16GB DDR4 2666 MHz or higher FSB RAM, upgradeable up to 64GB with minimum 2 DIMM slots / sockets ((1 x 16 GB DDR4 populated in Single Memory Slot)		
8	Memory Slots	Minimum 2 DIMM Slots for Memory		
9	Graphics Adapter	Integrated UHD Graphics		
10	Display Port	1 x VGA, 1 x DP / HDMI		
11	Monitor	OEM make 20" LED (should be same as quoted for a desktop brand) should be TCO certified		
12	Hard Disk Drive / Internal Storage	1TB PCIe NVMe SSD with interface cable and power connector AND Populated power connector for additional 3.5" SATA HDD/Device		
13	SATA Ports	Minimum 2 SATA 6.0Gb/s SATA device ports		
14	Bay for SATA device	Bay 1 x 3.5" for required Internal SATA Hard Disk Drive		

15	Keyboard	OEM make Wired USB 104 keys keyboard (should be same as quoted for a desktop brand)		
16	Mouse	OEM make Wired USB Optical Mouse with Mouse Pad (should be same as quoted for a desktop brand)		
17	Network Adapter	10/100/1000 Mbps Integrated Ethernet Controller with Wake on LAN support		
18	Security	Hardware TPM 2.0 or above, Chassis Lock Support		
19	Power Supply	180 Watt, Auto Power Sensing, Minimum 85% efficiency		
20	Ports	Min 4 USB Port, 2xUSB2.1 & 2xUSB3.1, 1xMicrophone / Headphone 1xEthernet (RJ- 45), 1xVGA, DP/HDMI Port audio in/out, Headphone and Microphone jack, 1 PCIe x 16, 1 PCIe x 1		
21	Operating System	Windows 10 Pro 64bit (Original Factory installed OEM license) with OS OEM media, should be upgradable to Windows 11 Pro 64bit without upgrading hardware. All supplied Desktops must contain		
22	OS Support	Comprehensive On-site for Hardware, installation / re-installation support for Operating System due to OS corruption or Hard Disk Drive failure during the warranty period		
23	OS Image	OEM has to provide OS image / partition for OS recovery in case of OS corruption for Intel Endpoint Management Engine Platform using vPro supported features		

24	Data Transfer	Vendor has to do data transfer from hard disk of existing Desktop PC to supplied Desktop PC. Vendor should provide SATA Cable & Power Connector for SATA Hard Disk Drive for Data Transfer	
25	Energy Efficient	ENERGY STAR, EPEAT Registered	
26	Warranty	5-years of comprehensive on-site warranty and Support for NBD Resolution for Metro Cities and 2BD for other than Metro Cities	
27	Warranty confirmation	OEM and Vendor has to provide confirmation on Letter Head for 5-years comprehensive on-site warranty for the supplied Desktop PCs with above terms & conditions	
28	Factory OS original OEM license confirmation	Vendor has to provide confirmation on Letter Head confirming that the supplied Desktop PCs are certified & configured with factory installed OEM license of Windows 11 Pro 64bit.	

Technical Specification of Desktop for Intel Core-i9 – (Type-02)

Sr.No	Component	Our Requirement (Intel Based)	Compliance (Y/N)	Deviation (if any)
1	Model & Make			
2	URL for Verification			
3	Cabinet	Micro Tower with power cord		
4	Processor	Intel Core-i7 i9-12900 (2.4 GHz base frequency upto 5.1 Ghz Max Turbo frequency 30MB Cache 16 Cores VPro Processor 12th Generation (VPro Enterprise full featured support) or higher		
5	Chipset	Intel Q670 Chipset or higher/better with VPro full featured support		
6	Memory	32 GB DDR4 3200 MHz or higher FSB RAM, upgradeable up to 128 GB with minimum 4 DIMM slots / sockets		
7	Memory Slots	Minimum 4 DIMM Slots for Memory		
8	Graphics Adapter	8 GB Graphic card with 4 video ports		
9	Display Port	2 x HDMI, 4 x DP.		
10	Monitor	OEM make 23.8" LED (should be same as quoted for a desktop brand) should be TCO certified with required cables & power cord		
11	Hard Disk Drive / Internal Storage	1TB PCIe NVMe SSD with interface cable and power connector AND Populated power connector for additional 3.5" SATA HDD/Device		
12	SATA Ports	Minimum 2 SATA 6.0Gb/s SATA device ports		
13	Bay for SATA device	Bay 1 x 3.5" for required Internal SATA Hard Disk Drive		
14	Keyboard	OEM make Wired USB 104 keys keyboard (should be same as quoted for a desktop brand)		
15	Mouse	OEM make Wired USB Optical Mouse with Mouse Pad (should be same as quoted for a desktop brand)		
16	Network Adapter	10/100/1000 Mbps Integrated Ethernet Controller		

