

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



Stock Holding Corporation of India Limited
(*Stock Holding*)



RFP Reference Number: IT-08/2023-24

GEM Reference Number : GEM/2023/B/4394615

Date: 26.Dec.2023

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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 Stock Holding Corporation of India Limited (*Stock Holding*), 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 *Stock Holding* 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. *Stock Holding* 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. *Stock Holding* may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

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RFP Document Details

Name of Organisation	Stock Holding Corporation of India Limited
RFP Reference No.	IT-08/2023-24
GEM Bid No.	GEM/B/2023/
Requirement	Bulk Purchase of Supply, Installation and Maintenance of Desktops Quantity Details for Desktops: The requirement is for following number Desktops: Desktop PC Core i7 Desktop – 500 numbers + (Plus) contingency of 200 desktops (HP Pro SFF 400 G9)
Interest free Earnest Money Deposit (EMD) [*]	Rs.10,00,000/-(Indian Rupees Ten Lakh Only) by way of RTGS/NEFT to be paid to Stock Holding Corporation of India Limited as Earnest Money Deposit should be submitted separately before submission of online bids by way of RTGS/NEFT on Stock Holding's Bank Account No.: 004103000033442 Bank: IDBI Bank (Nariman Point Branch) IFSC: IBKL0000004. Please share the UTR details to us on below mentioned email address.
Date of issue of RFP document	26-Dec-2023
Email Address	PRIT@stockholding.com
Date and Time of submission of online technical bid and commercial (indicative price) bids	05-Jan-2024 05:00 PM
Date of Opening Bid	05-Jan-2024 05:30 PM

This bid document is not transferable

[*] - Bidders registered under Micro, Small and Medium Enterprises (MSME) for specific trade are exempted from EMD. Bidders shall upload the scanned copy of necessary documents as part of eligibility criteria documents.

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Overview – About Stock Holding Corporation of India Limited

StockHolding, a subsidiary of IFCI Limited was promoted by the public financial institutions and incorporated as a public limited company on July 28, 1986. StockHolding is a Government Organization, being a subsidiary of IFCI. StockHolding, one of the largest Depository Participants (DP) and also largest premier Custodian in terms of assets under custody, provides post trading and custodial services to institutional investors, mutual funds, banks, insurance companies, etc. StockHolding acts as a Central Record Keeping Agency (CRA) for collection of stamp duty in 21 States and Union Territories on pan India basis. StockHolding is one of the largest Professional Clearing Members of the country.

In Retail segment besides DP services, StockHolding offers stock broking services through its wholly owned subsidiary SHCIL Services Ltd. (SSL). StockHolding is also into distribution of various investment and retirement solutions viz. Fixed Deposits, Bonds & NCDs of reputed institutes and corporates, Mutual Fund Schemes, Initial Public Offers (IPOs) and National Pension System (NPS). RBI has designated StockHolding as one of the Agency Banks to distribute GoI Bonds in dematerialized form. StockHolding also offers the Government of India Sovereign Gold Bonds. StockHolding is a corporate agent registered with IRDAI for distribution of insurance (Life, Health & General) products.

StockHolding has its registered office at Mumbai, main operations office at Navi Mumbai and operates through its over 200 retail branches all over India.

Submission of Proposal:

StockHolding invites e-tender through GeM Portal, in two bid system (Technical and Commercial bid), from bidders having sufficient experience on supply, maintenance and installation of desktops/computer hardware.

Submission of Bids:

The online bids will have to be submitted within the time specified on website

<https://gem.gov.in/> the following manner:-

1. Technical Bid (.pdf files)
2. Commercial Bid (.pdf files)

Objective of the RFP

Objective of this RFP is to procure Desktops in bulk from a Bidder for supply, installation and maintenance of desktop/computer hardware listed in this RFP. This is applicable for all offices of Stock Holding Corporation of India Ltd. (StockHolding) across India as per list mentioned in **Annexure-11**.

Desktop Make & Model: Core i7 HP Pro SFF 400 G9. Detailed specifications are mentioned in the Annexure – 3.

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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 *Stock Holding* in this regard will be final and conclusive and binding.

Cost of Bidding:

The bidder shall bear all costs associated with preparation & submission of its bid and *Stock Holding* will in no case be held responsible or liable for these costs, regardless of 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 *Stock Holding* for necessary clarifications.
- A bidder may obtain clarification for their queries on this RFP via email to PRIT@stockholding.com
- *Stock Holding* shall not be responsible for any external agency delays.
- *Stock Holding* 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, *Stock Holding* 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 *Stock Holding's* website only. Prospective bidders shall regularly visit *Stock Holding's* same website for any changes/development in relation to this RFP.
- *Stock Holding* 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 *Stock Holding*.
- *Stock Holding* 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

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StockHolding shall be final, conclusive and binding on all the parties directly or indirectly connected with the bidding process.

- It may be noted that bidder mentioned in the document may be either OEM/Distributor/System Integrator (SI).

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Requirement details with Terms & Conditions:

(1) Eligibility/Technical Criteria:

Only those Bidders who fulfil 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 fulfil any of the following eligibility criteria are liable to be rejected.