17	Security	Hardware TPM 2.0 or above, Chassis Lock Support		
18	Power Supply	550 Watt, Auto Power Sensing, Minimum 92% efficiency		
19	Ports	Min 8 USB Port, 1 USB Type C & 6xUSB3.2, 1xMicrophone / Headphone 2 x Ethernet (RJ-45), DP/HDMI, 1 x Mic, 1 x Audio (Sound Out)		
20	Operating System	Windows 10 Pro 64bit (Original Factory installed OEM license) with OS OEM media, should be upgradable to Windows 11 Pro 64bit without upgrading hardware. All supplied Desktops must contain a licensed factory installed Microsoft Windows 10 Professional pro 64-bit with the custom image provided by SSL before Delivery.		
21	OS Support	Comprehensive On-site for Hardware, installation / re- installation support for Operating System due to OS corruption or Hard Disk Drive failure during the warranty period		
22	OS Image	OEM has to provide OS image / partition for OS recovery in case of OS corruption for Intel Endpoint Management Engine Platform using vPro supported features		
23	Data Transfer	Vendor has to do data transfer from hard disk of existing Desktop PC to supplied Desktop PC. Vendor should provide SATA Cable & Power Connector for SATA Hard Disk Drive for Data Transfer		
24	Warranty	5-years of comprehensive on-site warranty and Support for NBD Resolution for Metro Cities and 2BD for other than Metro Cities		

25	Warranty confirmation	OEM and Vendor has to provide confirmation on Letter Head for 5-years comprehensive on-site warranty for the supplied Desktop PCs with above terms & conditions		
26	Factory OS original OEM license confirmation	Vendor has to provide confirmation on Letter Head confirming that the supplied Desktop PCs are certified & configured with factory installed OEM license of Windows 10 Pro 64bit.		

Technical Specification of Desktop for Intel Core-i7 – (Type-03)

Sr.	Component	Our Requirement (Intel Based)	Compliance	Deviation (if)
1	Model & Make			
2	URL Verification for			
3	Cabinet	Micro Tower with power cord		
4	Processor	Intel Core-i7 i7-12700 2.1 GHz base frequency upto 4.8Ghz Max Turbo frequency 25MB Cache 12 Cores VPro Processor 12th Generation (VPro Enterprise full featured support) or higher VPro Processor		
6	Chipset	Intel Q670 Chipset or higher/better with VPro full featured support		
7	Memory	32 GB DDR4 3200 MHz or higher FSB RAM, upgradeable up to 64 GB with minimum 2 DIMM slots / sockets		
8	Memory Slots	Minimum 2 DIMM Slots for Memory		
9	Graphics Adapter	Integrated UHD Graphics		
10	Display Port	1 x VGA, 1 x DP, 1x HDMI		
11	Monitor	OEM make 23.8" LED or more (should be same as quoted for a desktop brand) should be TCO certified with required cables and Power cord (Indian)		

12	Hard Disk Drive / Internal Storage	1TB PCIe NVMe SSD with interface cable and power connector AND Populated power connector for additional 3.5" SATA HDD/Device		
13	SATA Ports	Minimum 2 SATA 6.0Gb/s SATA device ports		
14	Bay for SATA device	Bay 1 x 3.5" for required Internal SATA Hard Disk Drive		
15	Keyboard	OEM make Wired USB 104 keys keyboard (should be same as quoted for a desktop brand)		
16	Mouse	OEM make Wired USB Optical Mouse with Mouse Pad (should be same as quoted for a desktop brand)		
17	Network Adapter	10/100/1000 Mbps Integrated Ethernet Controller with Wake on LAN support		
18	Security	Hardware TPM 2.0 or above, Chassis Lock Support		
19	Power Supply	180 Watt, Auto Power Sensing, Minimum 90 % efficiency		
20	Ports	Min 8 USB Port,1 USB Type C 6xUSB3.2, 1xMicrophone / Headphone 2 x Ethernet (RJ- 45) (Onboard + Additional), 1xVGA, DP, HDMI Port audio in/out, Headphone and Microphone jack, 1 PCIe x 16, 1 PCIe x 1		
21	Operating System	Windows 10 Pro 64bit (Original Factory installed OEM license) with OS OEM media, should be upgradable to Windows 11 Pro 64bit without upgrading hardware. All supplied Desktops must contain a licensed factory installed Microsoft Windows 10 Professional pro 64-bit with the custom image provided by SSL before Delivery.		