Criteria (Documents to be submitted online along with Technical Bid)-

Table A:

SN	Criteria	Documents to be submitted by bidder
1	Bidder must be a Government Organization / PSU / PSE / partnership firm / LLP or private / public limited company in India having minimum of 7 years of experience of supply, installation and Maintenance of desktops/laptops.	Documentary Proof to be attached (Certificate of Incorporation) and Self-declaration from bidder on their letter head duly signed by authorised signatory for experience
2	Bidder must be a Government Organization / PSU / PSE / partnership firm / LLP or private / public limited company having Annual Turnover of at least Rs. 15 Crores in previous 03 (Three) financial years i.e. 2020-21, 2021-22 and 2022-23 This must be individual company turnover and not group of companies.	Copy of CA certificate mentioning the annual turnover over the past 3 years
3	Bidder should be in Net Profit atleast for the last three audited financial years i.e. 2020-21, 2021-22 and 2022-23.	Copy of CA Certificate for Net Profit over the past 3 years
4	Bidder should not be blacklisted by any Government, Government Body, PSU, Bank, Autonomous body and any other entity for any reasons.	Self-declaration by the bidder on it Letter Head duly signed by the Authorized Signatory
5	Bidder should have supplied minimum of 500 Desktops/Laptops (as per Contract/Work Order (Work Order can have multiple PO's) per year under contract of Computer Hardware to at least 03 Government/Enterprise/Corporate customers in India. The above information should be shared for atleast 3 customers in the past 3	PO/Completion certificate should be attached and signed by Authorised signatory

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	years. Note: Each Implementation should be completed within one year. Active Contract / Work Order which is still active and not closed can also be shared.	
6	Bidder must have Gold / Platinum / Amplify Power / Synergy / Tier-I of partnership with OEM (M/s. HP) for the past three years (from RFP date) in a row.	Certificate from OEM to be submitted.
7	Bidder to submit ink-signed MAF (Manufacturer Authorization Certificate) from OEM with tender reference number	Ink-signed MAF from OEM to be submitted.
8	Bidder to submit Malicious Code Certificate on OEM letterhead with tender reference number	Certificate from OEM to be submitted.
9	Bidder should have registered office in MMRDA region	Bidder to provide list of office address along with contacts.

(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 StockHolding.

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

StockHolding existing branches as on date and any new branches any-where in India.

Refer **Annexure – 11** for a list of State wise branch offices in India.

(4) Quantity:

SI	Make & Model	Onsite Warranty & Support Period	Quantity in nos.
1.	Core i7 HP Pro SFF 400 G9	4 years comprehensive warranty and support	500

Additional requirement: Successful Bidder should also maintain a contingency of 200 numbers of Core i7 HP Pro SFF 400 G9 for the period of 06 (Six) months from the date of issuance of PO for any additional requirement at the same price. However, StockHolding will not give any commitment to the successful bidder on procurement of additional required desktop quantities. StockHolding will issue individual POs on the desktops wherever any requirement arises during the said period.

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(5) 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 of 4 years and as mentioned in the Scope of Work

(6) Response Time:

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

(7) Resolution Time:

5 Business Days 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.

(8) Payment Terms:

(a) 70% payment on delivery on completion of following activities:

- Submission of original tax invoice and delivery challan duly certified by StockHolding branch officials;
- Submission of Performance Bank Guarantee (this will be 10% of the PO value) from banks other than co-operative banks has to be submitted along with acceptance of the PO issued by StockHolding. Payments will be released only after submission and verification of the required Bank Guarantee (BG).

(b) Balance 30% payment on completion of following activities:

- 4-years warranty confirmation should be reflected on product OEM portal for the warranty of procured desktops. Bidder should provide softcopy of worksheet of serial numbers for the supplied desktops w.r.t. respective location(s)
- Installation and submission of installation report(s) for the supplied desktops from the bidder on their letter head mentioning the asset details as per the format shared by the StockHolding. All the above documents are to be submitted at StockHolding, Mahape office for payment purpose.

(9) Taxes & levies:

Applicable taxes payable 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)

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(10) Refund of Earnest Money Deposit (EMD):

- (a) EMD will be refunded through NEFT to the successful bidder on providing (a) an acceptance confirmation against the PO issued by StockHolding and (b) submission of Performance Bank Guarantee wherever applicable and should be valid for 30 days beyond the 4 years of warranty period
- (b) In case of unsuccessful bidders, the EMD will be refunded to them through NEFT within 15 days

(11) Scope of Work (SOW) / Service Level Agreement (SLA) for Delivery, Installation & Maintenance Support during Warranty:

(i) Delivery –

- (a) Bidder to deliver the required quantity of 500 nos. of Core i7 desktops within 8 to 10 weeks from the date of purchase order(s). Short shipment or part shipment will be considered as delayed delivery.
- (b) Successful Bidder should also maintain a contingency for over 200 numbers of Core i7 for the period of 06 (Six) months from the date of issuance of PO for any additional requirement. However, StockHolding will not give any commitment to the successful bidder on procurement of additional required desktop quantities. StockHolding will issue individual POs on the desktops wherever any requirement arises during the said period.
- (c) All supplied desktops must contain licenced factory installed Microsoft Windows 11 Pro 64 bit Factory Installed and the bidder should install Win 11 Pro DG to Win 10 during Installation with the custom image provided by StockHolding 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.
- (d) 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.

(ii) Installation & Support-

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

- (a) Successful bidder to install the desktops within 6 to 8 weeks from the date of delivery.

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- (b) Successful bidder undertake to replace equipment, if found faulty during installation, within 7 days at no extra cost to *Stock Holding*. Failing this, *Stock Holding* 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.
- (c) Successful bidder must provide Escalation Matrix of Telephone Numbers for Service Support on OEM letterhead.
- (d) Successful bidder 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 and spread across the designated locations as per the details provided by *Stock Holding* through their direct offices / authorized channel partners in India from product OEM.
- (e) Successful bidder will undertake to install all the desktops at the required locations.
- (f) The installation reports should be duly filled up by the Engineer who installs the desktop and submit to *Stock Holding* with the signature of the Stock Holding Employee and stamp of the recipient branch. 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.
- (g) *Stock Holding* will log telephonic and/or e-mail complaints to the designated Successful bidder 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 should provide a call number (docket number) for each of the calls logged to them.
- (h) During the warranty period, for any hardware failure, bidder 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 will provide support for OS & Motherboard driver's installation / re-installation / reconfiguration at site due to OS corruption or hard disk drive failure which attract OS & Motherboard driver's installation.
- (i) 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 *Stock Holding* will not bear the freight, labor charges or any other charges during warranty period.
- (j) In case of failure of SSD drive desktop(s), *Stock Holding* 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.
- (k) Successful Bidder hereby agrees to indemnify, protect and save Stock Holding against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting

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from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all the equipment offered by the bidder.

- (l) In case of replacement, successful Bidder will provide desktop with equivalent or higher specifications for in case if the existing model is not available during warranty period.
- (m) 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.
- (n) 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
- (o) Data Migration from old existing Hard Disk Drive(s) to Hard Disk Drive supplied with Desktop PC.
- (p) Successful bidder will make their technical staff available on call to StockHolding 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).
- (q) Successful Bidder will do Data Migration from existing branch desktop PCs (HDD) to the supplied Desktop PCs
- (r) Check the Inventory of Newly delivered Desktops at the branch
- (s) Check the Physical condition of New Desktop (Report Damage cases to Stock holding Hardware Team via the Mahape onsite bidder team)
- (t) Conduct POST (Power On Self-Test)
- (u) Revoke existing machine from current state to workgroup as per process provided. Remove old machine from network.
- (v) Detach the Hard disk from the old Desktop and Insert in the New Desktop (3.5 inch HDD Bay) as a secondary disk
- (w) Connect new system to network and do sysprep
- (x) Run provided scripts to connect new desktop to domain
- (y) Update security software (AV) provided in the desktop as per process provided
- (z) Configure email as per process provided
- (aa) Install vpro agent and its Full Monitoring Utilities
- (bb) Bidder will be responsible for providing required support in AMT implementation and EMA UI deployment at Stockholding"
- (cc) Configuration of Printers & Scanners as present in the Old desktop
- (dd) Take the Installation Report sign-off from the Branch Manager with following details :
 - i System restore point to be created prior to handover of configured desktop to user
 - ii Detailed process and Steps will be Provided with the PO
- (ee) Bidder to deploy 2 or more resources at StockHolding Mahape (Navi Mumbai) office during the project completion period.

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- (ff) The deployed onsite resources shall also coordinate with the respective Stockholding teams (Hardware, Networking, NTAdmin) to get the requisite technical understanding and knowledge of the systems/applications/processes required to initiate and complete the new desktop installation at the branches.
- (gg) The deployed onsite resources shall coordinate & guide the remotely deployed bidder/bidder engineer at the branches during installation of the new desktops as per the above mentioned points.
- (hh) The deployed onsite resources shall also take remote access of the deployed new desktops for installation/troubleshooting and resolution of any issues at the Stockholding branches.
- (ii) The bidder/bidder shall ensure the duly filled and authorized installation certificate (in triplicate) is submitted to Stockholding (Hardware team) for payments.
- (jj) The deployed resources at Mahape should remain available onsite, till project completion and signoff.
- (kk) 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.
- (ll) Any technical problem should be resolved within the defined timeline as mentioned in the 'Response Time' and 'Resolution Time' of call reported which includes time for procuring spare parts also.

(iii) Warranty:

- i. 4-years of comprehensive on-site warranty and Support from the date of installation as per Response and Resolution clause(s) mentioned.
- ii. The successful bidder needs to submit warranty declaration on OEM letterhead.

Note: Invoice, Delivery challan and Installation report should be raised location wise.

(12) Penalty

(a) StockHolding will impose Penalty at minimum 0.5% of the purchase value per equipment per day subject to maximum of 5% may be levied for delay on undelivered equipment or part thereof on delayed delivery beyond delivery schedule

(b) StockHolding will impose 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

(c) StockHolding will impose 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 and will be recovered by invoking the PBG or to be paid by the

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winning Bidder before StockHolding releases 100% PBG based on mutual understanding between StockHolding and the winning Bidder.

(d) StockHolding reserves the right to invoke the Bank Guarantee in case of any breach of SLA, problem resolution, implementation commitments.

(e) 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 StockHolding. In such case(s) the bidder should notify StockHolding of the reasons for the delay within reasonable timelines.

(13) Bids Preparation and Submission Details

1. Eligibility/Technical Bid (Annexure - 3)

- a. The required documents for Eligibility Criteria must be submitted (uploaded) online on GeM portal. Eligibility Criteria documents should be complete in all respects and contain all information asked for in this RFP document
- b. Bidder will need to submit their proposed models with details in technical bid. If proposed model do not meet our specifications then StockHolding has discretion to reject the proposed model. Reverse Auction shall be carried out only for those models shortlisted by StockHolding from the technical bid submission
- c. Bidder should also submit scan copy of cancelled cheque.
- d. 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.
- e. No indications pertaining to price or commercial terms should be made in the Technical Bid submission. If any price indications are made, then the bids is liable to be rejected.
- f. No open ended / conditional bid shall be entertained and is liable for rejected.

2. Commercial (Indicative Price) Bid

- a. The bidder will submit Commercial (Indicative Price) Bid must be submitted (uploaded) online on GeM portal. (refer **Annexure - 4**)
- b. The final price (L1) will be decided only on successful completion of the Online Reverse Auction.