22	OS Support	Comprehensive On-site for Hardware, installation / re-installation support for Operating System due to OS corruption or Hard Disk Drive failure during the warranty period		
23	OS Image	OEM has to provide OS image / partition for OS recovery in case of OS corruption for Intel Endpoint Management Engine Platform using vPro supported features		
24	Data Transfer	Vendor has to do data transfer from hard disk of existing Desktop PC to supplied Desktop PC. Vendor should provide SATA Cable & Power Connector for SATA Hard Disk Drive for Data Transfer		
25	Energy Efficient	ENERGY STAR, EPEAT Registered		
26	Warranty	5-years of comprehensive on-site warranty and Support for NBD Resolution for Metro Cities and 2BD for other than Metro Cities		
27	Warranty confirmation	OEM and Vendor has to provide confirmation on Letter Head for 5-years comprehensive on-site warranty for the supplied Desktop PCs with above terms & conditions		
28	Factory OS original OEM license confirmation	Vendor has to provide confirmation on Letter Head confirming that the supplied Desktop PCs are certified & configured with factory installed OEM license of Windows 10 Pro 64bit.		

Note:

- a. Vendor has to provide confirmation on Letter Head confirming that the supplied Desktop PCs are certified & configured with factory installed OEM license of Windows 10 Pro 64bit.
- b. The bidder must mention in details about the product being offered in lieu of the specified specifications and not by simply mentioning “Complied” or “Yes/No”. Responses should be with detailed proposed specification along with justification on offered specification for both the cases whether complied or non-complied against asked specification in the above sheet.

During the warranty period if the problem arises with operating system then bidder will install / re-install / configure / re-configure Operating system with required patches / fixes / service packs / updates / upgrades / device drivers etc. at site

Dated this..... Day of 2022

(Signature)

(In the capacity of)

Duly authorized to sign bid with seal for & on behalf of (Name & Address of the Bidder)

REQUEST FOR PROPOSAL FOR BULK PROCUREMENT, INSTALLATION & MAINTENANCE OF DESKTOPS

Annexure - 4 - Commercial bid format

**Core i5 Desktop
(Type-01)**

SI	Requirement	Unit Price (Rs.) in INR
1.	Quoted Desktop i5-Model (Type -1) with 5 years comprehensive onsite warranty and support	

**Core i9 Desktop
(Type-02)**

SI	Requirement	Unit Price (Rs.) in INR
1.	Quoted Desktop i9-Model (Type -2) with 5 years comprehensive onsite warranty and support	

**Core i7 Desktop
(Type-03)**

SI	Requirement	Unit Price (Rs.) in INR
1.	Quoted Desktop i7-Model (Type -2) with 5 years comprehensive onsite warranty and support	

Note: Above prices should be exclusive of taxes & levies

Commercial Bid

- a. The vendor / bidder will submit Commercial Bid online on e-auction portal mentioned above as per format provided.
- b. The final price (L1) will be decided only on successful evaluation.

Dated this..... Day of 2022

(Signature)

(In the capacity of)

Duly authorized to sign bid with seal for & on behalf of (Name & Address of the Bidder)

**REQUEST FOR PROPOSAL FOR BULK PROCUREMENT, INSTALLATION
& MAINTENANCE OF DESKTOPS**

Annexure - 6 - Covering Letter-1

(To be executed on plain paper and submitted only by the
successful bidder)

(_____ **Name of the Department / Office**) **RFP No:**
_____ **for** _____

This pre-bid pre-contract Integrity Pact (Agreement) (hereinafter called the Integrity Pact) (IP) is made on _____ day of the _____, between, on one hand, *SSL* ., a company incorporated under Companies Act, 1956, with its Registered Office Plot No. P-51, T.T.C. Industrial Area, MIDC, Mahape, Navi Mumbai - 400 710 acting through its authorized officer, (hereinafter called **Principal**), which expression shall mean and include unless the context otherwise requires, his successors in office and assigns) of the First Part **And** M/s. _____

_____ (with complete address and contact details) represented by Shri _____ (i.e. s (bidders) hereinafter called the '**Counter Party**') which expression shall mean and include , unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

AND WHEREAS the PRINCIPAL/Owner values full compliance with all relevant laws of the land, rules, regulations economic use of resources and of fairness/transparency in its relation with Bidder(s) /Contractor(s)/Counter Party(ies).