3. Submission of Bids

- a. The required documents for Eligibility Criteria and Technical Bid, Commercial (Indicative Price) Bid must be submitted (uploaded) online on GeM portal. Technical Bid and Commercial (Indicative Price) Bid should be complete in all respects and contain all information asked for in this RFP document

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- b. If Tender Fee and Interest Free Earnest Money Deposit (EMD) is not submitted by bidder / received by *Stock Holding* in the form of NEFT prior to the last date of submission of bids as mentioned in this RFP, bidder will not be eligible to participate in this RFP.
- c. The offer should be valid for a period of at least 90 days from the date of submission of bid.
- d. The bidder shall fulfil all statutory requirements as described by the law and Government notices. The bidder shall be solely responsible for any failure to fulfil the statutory obligations and shall indemnify *Stock Holding* against all such liabilities, which are likely to arise out of the bidders failure to fulfil such statutory obligations
- e. 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.
- f. No request for any further extension of the above deadline shall be entertained. Delayed and/or incomplete bid shall not be considered.
- g. All employees engaged by The bidder shall be comprehensively insured for accidents and injuries by the bidder at his/her/their cost
- h. The Tender Fee Interest free EMD should be deposited in *Stock Holding*'s bank account on or before the bid submission date.
- i. Bidders are advised to submit their online Eligibility/Technical and commercial (Indicative Price) bids well before last date of submission.

(14) Evaluation of Bids

Stock Holding 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. Noncompliance to any of the mentioned criteria would result in outright rejection of the bidder's proposal. The decision of *Stock Holding* would be final and binding on all the bidders to this document.

Stock Holding may accept or reject an offer without assigning any reason what so ever. The bidder is required to comply with the requirement mentioned in the RFP. Non-compliance to this may lead to disqualification of a bidder, which would be at the discretion of *Stock Holding*.

- 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 *Stock Holding*.

Evaluation Process

Stage 1- The 'Eligibility Criteria bid document' and 'Technical Bid' will be evaluated and only those bidders who qualify all the requirements will be eligible for 'Commercial Bid'.

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Stage 2- For only those bidders who have been found eligible in Stage 1, shall be invited for “Commercial Bid” evaluation.

Eligibility/Technical Criteria Evaluation (Stage 1)

The bidder meeting the Eligibility Criteria as per **Annexure - 2** and Technical Bid as per **Annexure – 3** will be considered for Commercial evaluation. Any credential/supporting detail mentioned in “Annexure 2 – Eligibility Criteria” and not accompanied by relevant proof documents will not be considered for evaluation. All credential letters should be appropriately bound, labelled and segregated in the respective areas. There is no restriction on the number of credentials a bidder can provide.

StockHolding may seek clarifications from any or each bidder as a part of the evaluation process. All clarifications received within stipulated time shall be considered for evaluation. In case a clarification is not received within the stipulated time, the respective eligibility/technical bid parameter would be treated as non-compliant and decision to qualify the bidder shall be accordingly taken by StockHolding.

Commercial Bid Evaluation (Stage 2)

The Commercial offers of only those Bidders, who are short-listed after evaluation in Stage 1, would be opened. The format for quoting commercial bid set out in Annexure 4- “Commercial Bill Bid Format”.

Online Reverse Auction

- a. In case, only one Bidder is qualified, no reverse auction will take place and RFP stands to be cancelled.
- b. The Bidder Whose Price Bid (indicative) has not been rejected / disqualified by the StockHolding will be asked to participate in the Reverse Auction, which will be conducted for determining the L1 vendor separately for each group. StockHolding reserves its right to open the indicative price bids of all the qualified bidders before the reverse auction process to arrive at the opening price (start price) for the Reverse Auction. However, there would be no compulsion on the part of the StockHolding to necessarily accept these prices as Bench Mark for determining the Start Bid price and the StockHolding may at its discretion use any other process / methodology to determine the Start Bid Price and decrement price without having to disclose the basis to the Bidders. On completion of the Reverse Auction, the StockHolding will evaluate the resultant price for each item for respective group which will get precedence over the price offered in the indicative price bid submitted by bidders. The L-1 bidder will be determined on the basis of the lowest price quoted / offered in the Reverse Auction for each item.
- c. If lowest price arrived after reverse auction is not found to be reasonable as per the product specifications given in RFP, StockHolding reserves the right to cancel the bid.

(15) Force Majeure:

Neither the StockHolding nor the Bidder shall be responsible for any failure to fulfil any term or condition of the CONTRACT if and to the extent that fulfilment 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 defence 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, StockHolding 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 StockHolding, 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 endeavour 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

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(17) Right to alter RFP

- (a) StockHolding reserves the right to alter the RFP terms and conditions at any time before submission of the bids.
- (b) StockHolding reserves the right to modify, amend, alter and/or cancel the entire RFP at any stage without assigning any reason whatsoever. We further understand and accept that StockHolding's decision in this regard will be final and binding on all bidders.

(18) Integrity Pact

The bidder will have to enter into an Integrity Pact with StockHolding Corporation of India 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.

(19) Non-Disclosure Agreement (NDA)

The successful bidder will sign a Non-Disclosure Agreement (NDA) with Stock Holding Corporation of India Limited for the contract period. The draft text of the NDA will have to be approved by legal department of Stock Holding Corporation of India Limited

(20) Indemnify

The bidder should hereby indemnify, protect and save *StockHolding* 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 *StockHolding* is used should be done only with the explicit permission of *StockHolding*.

(21) Exit Clause

StockHolding 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.

(22) Order Cancellation

StockHolding reserves the right to cancel the order in the event of the L1 Bidder failing to deliver services as specified by Stockholding as per the Service Level Agreements. Stockholding 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

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rights and remedies that may be available to StockHolding. In case of serious discrepancy in services provided by L1 Bidder, Stockholding may cancel the entire purchase order.

After termination of contract with L1 bidder due to above reasons or any deemed to be fit for cancellation, StockHolding reserves the right to award the contract to L2 Bidder at same applicable L1 price and at the same terms and conditions for the remaining term of the contract to ensure business continuity.

(23) Sub-Contracting

No Sub-Contracting is allowed for this RFP.

(24) Bank Guarantee (BG)

Successful Bidder shall, at own expense, deposit with the StockHolding, within seven (7) days on issuance of PO, a Bank Guarantee (BG) for the value of 10% of total Purchase Order value from scheduled commercial banks. A template for Bank Guarantee is enclosed as Annexure – 12. Bidder(s) shall submit required Bank Guarantee as per prescribed format as mentioned in the Annexure. Bank Guarantee with different format will not be considered. This Bank Guarantee shall be valid up to 30 days beyond the completion of the contract period (Successful Installation followed by 4 years of warranty period). No payment will be due to the successful bidder based on performance, until the BG verification is pending.

Bank Guarantee may be discharged / returned by StockHolding upon being satisfied that there has been due performance of the obligations of the Bidder under the contract. However, no interest shall be payable on the Bank Guarantee.

Stockholding reserves the right to invoke the BG in the event of non-performance by the bidder.

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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.

Sl. 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 for all states)		
4	Name and Address of the Principal Banker		
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 two years)	Annual Turnover (Rs. in Crores)	Net Profit (Rs. in Crores)
	2020-21		
	2021-22		
	2022-23		
	(Only Company figures need to be mentioned not to include group/subsidiary Company figures)	(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			

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

Dated this..... Day of 2024

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(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. StockHolding will not make any separate request for submission of such information.

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Annexure – 2 - Eligibility Criteria

(Documents to be submitted online along with Technical Bid)

SN	Criteria	Documents to be submitted by bidder
1	Bidder must be a Government Organization / PSU / PSE / partnership firm / LLP or private / public limited company in India having minimum of 7 years of experience of supply, installation and Maintenance of desktops/laptops.	Documentary Proof to be attached (Certificate of Incorporation) and Self-declaration from bidder on their letter head duly signed by authorised signatory for experience
2	Bidder must be a Government Organization / PSU / PSE / partnership firm / LLP or private / public limited company having Annual Turnover of at least Rs. 15 Crores in previous 03 (Three) financial years i.e. 2020-21, 2021-22 and 2022-23 This must be individual company turnover and not group of companies.	Copy of CA certificate mentioning the annual turnover over the past 3 years
3	Bidder should be in Net Profit atleast for the last three audited financial years i.e. 2020-21, 2021-22 and 2022-23.	Copy of CA Certificate for Net Profit over the past 3 years
4	Bidder should not be blacklisted by any Government, Government Body, PSU, Bank, Autonomous body and any other entity for any reasons.	Self-declaration by the bidder on it Letter Head duly signed by the Authorized Signatory
5	Bidder should have supplied minimum of 500 Desktops/Laptops (as per Contract/Work Order (Work Order can have multiple PO's) per year under contract of Computer Hardware to at least 03 Government/Enterprise/Corporate customers in India. The above information should be shared for atleast 3 customers in the past 3 years. Note: Each Implementation should be completed within one year. Active Contract / Work Order which is still active and not closed can also be shared.	PO/Completion certificate should be attached and signed by Authorised signatory

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6	Bidder must have Gold / Platinum / Amplify Power / Synergy / Tier - I of partnership with OEM (M/s. HP) for the past three years (from RFP date) in a row.	Certificate from OEM to be submitted.
7	Bidder to submit ink-signed MAF (Manufacturer Authorization Certificate) from OEM with tender reference number	Ink-signed MAF from OEM to be submitted.
8	Bidder to submit Malicious Code Certificate on OEM letterhead with tender reference number	Certificate from OEM to be submitted.
9	Bidder should have registered office in MMRDA region	Bidder to provide list of office address along with contacts.

Note:

- a. 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
- b. All self-certificates shall be duly signed and Stamped by Authorized signatory of the Bidder Firm unless specified otherwise.
- c. Bidder response should be complete, Yes/No answer is not acceptable.
- d. Details of clients and relevant contact details are mandatory. Bidders may take necessary approval of the clients in advance before submission of related information. StockHolding will not make any separate request for submission of such information.

Dated this..... Day of 2024

(Signature)

(In the capacity of)

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

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Annexure – 3 – Technical Bid
Technical Specification of Desktop for Intel Core-i7

Sr. No	Component	Requirement (Intel Based)	Compliance (Y/N)	Deviation (if any)
1	Model & Make	HP Pro SFF 400 G9 Desktop PC		
2	URL for Verification			
3	Cabinet	Small Form Factor with power cord having capacity between 7 Litres to 13 Litres		
4	Processor	Intel Core i7-12700 12th Generation VPro Technology Processor or higher VPro Technology Processor. Intel® vPro™ Enterprise for Out-of-Band systems management It should support Wake On LAN support, in case of OS corruption the system administrator should be able to remotely manage and monitor the desktop from a central location		
5	Chipset	Intel VPro Chipset Q670		
6	Memory	16 GB DDR4 3200MHz FSB with 16GBx1 populated Memory & minimum 2 Memory Slot available		
7	Memory Slots	Minimum 2 DIMM Slots for Memory		
8	Graphics Adapter	Integrated UHD Graphics		
9	Display Port	Mandatory-1 x HDMI (should support both audio and video), 1 x VGA & 1x DP port		
10	Monitor	OEM make 19.5" 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	512 GB PCIe NVMe SSD , Populated power connector & Data ports 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	Wired Keyboard		