AND WHEREAS, in order to achieve these goals, the Principal/Owner has appointed Independent External Monitors (IEM) to monitor the Tender (RFP) process and the execution of the Contract for compliance with the principles as laid down in this Agreement.

WHEREAS THE Principal proposes to procure the Goods/services and Counter Party is willing to supply/has promised to supply the goods OR to offer/has offered the services and WHEREAS the Counter Party is a private Company/Public Company/Government Undertaking/ Partnership, constituted in accorded with the relevant law in the matter and the Principal is a Government Company performing its functions as a registered Public Limited Company regulated by Securities Exchange Board of India. **NOW THEREFORE**, To avoid all forms of corruption by following a system that is fair, transparent and free from any influence prejudiced

dealings prior to, during and subsequent to the tenor of the contract to be entered into with a view to “- Enabling the PRINCIPAL to obtain the desired goods/services at competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and Enabling the Counter Party to abstain from bribing or indulging in any type of corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the PRINCIPAL will commit to prevent corruption, in any form, by its officials by following transparent procedures. The parties hereto hereby agree to enter into this Integrity Pact and agree as follows:

I. Commitment of the Principal / Buyer

1. The Principal Owner commits itself to take all measures necessary to prevent corruption and to observe the following principles:-
 - a) No employee of the Principal/Owner, personally or through any of his/her family members, will in connection with the Tender (RFP) or the execution of the contract, procurement or services/goods, demand, take a promise for or accept for self or third person, any material or immaterial benefit which the person not legally entitled to.
 - b) The Principal/Owner will, during the Tender (RFP) Process treat all Bidder(s)/Counter Party(ies) with equity and reason. The Principal / Owner will, in particular, before and during the Tender (RFP) Process, provide to all Bidder(s) / Counter Party(ies) the same information and will not provide to any Bidder(s)/Counter Party(ies) confidential / additional information through which the Bidder(s)/Counter Party(ies) could obtain an advantage in relation to the Tender (RFP) Process or the Contract execution.
 - c) The Principal / Owner shall endeavour to exclude from the Tender (RFP) process any person, whose conduct in the past been of biased nature.
2. If the Principal / Owner obtains information on the conduct of any of its employees which is a criminal offence under the Indian Penal Code (IPC) / Prevention of Corruption Act, 1988 (PC Act) or is in violation of the principles herein mentioned or if there is a substantive suspicion in this regard, the Principal / Owner / SSL will inform the Chief Vigilance Officer through the Vigilance Officer and in addition can also initiate disciplinary actions as per its internal laid down policies and procedures.

II. Commitments of Counter Parties/Bidders

1. The Counter Party commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of bid or during any pre-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following. Counter Party (ies) / Bidders commits

himself to observe these principles during participation in the Tender (RFP) Process and during the Contract execution.

2. The Counter Party will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the PRINCIPAL, connected directly or indirectly with the bidding process, or to any person organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.
3. The Counter Party further undertakes that it has not given, offered or promised to give directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the Principal / SSL or otherwise in procurement the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Principal / SSL for forbearing to show favour or disfavour to any person in relation to the contract or any other contract with the Principal / SSL.
4. Bidder / Counter Party shall disclose the name and address of agents and representatives, if any, handling the procurement / service contract.
5. Bidder / Counter Party shall disclose the payments to be made by them to agents / brokers; or any other intermediary if any, in connection with the bid / contract.
6. The Bidder / Counter Party has to further confirm and declare to the Principal / SSL that the Bidder / Counter Party is the original integrator and has not engaged any other individual or firm or company, whether Indian or foreign to intercede, facilitate or in any way to recommend to Principal / SSL or any of its functionaries whether officially or unofficially to the award of the contract to the Bidder / Counter Party nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.
7. The Bidder / Counter Party has to submit a Declaration along with Technical Bid, as given at Annexure 6. If bids are invited through a Consultant a Declaration has to be submitted along with the Technical Bids as given at Annexure.
8. The Bidder / Counter Party, either while presenting the bid or during pre-contract negotiation or before signing the contract shall disclose any payments made, is committed to or intends to make to officials of SSL /Principal, or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.
9. The Bidder / Counter Party will not collude with other parties interested in the contract to impair the transparency, fairness and progress of bidding process, bid evaluation, contracting and implementation of the Contract.
10. The Bidder / Counter Party shall not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.