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15	Mouse	HP Wired Optical Scroll Mouse with Mouse Pad		
16	Network Adapter	10/100/1000 Mbps Integrated Ethernet Controller with Wake on LAN support		
17	Security	Hardware TPM 2.0 or above, Chassis Lock Support		
18	Power Supply	180 Watt or higher, Auto Power Sensing, 90% Efficiency or above		
19	Ports	Min 4 USB Port, 2xUSB2.1 & 2xUSB3.1, 1xMicrophone / Headphone 1xEthernet (RJ-45), 1xVGA, 1xDP Display Port, 1xHDMI Port audio in/out, Headphone and Microphone jack, 1 PCIe x 16, 1 PCIe x 1		
20	Operating System	Windows 11 Professional OS 64 bit (Factory Installed and the bidder should install Win 11 Pro DG to Win 10 during Installation)		
21	OS Support	Comprehensive On-site for any hardware , Installation / re-installation support for Operating System for OS corruption due to any part 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	Bidder has to perform hard disk drive transfer from existing Desktop PC to supplied Desktop PC		
24	Energy Efficient	ENERGY STAR, EPEAT Registered		
25	Warranty	4-years of comprehensive on-site warranty and Support for NBD; Resolution Time for 5BD		
26	Warranty confirmation	OEM and Bidder has to provide confirmation on Letter Head for 4-years comprehensive on-site warranty for the supplied Desktop PCs with above terms & conditions		

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27	Factory OS original OEM license confirmation	Bidder 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. In case, buyer downgrades to Win 10 Pro the license letter to certify the same.		
28	Make in India Product	Desktop CPU must be manufactured in India/Make in India product		

Note:

- a. *StockHolding will provide the Image for Windows 10 for the above mode.*
- b. *Bidder to provide **Product Data sheet** along with the Technical Bid.*
- c. 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.
- d. 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 2024

(Signature)

(In the capacity of)

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

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Annexure - 4 - Commercial (Indicative price) bid format

SI	Make & Model	Onsite Warranty & Support Period	Unit Price in INR	Quantity in nos.	Total Price in INR
1.	Core i7 HP Pro SFF 400 G9 Desktop PC	4 years comprehensive warranty and support		500	

Note: Above prices should be exclusive of taxes & levies

Indicative Price (Commercial) Bid

- a. The vendor (bidder) will submit Indicative Price (Commercial) Bid online on GeM portal as per the format given.
- b. The final price (L1) will be decided only on successful conclusion of the Online Reverse Auction.
- c. The date and time of the Online Reverse Auction (RA) will be intimated to the eligible bidders / vendors. StockHolding reserves the right to conduct product-wise reverses auctions or a single reverse auction for all products (consolidated).
- d. In case the L1 bidder doesn't accept the offer or accepts the offer and doesn't proceed with the agreement within 7 working days, the offer to the L1 bidder will stand terminated. StockHolding reserves the right to negotiate with the L2 bidder. Likewise, if the L2 bidder doesn't accept the offer or accepts the order and doesn't proceed with the agreement within 7 working days, the offer to the L2 bidder will stand terminate
- e. In case of tie in the score between more than one bidders, the bidder securing highest score in the Technical evaluation shall be considered.
- f. Additional requirement: Successful Bidder should also maintain a contingency of 200 numbers of Core i7 for the period of 06 (Six) months from the date of issuance of PO for any additional requirement at the same price. However, StockHolding will not give any commitment to the successful bidder on procurement of additional required desktop quantities. StockHolding will issue individual POs on the desktops wherever any requirement arises during the said period.

Dated this..... Day of 2024

(Signature)

(In the capacity of)

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

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Annexure - 5 - Interest free Earnest Money Deposit (EMD) Format for Desktop

PAN & GST number of bidder	Bank Name & branch address ,IFSC code	Bank account number	EMD amount paid in INR	UTR No.	Date of Payment (NEFT)	EMD Bank receipt to be uploaded
1.						

Dated this..... Day of 2024

(Signature)

(In the capacity of)

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

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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: IT-08/2023-24 dated 26-DEC-2023 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, *Stock Holding* ., a company incorporated under Companies Act, 1956, with its Registered Office at 301, Centre Point Building, Dr. Babasaheb R. Ambedkar Road, Parel, Mumbai – 400012 , 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

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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 / *Stock Holding* 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.

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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 / *Stock Holding* 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 / *Stock Holding* for forbearing to show favour or disfavour to any person in relation to the contract or any other contract with the Principal / *Stock Holding*.
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 / *Stock Holding* 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 / *Stock Holding* 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 *Stock Holding* / 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 / *Stock Holding* 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 / *Stock Holding*, or alternatively, if any relative of an official / employee of Principal / *Stock Holding* 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 / *Stock Holding*
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 / *Stock Holding* 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 / *Stock Holding*. Such exclusion may be for a period of 1 year to 3 years as per the procedure prescribed in guidelines of the Principal / *Stock Holding*.
2. The Bidder / Contractor / Counter Party accepts and undertake to respect and uphold the Principal / *Stock Holding*'s absolute right to resort to and impose such exclusion.
3. Apart from the above, the Principal / *Stock Holding* may take action for banning of business dealings / holiday listing of the Bidder / Counter Party / Contractor as deemed fit by the Principal / Owner / *Stock Holding*.
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/ *Stock Holding* 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 / *Stock Holding* / Owner under Law or the Contract or its established policies and laid down procedure, the Principal / *Stock Holding* / 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 / *Stock Holding* / 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 / *Stock Holding* / Owner apart from exercising any legal rights that may have accrued to the Principal / *Stock Holding* / 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 / *Stock Holding* 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 / *Stock Holding* has substantive suspicion in this regard, the Principal / *Stock Holding* / 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 / *Stock Holding* / Owner will enter into Pacts on identical terms as this one with all Bidders / Counterparties and Contractors.
2. The Principal / *Stock Holding* / Owner will disqualify Bidders / Counter Parties / Contractors who do not submit, the duly signed Pact, between the Principal / Owner / *Stock Holding* 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 / *Stock Holding* 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 / *Stock Holding* / 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