11. The Bidder shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the Principal / *SSL* as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The Bidder / Counter Party also Undertakes to exercise due and adequate care lest any such information is divulged.
12. The Bidder / Counter Party commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
13. The Bidder / Counter Party shall not instigate or cause to instigate any third person including their competitor(s) of bidding to commit any of the actions mentioned above.
14. If the Bidder / Counter Party or any employee of the Bidder or any person acting on behalf of the Bidder / Counter Party, either directly or indirectly, is a relative of any of the official / employee of Principal / *SSL*, or alternatively, if any relative of an official / employee of Principal / *SSL* has financial interest / stake in the Bidder's / Counter Party firm, the same shall be disclosed by the Bidder / Counter Party at the time of filing of tender (RFP).
15. The term "relative" for this purpose would be as defined in Section 2 Sub Section 77 of the Companies Act, 2013.
16. The Bidder / Counter Party shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employees / officials of the Principal / *SSL*
17. The Bidder / Counter Party declares that no previous transgression occurred in the last three years immediately before signing of this IP, with any other Company / Firm/ PSU/ Departments in respect of any corrupt practices envisaged hereunder that could justify Bidder / Counter Party exclusion from the Tender (RFP) Process.
18. The Bidder / Counter Party agrees that if it makes incorrect statement on this subject, Bidder / Counter Party can be disqualified from the tender (RFP) process or the contract, if already awarded, can be terminated for such reason.

III. Disqualification from Tender (RFP) Process and exclusion from Future Contracts

1. If the Bidder(s) / Contractor(s), either before award or during execution of Contract has committed a transgression through a violation of Article II above or in any other form, such as to put his reliability or credibility in question, the Principal / *SSL* is entitled to disqualify the Bidder / Counter Party / Contractor from the Tender (RFP) Process or terminate the Contract, if already executed or exclude the Bidder / Counter Party / Contractor from future contract award processes. The imposition and duration of the exclusion will be determined by the severity of transgression and determined by Principal / *SSL*. Such exclusion may be for a period of 1 year to 3 years as per the procedure prescribed in guidelines of the Principal / *SSL*.

2. The Bidder / Contractor / Counter Party accepts and undertake to respect and uphold the Principal /
SSL's absolute right to resort to and impose such exclusion.
3. Apart from the above, the Principal / SSL may take action for banning of business dealings / holiday listing of the Bidder / Counter Party / Contractor as deemed fit by the Principal / Owner / SSL.
4. The Bidder / Contractor / Counter Party can prove that it has resorted / recouped the damage caused and has installed a suitable corruption prevention system, the Principal / Owner/ SSL may at its own discretion, as per laid down organizational procedure, revoke the exclusion prematurely.

IV. Consequences of Breach Without prejudice to any rights that may be available to the Principal / SSL

/ Owner under Law or the Contract or its established policies and laid down procedure, the Principal / SSL / Owner shall have the following rights in case of breach of this Integrity Pact by the Bidder / Contractor(s) / Counter Party:-

1. Forfeiture of EMD / Security Deposit : If the Principal / SSL / Owner has disqualified the Bidder(s)/Counter Party(ies) from the Tender (RFP) Process prior to the award of the Contract or terminated the Contract or has accrued the right to terminate the Contract according the Article III, the Principal / SSL
/ Owner apart from exercising any legal rights that may have accrued to the Principal / SSL / Owner, may in its considered opinion forfeit the Earnest Money Deposit / Bid Security amount of the Bidder / Contractor / Counter Party.
2. Criminal Liability: If the Principal / Owner / SSL obtains knowledge of conduct of a Bidder / Counter Party / Contractor, or of an employee of a representative or an associate of a Bidder / Counter
Party / Contractor which constitute corruption within the meaning of PC Act, or if the Principal / Owner / SSL has substantive suspicion in this regard, the Principal / SSL / Owner will inform the same to the Chief Vigilance Officer through the Vigilance Officer.

V. Equal Treatment of all Bidders/Contractors / Subcontractors / Counter Parties

1. The Principal / SSL / Owner will enter into Pacts on identical terms as this one with all Bidders / Counterparties and Contractors.
2. The Principal / SSL / Owner will disqualify Bidders / Counter Parties / Contractors who do not submit, the duly signed Pact, between the Principal / Owner / SSL and the Bidder/Counter Parties, along with the Tender (RFP) or violate its provisions at any stage of the Tender (RFP) process, from the Tender (RFP) process.

VI. Independent External Monitor (IEM)

1. The Principal / Owner / SSL has appointed competent and credible Independent External Monitor (s) (IEM) for this Pact. The task of the Monitor is to review

independently and objectively, whether and to what extent the parties comply with the obligations under this Integrity Pact.

2. The IEM is not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. He reports to the Chief Executive Officer and Managing Director, Stock Holding Corporation of India Limited.
3. The Bidder(s)/Contractor(s) / Counter Party(ies) accepts that the IEM has the right to access without restriction, to all Tender (RFP) documentation related papers / files of the Principal / *SSL* / Owner including that provided by the Contractor(s) / Bidder / Counter Party. The Counter Party / Bidder / Contractor will also grant the IEM, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his Tender (RFP) Documentation / papers / files. The IEM is under contractual obligation to treat the information and documents of the Bidder(s) / Contractor(s) / Counter Party (ies) with confidentiality.
4. In case of tender (RFP)s having value of 5 crore or more, the Principal / *SSL* / Owner will provide the IEM sufficient information about all the meetings among the parties related to the Contract/Tender (RFP) and shall keep the IEM apprised of all the developments in the Tender (RFP) Process.
5. As soon the IEM notices, or believes to notice, a violation of this Pact, he will so inform the Management of the Principal / Owner /*SSL* and request the Management to discontinue or take corrective action, or to take other relevant action. The IEM can in this regard submit non-binding recommendations. Beyond this, the IEM has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
6. The IEM will submit a written report to the CEO&MD, *SSL*. Within 6 to 8 weeks from the date of reference or intimation to him by the Principal / Owner / *SSL* and should the occasion arise, submit proposals for correcting problematic situations.
7. If the IEM has reported to the CEO&MD, *SSL* Ltd. a substantiated suspicion of an offence under the relevant IPC/PC Act, and the CEO & MD, *SSL* has not within reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the IEM may also transmit the information directly to the Central Vigilance Officer.
8. The word `IEM` would include both singular and plural.

VII. Duration of the Integrity Pact (IP)

This IP begins when both the parties have legally signed it. It expires for the Counter Party / Contractor / Bidder, 12 months after the completion of work under the Contract, or till continuation of defect liability period, whichever is more and for all other Bidders, till the Contract has been awarded. If any claim is made / lodged during the time, the same shall be binding and continue to be valid despite the lapse of this Integrity Pact as specified above, unless it is discharged / determined by the CEO&MD
SSL VIII. VIII. Other Provisions

1. This IP is subject to Indian Law, place of performance and jurisdiction is the Head Office / Regional Offices of the SSL /Principal / Owner who has floated the Tender (RFP).
2. Changes and supplements in any Procurement / Services Contract / Tender (RFP) need to be made in writing. Change and supplement in IP need to be made in writing.
3. If the Contractor is a partnership or a consortium, this IP must be signed by all the partners and consortium members. In case of a Company, the IP must be signed by a representative duly authorized by Board resolution.
4. Should one or several provisions of this IP turn out to be invalid; the remainder of this Pact remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
5. Any dispute or difference arising between the parties with regard to the terms of this Agreement / Pact, any action taken by the Principal / Owner / SSL in accordance with this Agreement / Pact or interpretation thereof shall not be subject to arbitration.

IX. Legal and Prior Rights

All rights and remedies of the parties hereto shall be in addition to all the other legal rights and remedies belonging to such parties under the Contract and / or law and the same shall be deemed to be cumulative and not alternative to such legal rights and remedies aforesaid. For the sake of brevity, both the Parties agrees that this Pact will have precedence over the Tender (RFP) / Contract documents with regard to any of the provisions covered under this Integrity Pact.

IN WITNESS WHEREOF the parties have signed and executed this Integrity Pact (IP) at the place and date first above mentioned in the presence of the following witnesses:-

(For and on behalf of Principal / Owner / *SSL*)

(For and on behalf of Bidder / Counter Party / Contractor)

WITNESSES:

- 1. _____ (Signature, name and address)
- 2. _____ (Signature, name and address)

Note: In case of Purchase Orders wherein formal agreements are not signed references to witnesses may be deleted from the past part of the Agreement.

**REQUEST FOR PROPOSAL FOR BULK PROCUREMENT, INSTALLATION
& MAINTENANCE OF DESKTOPS**

Annexure - 7 - Covering Letter on bidder's letterhead (Annexure of Integrity Pact)

Date:

To,

Sub: RFP No: _____ **dated** _____ for Bulk Procurement, installation & Maintenance of Desktops.

Dear
Sir,

DECLARATION

Stock Holding Corporation of India Limited (*SSL*) hereby declares that *SSL* has adopted Integrity Pact (IP) Program as advised by Central Vigilance Commission vide its Letter No. ----- dated

----- and stands committed to following the principles of transparency, equity and competitiveness in public procurement. The subject Notice Inviting Tender (RFP) (NIT) is an invitation to offer made on the condition that the Bidder will sign the Integrity Agreement, which is an integral part of tender (RFP) documents, failing which the tenderer / bidder will stand disqualified from the tendering process and the bid of the bidder would be summarily rejected. This Declaration shall form part and parcel of the Integrity Agreement and signing of the same shall be deemed as acceptance and signing of the Integrity Agreement on behalf of the *SSL*

Yours faithfully,

For and on behalf of Stock Holding Corporation of India
Limited (Authorized Signatory)

REQUEST FOR PROPOSAL FOR BULK PROCUREMENT, INSTALLATION & MAINTENANCE OF DESKTOPS

Annexure - 8 - Compliance Statement
(To be submitted along with technical bid)

Subject: RFP for Bulk Procurement, installation &
Maintenance of Desktops Ref: RFP No: _____
dated _____

DECLARATION

We understand that any deviations mentioned elsewhere in the bid will not be considered and evaluated by SSL. We also agree that SSL reserves its right to reject the bid, if the bid is not submitted in proper format as per RFP.

Sr. No.	Item / Clause of the RFP	Confirmed and Accepted by Bidder (Yes / No)
1	Eligibility Criteria	
2	Service Level Agreement (SLA) / Scope of Work	
3	Non-Disclosure Agreement	
4	Payment Terms	
5	Bid Validity, Order Cancellation, Exit Clause	
6	SSL's Right to alter RFP	
7	No Commitment from SSL to Accept Lowest or Any Other Bid (RFP)	
8	Force Majeure	
9	Integrity Pact	
10	All General & Other Terms & Conditions in the RFP	
11	Requirement with terms and conditions	
12	Bid Formats Technical & commercial (Indicative Price) Bid	
13	Annexures in the RFP	

Dated this..... Day of 2022

(Signature)

(In the capacity of)

Duly authorized to sign bid with seal for & on behalf of (Name & Address of the Bidder)

**REQUEST FOR PROPOSAL FOR BULK PROCUREMENT, INSTALLATION
& MAINTENANCE OF DESKTOPS**

Annexure – 9 - Letter of Acceptance

(To be submitted along with Technical Bid)

To,
SHCIL Services Ltd.
SHCIL House, Plot No. P-51, T.T.C. Industrial
Area, M.I.D.C., Mahape, Kalyan-Shil Road,
Navi Mumbai, PIN 400710.

Dear Sir,
Sub: RFP No: _____ dated _____ for Bulk Procurement, Installation &
Maintenance of Desktops.

With reference to the above RFP, having examined and understood the instructions, annexures, terms and conditions forming part of the RFP.

We further confirm that the offer is in conformity with the terms and conditions as mentioned in the RFP. We also confirm that the offer shall remain valid for the entire Agreement Period from the date of the offer.

We also understand and accept that SSL can modify, amend, alter and/or cancel the entire RFP at any stage without assigning any reason whatsoever. We further understand and accept that *SSL*'s decision in this regard will be final and binding on us.

We also accept that *SSL*'s decisions with reference to this RFP pertaining to evaluation process of bidder responses will be final and binding on us. We also understand and accept that no queries will be entertained in this regard by *SSL*.

SSL is not bound to accept the lowest or any bid received by *SSL*, and it may reject all or any bid. If our bid is accepted, we are responsible for the due performance of the contract.

Dated this..... Day of 2022

(Signature)

(In the capacity of)

Duly authorized to sign bid with seal for & on behalf of (Name & Address of the Bidder)

**REQUEST FOR PROPOSAL FOR BULK PROCUREMENT, INSTALLATION
& MAINTENANCE OF DESKTOPS**

Annexure – 10 - Manufacturer Authorisation Format

(To be submitted on OEM's letter head)

Ref:

Date:

To

SHCIL Services Limited
SHCIL House, Plot No. P-51,
T.T.C. Industrial Area M.I.D.C.,
Mahape, Kalyan-Shil Road
Navi Mumbai PIN 400710

Dear Sir,

Sub: Manufacturer Authorisation for _____ dated _____

We <OEM Name> having our registered office at <OEM Address> are an established and reputed manufacturer of <hardware details>.

We confirm that <Bidder Name> having its registered office at <Bidder Address> is our authorized partner/ re- seller/ dealer for our <hardware details>. We authorize them to quote for our equipment's in the above mentioned RFP.

Further, we assure that we would extend full support to them in all respects for supply, warranty and maintenance of our products. We also ensure to provide the service support for the supplied equipment's during the warranty period as per RFP terms.

We also undertake that in case of default in execution of this contract by the <Bidder Name>, the <OEM Name>

will take all necessary steps for successful execution of this project as per RFP requirements.

<OEM Name

<Authorised Signatory with Stamp>

**REQUEST FOR PROPOSAL FOR BULK PROCUREMENT, INSTALLATION
& MAINTENANCE OF DESKTOPS**

Annexure –11 - Location Details

SN	Region	Branch /Location
1	Maharashtra	SHCIL Services Ltd, Mahape, Navi Mumbai

Annexure-12

1 Restriction on Procurement due to National Security

Government of India order F. No. 7/86/2020/BOA-I dated 07.08.2020 and No.F.18/37/2020 dated 08.02.2021 on restrictions on procurements from bidders from a country or countries, on grounds of defense in India, or matters directly or indirectly, related thereto, including national security is applicable for this RFP.

1.1 Any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority.

1.2 "Bidder" (including the term 'tenderer', 'consultant' or 'service provider' in certain contexts) means any person or firm or company, including any member of a consortium or joint venture (that is an association of several persons, or firms or companies), every artificial juridical person not falling in any of the descriptions of bidders stated hereinbefore, including any agency branch or office controlled by such person, participating in a procurement process.

1.3 "Bidder from a country which shares a land border with India" for the purpose of this Order means: -

- a. An entity incorporated, established or registered in such a country; or
- b. A subsidiary of an entity incorporated, established or registered in such country; or
- c. An entity substantially controlled through entities incorporated, established or registered in such a country; or
- d. An entity whose beneficial owner is situated in such a country; or
- e. An Indian (or other) agent of such an entity; or
- f. A natural person who is a citizen of such a country; or
- g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above

1.4 The beneficial owner for the purpose of (16.17.3) above will be as under:

(i) In case of a company or Limited Liability Partnership, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has a controlling ownership interest or who exercises control through other means.

Explanation

- a. "Controlling ownership interest" means ownership of or entitlement to more than twenty-five per cent. of shares or capital or profits of the company;
- b. "Control" shall include the right to appoint majority of the directors or to control the management or policy decisions including by virtue of their shareholding or management rights or shareholders agreements or voting agreements;

(ii) In case of a partnership firm, the beneficial owner is the natural person(s). who, whether acting alone or together, or through one or more juridical person, has ownership of entitlement to more than fifteen percent of capital or profits of the partnership;

(iii) In case of an unincorporated association or body of individuals, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has ownership of or entitlement to more than fifteen percent of the property or capital or profits of such association or body of individuals;

(iv) Where no natural person is identified under (i) or (ii) or (iii) above, the beneficial owner

is the relevant natural person who holds the position of senior managing official;

(v) In case of a trust, the identification of beneficial owner(s) shall include identification of the author of the trust, the trustee, the beneficiaries with fifteen percent or more interest in the trust and any other natural person exercising ultimate effective control over the trust through a chain of control or ownership.

(vi) An Agent is a person employed to do any act for another, or to represent another in dealings with third person.

1.5 The successful bidder shall not be allowed to sub-contract works to any contractor from a country which shares a land border with India unless such contractor is registered with the Competent Authority.

1.6 A bidder is permitted to procure raw material, components, sub-assemblies etc. from the vendors from countries which shares a land border with India. Such vendors will not be required to be registered with the Competent Authority, as it is not regarded as “sub-contracting”.

1.7 However, in case a bidder has proposed to supply finished goods procured directly/indirectly from the vendors from the countries sharing land border with India, such vendor will be required to be registered with the Competent Authority.

OEMs' to submit the BIS Certificates for the hardware that is being positioned in the solution