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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 / *Stock Holding* / 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 / *Stock Holding* 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, *Stock Holding*. Within 6 to 8 weeks from the date of reference or intimation to him by the Principal / Owner / *Stock Holding* and should the occasion arise, submit proposals for correcting problematic situations.
7. If the IEM has reported to the CEO&MD, *Stock Holding* Ltd. a substantiated suspicion of an offence under the relevant IPC/PC Act, and the CEO & MD, *Stock Holding* 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 *Stock Holding*

VIII. Other Provisions

1. This IP is subject to Indian Law, place of performance and jurisdiction is the Head Office / Regional Offices of the *Stock Holding* / 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.

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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 / *Stock Holding* 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 / *Stock Holding*)

(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.

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

Date:

To,

Sub: RFP No: **IT-08/2023-24** dated **26-DEC-2023** for Bulk Procurement, installation & Maintenance of Desktops.

Dear Sir,

DECLARATION

Stock Holding Corporation of India Limited (*StockHolding*) hereby declares that *StockHolding* 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 *StockHolding*

Yours faithfully,

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

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

Subject: RFP for Bulk Procurement, installation & Maintenance of Desktops

Ref: RFP No. **IT-08/2023-24** dated **26-DEC-2023**

DECLARATION

We understand that any deviations mentioned elsewhere in the bid will not be considered and evaluated by StockHolding. We also agree that *StockHolding* 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	StockHolding's Right to alter RFP	
7	Force Majeure	
8	Integrity Pact	
9	All General & Other Terms & Conditions in the RFP	
10	Requirement with terms and conditions	
11	Bid Formats Technical & commercial (Indicative Price) Bid	
12	Annexures in the RFP	

Dated this..... Day of 2024

(Signature)

(In the capacity of)

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

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Annexure – 9 - Letter of Acceptance

(To be submitted along with Technical Bid)

To,
Stock Holding Corporation of India 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: RFP no: **IT-08/2023-24 dated 26-DEC-2023** 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 Stockholding can modify, amend, alter and/or cancel the entire RFP at any stage without assigning any reason whatsoever. We further understand and accept that *Stock Holding's* decision in this regard will be final and binding on us.

We also accept that *Stock Holding'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 *Stock Holding*.

Dated this..... Day of 2024

(Signature)

(In the capacity of)

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

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Annexure – 10 - Manufacturer Authorisation Format
(To be submitted on OEM's letter head) /OEM Standard Format

Ref:

Date:

To

Stock Holding Corporation of India 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 RFP No: IT-08/2023-24 dated 26-DEC-2023

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 at no additional cost.

<OEM Name

<Authorised Signatory with Stamp>

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Annexure – 11 - Location Details

State	Branch Count	Count
Andhra Pradesh	Nellore 1 Tirupati 1 Kurnool 2 Visakhapatnam 2 Rajahmundry 3	9
Assam	GUWAHATI 3 JORHAT 3 SILCHAR 3 TINSUKIA 2 AGARTALA 4	15
Bihar	Patna 7 Bhagalpur 1 Muzaffarpur 2	10
Chandigarh	Chandigarh 9	9
Chhattisgarh	Raipur 4 Bhilai 4 Bilaspur 3	11
Goa	Goa 2	2
Gujarat	Ahmedabad -Ashram road 2 Ahmedabad -Maninagar 3 Ahmedabad - Motera 3 Ahmedabad - IFCI Bhavan 15 Anand 2 Baroda - Karelibaug 2 Baroda - Racecourse 3 Baroda - Sayajigunj 4 Bharuch 2 Gandhinagar 3 Navsari 2 Surat - Adajan 2 Surat - Ring road 5 Bhavnagar 4 Gandhidham 3 Jamnagar 5 Junagadh 4 Mehsana 2 Morbi 3 Porbandar 3 Rajkot 9 Visnagar 2	83

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Haryana	Gurgaon 1 Karnal 2	3
Himachal Pradesh	Shimla 3 Solan 2	5
Jammu	Jammu 6 Srinagar 1	7
Jharkhand	Ranchi 3 Bokaro 1 Hazaribagh 1 Jamshedpur 2	7
Karnataka	JC Road 7 Jaya Nagar 3 Malleswaram 3 Koramangala 2 Hassan 1 Yellahanka 1 Mysore 2 Mangalore 3 Udupi 2 Karkala 2 Kundapur 2 Davengare 2 Hubli 3 Belgaum 2 Dharwad 3 Bagalkot 1 Gulbarga 1 Raichur 1 Bellary 2	43
Kerala	Kochi 1 Trivandrum 1 Kollam 1 Calicut 1 Trichur 2 Kannur 2	8
Madhya Pradesh	Indore 4 Bhopal 2 Bhopal - Koh-e-fiza 2 Jabalpur 2 Gwalior 1 Ujjain 1	12
Maharashtra	AURANGABAD 2 KOLHAPUR 2 Nashik 1 Pimple Saudagar 1	22

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	Pune AgarkarNagar 1 Pune JM Rd 4 AMRAVATI 2 Jalgaon 1 NAGPUR DHANTOLI 4 Nagpur CA Road 2 NANDED 1 YAVATMAL 1	
Maharashtra	MUMBAI BRANCHES FORT 2 BORIVALI 1 PAREL 1 DADAR 1 MAHALAXMI 1 VASHI 1 KHARGHAR 1 NARIMAN POINT 1 THANE 2 GHATKOPAR 2 VIKHROLI 1 MULUND 1 KALYAN 1	16
New Delhi	Bhika Ji Cama 3 Janakpuri 3 Janpath 2 Karkardooma 3 Milap 5 Nehru Place 20 Pitampura 1	37
Odisha Orissa	BHUBANESWAR 6 CUTTACK 5 ROURKELA 5	16
Pondicherry Puducherry	Pondicherry Puducherry 4	4
Punjab	Mohali 4 Panchkula 2 Patiala 3 Amritsar 4 Ludhiana 3 Moga 3 Bhatinda 3 Jalandhar 3 Phagwara 2 Pathankot 2	29

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Rajasthan	Alwar 1 Ajmer 2 Bikaner 3 Jaipur - Sangam Tower 7 Jaipur - Malviya Nagar 2 Jodhpur 3 Kota 2 Sriganganagar 2 Udaipur 2	24
Tamil Nadu	Chennai Moore street 15 Chennai - Anna Nagar 2 Chennai - Mylapore 3 Chennai - Porur 1 Chennai - T Nagar 3 Chennai - Adyar 2 Chennai - Tambaram 1 Coimbatore 2 Erode 1 Salem 1 Karur 1 Trichy 1 Madurai 2 Tuticorin 2	37
Telangana	Ameerpet 6 Himayatnagar 3 Secunderabad 3 Dilshuknagar 2 Kukatpally 1 Warangal 1 Nizamabad 1	17
Uttar Pradesh	Lucknow 7 Meerut 4 Bareilly 1 Kanpur 6 Prayagraj 6 Agra 4 Gorakhpur 3 Varanasi 4 Vn2 Varanasi2 1 Mugalsarai 1 Jhansi 1 Noida 2 G.Noida 1	41
Uttarakhand	Dehradun 3 Haridwar 1	6

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	Haldwani 2	
West Bengal	India Exchange Place 15 Salt Lake 3 KALYANI 3 HALDIA 3 RASHBEHARI 3	27

Annexure – 12 – Template for Bank Guarantee

This Bank Guarantee is executed by the ----- (Bank name) a Banking Company incorporated under the Companies Act, 1956 and a Scheduled Bank within the meaning of the Reserve Bank of India Act, 1934 and having its head office at ----- and branch office at _____ (hereinafter referred to as the “Bank”, which term shall mean and include, unless to repugnant to the context or meaning thereof, its successors and permitted assigns) and Branch office at _____ in favour of Stock Holding Corporation of India Limited, a Company incorporated under the Companies Act, 1956 and having its Registered Office at 301, Centre Point, Dr. Babasaheb Ambedkar Road, Parel, Mumbai 400 012 (hereinafter referred to as “StockHolding”, which term shall mean and include, unless to repugnant to the context or meaning thereof, its successors and permitted assigns) at the request of _____, a Company incorporated under the Companies Act, 1956 and having its Registered Office at (hereinafter referred to as the “Service Provider”, which term shall mean and include, unless to repugnant to the context or meaning thereof, its successors and permitted assigns).

Whereas

- A. StockHolding has, pursuant to the Tender No. _____, issued the Purchase Order dated _____ to the Service Provider for providing _____
- B. In terms of the said Tender, the Service Provider has agreed to furnish to StockHolding, a Bank guarantee for Rs. _____ /- (Rupees _____ only) till _____ (date).
- C. The Bank has, at the request of the Service Provider, agreed to give this guarantee as under.

NOW IN CONSIDERATION OF THE FOREGOING:

- 1. We, the Bank, at the request the Service Provider, do hereby unconditionally provide this guarantee to StockHolding as security for due performance and fulfilment by the Service Provider of its engagements, commitments, operations, obligations or liabilities including but not limited to any sums / obligations / claims due by the Service Provider to StockHolding for meeting, satisfying, discharging or fulfilling all or any obligation or liability of the Service Provider, under the said Tender / Purchase Order.
- 2. We, the Bank, hereby guarantee and undertake to pay StockHolding up to a total amount of Rs. _____/- (Rupees _____ only) under this guarantee, upon first written demand of StockHolding and without any demur, protest and without any reference to the Service Provider.
- 3. Any such demand made by StockHolding shall be conclusive and binding on the Bank as regards the amount due and payable notwithstanding any disputes pending before any

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- court, Tribunal, or any other authority and/ or any other matter or thing whatsoever as the liability of the Bank under these presents being absolute and unequivocal.
4. We, the Bank, agree that StockHolding shall have the fullest liberty without consent of the Bank to vary the terms of the said Tender/ Purchase Order or to postpone for any time or time to time exercise of any powers vested in StockHolding against the Service Provider and to forbear or enforce any of the Terms & Conditions relating to the said Tender / Purchase Order and the Bank shall not be relieved from its liability by the reason of any such variation, or extension being granted to the Service Provider or for any forbearance, act or omission or any such matter or thing whatsoever.
 5. We, the Bank, agree that the guarantee herein contained shall be irrevocable and shall continue to be enforceable until it is discharged.
 6. This Guarantee shall not be affected by any change in the Constitution of the Bank or the Service Provider or StockHolding.

NOTWITHSTANDING ANYTHING CONTAINED HEREIN ABOVE:

1. The liability of the bank under this guarantee is restricted to a sum of Rs. _____/- (Rupees _____ only).
2. This Bank Guarantee will be valid for a period up to _____ (date).
3. A written claim or demand for payment under this Bank Guarantee on or before _____ (date) is the only condition precedent for payment of part/full sum under this guarantee.

For Issuing Bank

Name of Issuing Authority:

Designation of Issuing Authority:

Employee Code:

Contact Number:

Email ID: