

Balmer Lawrie & Co.Ltd

Information Technology Division.

Kolkata

PUBLIC e-TENDER ENQUIRY NO. : BL/IT/HO/DTLT/PT/201718/0002 DATE:16/06/2017 DUE ON : 07/07/2017

SUB: PUBLIC e-TENDER FOR PROCUREMENT OF DESKTOPS AND LAPTOPS FOR ALL INDIA REQUIREMENT.

Balmer Lawrie & Co. Ltd. (BL), a Govt. of India Enterprise, wishes to procure new Desktops and Laptops for all India requirement. Offers are invited from reputed and competent OEM manufacturers / dealers of such manufacturers for supply of the items at specified locations with following terms and conditions as mentioned in this thirteen (13) paged tender. **THIS IS A NO DEVIATION TENDER.**

Sl. No.	New Items	Indicative Quantity					
		Kolkata	Mumbai	Delhi	Chennai	Others*	Total
1	DESKTOP WITH 18" LED MONITOR (DTPC)	19	8	11	12	19	69
2	LAPTOP (LT)	33	19	16	21	16	105

♣ Other locations include Ahmedabad, Asaoti(Faridabad), Bangalore, Bhubaneswar, Chittoor(Andhra Pradesh), Cochin, Coimbatore, Guwahati, Gurgoan, Hyderabad, Kanpur, Lucknow, Navaseva (Mumbai), Nagpur, Pune, Silvassa, Pune, Thiruvananthapuram, Vizag, Vadodara and others. The above quantities (excluding optional items) are tentative by nature and quantity may vary more or less within twenty ($\pm 20\%$) percentage of the total quantity (rounded off to nearest integer) at the sole discretion of BL.

1. PRODUCT SPECIFICATION

The detailed specifications of the new items are given in **Annexure-I.**

2. VALIDITY OF OFFER

The offer shall remain valid for acceptance for a period of Ninety (90) days from date of opening of the Tender Document. All prices shall remain firm and valid during the period of contract ending on **31/03/2018.**

3. PREQUALIFICATION CRITERION

The following Pre-qualification criteria would apply. Pre-qualification criterion may be relaxed at the sole discretion of BL.

- 3.1 The bidder should be an Original Equipment Manufacturer (OEM) having five (5) years of Manufacturing Experience / Authorized Channel partner of the such OEM and holding authority to deal with Balmer Lawrie on behalf of the manufacturer, for the product quoted for. This should be supported by appropriate documentary evidence.
- 3.2 The bidder shall be a registered company and possess valid sales tax / service tax registration certificate, provident fund registration certificate and other necessary licenses.
- 3.3 The bidder should have a positive profit before tax (PAT) for each of the past three (3) financial years. This has to be substantiated by the Balance Sheet of the Firm / Company for the relevant years and should also be supported by appropriate documentary evidence.
- 3.4 The OEM/bidder shall have own local support office / franchisee presence for the locations namely Ahmedabad, Asaoti(Faridabad), Bangalore, Bhubaneswar, Chittoor(Andhra Pradesh), Cochin, Coimbatore, Guwahati, Gurgoan, Hyderabad, Kanpur, Lucknow, Navaseva (Mumbai), Nagpur, Pune, Silvassa, Pune, Thiruvananthapuram, Vizag, Vadodara and others from the nearest point of support not exceeding three hours of reachability.
- 3.5 It is mandatory to bid for all the items.

- 4 The bidder should be agreeable to hold the price and configuration till **31/03/2018** and in case there occurs any change in the specifications on account of the system ordered for being phased out from the market, should be able to supply systems of same/higher configuration(s) of same make at the same prices as stated in the order already placed on them.

5 **DELIVERY**

Delivery of the items ordered for has to be completed **latest by six weeks (6)** from the date of receipt of the BL Purchase Order. The cost of delivery and installation, if any, will have to be borne by the supplier and no separate charges will be paid by BL.

5.1 **Delivery is deemed to be completed when the following are received at the location in full**

- 5.1.1 Desktops and Laptops as per ordered specifications.
- 5.1.2 Supporting software's including media containing all relevant device drivers.
- 5.1.3 Associated Documents / Manuals / Licenses.

5.2 **Installation is deemed to be completed when :**

- 5.2.1 Desktops and Laptops along with other software as specified in the Purchase Order becomes fully functional, after delivery at the specified location, within the scheduled last date of installation.
- 5.2.2 The supplier shall be responsible for installing and testing the Operating System Software.
- 5.2.3 The items should be delivered and installed under the supervision and guidance of BL officials.

6 **PENALTY FOR LATE DELIVERIES**

In case of failure to deliver the items as per our delivery schedules, penalty shall be recovered from the vendor @ **one percent** or the part thereof on the undelivered part of the order value per week of delay subject to a maximum capping of twenty percentage of the basic order value.

7 **PENALTY FOR DELIVERY OF NON-COMPLIANT SPECIFICATION**

Subsequent to the physical delivery of items at BL's locations, if it comes to BL's notice that the delivered material does not comply with the ordered specification, the vendor will be asked to replace / rectify the delivered items. In such cases the date of clearance by the BL personnel as to the compliance of ordered specification after the replacement / rectification has been carried out by the vendor would be considered as the final date of delivery and the "**Penalty for Late Delivery**" clause as stated above would be applicable.

8 **PAYMENT TERMS**

8.1 Hundred percent of the payment shall be from respective delivered locations effected after installation and on receipt of bills/invoices, delivery & installation note/s duly signed by BL personnel along with **performance bank guarantee (see Annexure-II)** amounting to ten (10)% of the order value valid for five(5) years. Performance bank guarantees and undertaking of authenticity (**see Annexure-III**) need to be submitted at BL Corporate H.O. Kolkata only. Bills / Invoices shall be produced only on certified delivery of entire order quantity. Payment process will be completed within forty five days from the completion of above documentation.

8.2 Photocopy of the delivery details and installation notes for all delivered locations has to be submitted to H.O.

8.3 Photocopy of the **support packs procured from OEM for pan India delivered items** has to be submitted to H.O. Originals can be demanded by BL any time during the period of WARRANTY and AMC.

8.4 EFT will be the only mode of payment.

9 EARNEST MONEY AND TENDER FEES

The bidders will require to submit a refundable interest-free earnest money of Rupees **Twenty Five Thousand** (₹25,000/-). EMD is payable by Pay Order / Demand Draft drawn on "Balmer Lawrie & Co. Ltd." payable at Kolkata. Offers not accompanied with earnest money, are liable to be rejected. The Earnest money deposited shall be refunded to the unsuccessful bidder/s on submission of official request. No tender fees are payable.

10 GUARANTEE / WARRANTY / MAINTAINABILITY

All equipment's including laptop batteries and all adapters should be guaranteed/warranted to **the highest level of support available from the OEM on the data of bidding** and against all defects and failure for a period of **five (5) years**, comprising of three years of warranty/guarantee and two years of post warranty annual maintenance contract from the date of successful installation in installation note signed by competent BL authority. All guarantee/warranty services shall be on-site comprehensive and free of cost. Successful bidder has to necessarily sign an undertaking for maintainability certificate as per as per **Annexure-IV** enclosed.

11 ANNUAL MAINTENANCE CONTRACT (AMC)

The supplier will have to provide on-site comprehensive Annual Maintenance after completion of the warranty period. The supplier will have to ensure availability of spare parts for five (5) years from the date of successful installation. Successful bidder will have to sign a AMC contract and would have to necessarily quote for AMC percent / amount per annum for the items bidded as per items in **Annexure-I**.

12 TAXES AND DUTIES

Taxes and duties as applicable on the date of dispatch shall be payable to the bidder at an actual. However In case any increase occurs in Taxes and Duties on account of delayed delivery on your part, such increases shall be on bidders account

13 TECHNO-COMMERCIAL CRITERION

- 13.1** Bidder should meet the Pre-Qualification criteria.
- 13.2** Technical specification offered by the bidder should meet the specification given in this Tender. BL reserves the right to check the specifications of the supplied items by Government recognized third party any time during the warranty of the items.
- 13.3** BL reserves the right to ask the selected bidder to organize demonstration of the items quoted in this tender at BL/bidders premises to confirm the successful capability and operational ability of the computer hardware quoted in this tender with BL computer setup.
- 13.4** The Price Bid for qualified bidders will be opened after successful techno-commercial compliance.

14 PRICE EVALUATION CRITERION

- 14.1** Price Evaluation would be done based on Total Life Cycle operating cost (TCO) of five (5) years.
- 14.2** L1 (lowest) bidder will be chosen.

15 SUBMISSION OF OFFER

- 15.1** The bidder shall submit his response through bid submission to the e-tender on Procurement platform at **<https://balmerlawrie.eproc.in>** by following the procedure given below. The bidder would be required to register on the procurement market place **<https://balmerlawrie.eproc.in>** and submit their bids online. **No offline bids shall be entertained by the Tender Inviting Authority.** The bidders shall submit their eligibility and qualification documents, Technical bid, Financial bid etc. in the standard formats prescribed in this e-Tender documents displayed in procurement web site. The bidder shall upload the scanned copies of all the relevant certificates, documents etc., in support of their eligibility criteria/technical bids in the e-Procurement web site. However, bulky documents need not be scanned and uploaded but physical copy of the same should be sent to this e-Tender Inviting Authority office before the tender opening date. The bidder shall sign on the statements, documents, certificates, uploaded by him, owning responsibility for their correctness / authenticity.

15.2 Registration with e-Procurement platform

For registration and online bid submission bidder may contact HELP DESK of M/s C1 India Pvt. Ltd., or they can register themselves online by logging in to the website <https://balmerlawrie.eproc.in>. Or contacting Shri Tirtha Das (09163254290, tirtha.das@c1india.com), Shri Tuhin Ghosh – (08981165071, tuhin.ghosh@c1india.com), Ravi Gaiwal (022-66865633, ravi.gaiwal@c1india.com), Shri Ujjal Mitra (07702669806, ujjal.mitra@c1india.com), Shri Ritabrata Chakraborty (08697910411, ritabrata.chakraborty@c1india.com).

15.3 Digital Certificate authentication

The bidder shall authenticate the bid with his Digital Certificate for submitting the bid electronically on e-Procurement platform and the bids not authenticated by digital certificate of the bidder will not be accepted on the e-Procurement platform. All the bidders who do not have Digital Certificate need to obtain Digital Certificate. Bidders may contact Help Desk of C1 India Pvt. Ltd.

15.4 Submission of Hard copies :

After submission of the bid online, the bidders are requested to submit the demand drafts / Bank Guarantee towards tender fees and / EMD in a separately sealed envelope mentioning the Tender No along with other documents in a separate envelope mentioning the Tender No as required, to the Tender inviting Authority latest by the due date. **Under no circumstances HARD COPY of Price Bid should be sent.**

15.5 Corrigendum to tender :

The bidder has to keep track of any changes by viewing the addendum / corrigendum's issued by the tender Inviting Authority on time-to-time basis in the e-Procurement platform. The Company calling for tenders shall not be responsible for any claims / problems arising out of this.

15.6 Bid Submission Acknowledgement :

15.6.1 The user should complete all the processes and steps required for bid submission. The successful bid submission can be ascertained once acknowledgement is given by the system through bid submission number after completing all the processes and steps. Tender Inviting Authority and C1 India Pvt. Ltd. will not be responsible for incomplete bid submission by users. Users may also note that the incomplete bids will not be saved by the system and not available for the Tender Inviting Authority for processing.

15.6.2 Before uploading scanned documents, the bidders shall sign on all the statements, documents, certificates uploaded, owning responsibility for correctness and authenticity.

15.7 Disclaimer Clause :

Neither Balmer Lawrie & Co. Ltd. nor the service provider (C1 India Pvt. Ltd.) is responsible for any failure of submission of bids due to failure of internet or other connectivity problems or reasons thereof

16 The company reserves the right to accept or reject any or all offers or to split the order/s without assigning any cause. Bids of any Tenderer may be rejected if a conflict of interest between the Tenderer and the company is detected at any stage.

17 **Incomplete** offers are liable to be summarily rejected.

The last date of submission :

[A] Of the required hard copy documents is till fifteen hundred (1500) hours IST on 07/07/2017,

[B] Of the online E-bidding is till eighteen hundred (1800) hours IST on 07/07/2017.

Clarifications can be obtained **in writing** from the undersigned during BL office working hours on any date **before the due date of submission** of this tender.

Shri P.M. Dutta,
Sr. Manager (IT),
Balmer Lawrie & Co. Ltd.,
21, Netaji .Subhas Road,
Kolkata 700 001.

PUBLIC e-TENDER FOR PROCUREMENT OF DESKTOPS AND LAPTOPS FOR ALL INDIA REQUIREMENTS
TECHNO COMMERCIAL BID : ACCEPTANCE OF COMMERCIAL TERMS

Shri P.M. Dutta,
Sr. Manager (IT),
Balmer Lawrie & Co. Ltd.,
21, Netaji Subhas Road,
Kolkata 700 001.

We are glad to submit our Techno-Commercial offer for “Procurement Of Desktops and Laptops for All India Requirement” against your Tender Enquiry No. BL/IT/HO/DTLT/PT/201718/0002, Dated 16/06/2017.

1 PARTICULARS OF COMPANY

- 1.1 Name of company : *(Please enclose certificate of Incorporation)*
- 1.2 Nature of Business : OEM / Dealer / Distributor.
(Dealer/Distributor need to enclose authorization certificate from OEM)
- 1.3 Full address :
- 1.3.2 Registered Office :
- 1.3.3 Dealing Office :
- 1.3.4 Phone :
- 1.3.5 Fax :
- 1.3.6 E-mail :
- 1.3.7 Contact Person
- 1.3.8 *Name* :
- 1.3.9 *Mobile No.* :

2 DETAILS OF CERTIFICATES

Sl. No.	Particulars	Registration Nos.	Remarks
2.1	Income Tax		Copy Of Registration Certificate / Pan card
2.2	Central Sales Tax		Copy Of Registration Certificate
2.3	State Sales Tax		Copy Of Registration Certificate
2.4	VAT No.		Copy Of Registration Certificate
2.5	GST No.		Copy Of Registration Certificate
2.6	Provident Fund		Copy Of Registration Certificate

Note : Please attach copy of latest certificates.

3 LIST OF SERVICE CENTRES

Please enclose list of service centers in India in the under noted format

Sl. No	Name of City	Type of Centre		Remarks.
		Company Operated	Franchised	

Note : All cities listed in the enquiry to be covered.

4 DETAILS OF BANKER (for NEFT)

1	Name of the Bank	
2	Name of the Branch	
3	Branch Code	
4	Address	
5	City Name	
6	Telephone No. of Bank	
7	IFSC Code No.	
8	Type of account (SB, Current or Cash Credit with code)	
9	Account No. (as appearing on cheque book)	

Note : Submit cancelled / photocopy of Cheque leaf issued by the bank specified above

5 ANNUAL TURNOVER (TO) AND PROFIT AFTER TAX (PAT)

(₹/ Lakhs)

Sl.No.		FY 2013-14	FY 2014-15	FY 2015-16	Remarks
1	TO				
2	PAT				

Note : Please submit annual reports.

6 OTHER INFORMATIONS

1	Is the Manufacturing unit (Principal in case of dealers / distributors) ISO 9001 certified	Yes	No
2	Is the company a sick / potentially sick company?	Yes	No
3	Has the company been black listed by any Public Sector Enterprise?	Yes	No
4	Does the company have business with any other unit(s) of BL (If yes, attach details).	Yes	No

We agree to all the "Terms and Conditions" set in the PUBLIC e-TENDER Enquiry No. **BL/IT/HO/DTLT/PT/201718/0002** Dated 16/06/2017 and submit herewith a signed and sealed copy of the "e-Tender Notice No. _____", as our token of acceptance of all terms and conditions of the Tender. We also hereby confirm maintainability of all the equipment for a period as mentioned in the clause number ten (10) of Page no three (3) of this e-Tender document from the date of installation. Confirmation of the specifications as given in **Annexure-I**.

(Signature of Authorized Signatory with stamp)

Name (in block letters) :

Date :

Place :

Enclosed : 1. Copy of e-Tender Notice No BL/IT/HO/DTLT/PT/201718/0002, Dated 16/06/2017 duly signed and sealed.

2. Specification sheet as per **Annexure-I** duly sealed and signed.

PUBLIC e-TENDER FOR PROCUREMENT OF DESKTOPS AND LAPTOPS FOR ALL INDIA REQUIREMENT

PRICE BID (TO BE SUBMITTED ONLINE ONLY)

Shri P. M. Dutta,
Sr. Manager (IT),
Balmer Lawrie & Co. Ltd.,
21, N.S. Road, Kolkata 700 001.

We are glad to submit our best Price offer for “**PROCUREMENT OF DESKTOPS AND LAPTOPS FOR ALL INDIA REQUIREMENT**” against your Tender Enquiry No. BL/IT/HO/DTLT/PT/201718/0002, Dated 16/06/2017.

1 BASIC PRICE OF NEW ITEMS

Sl. No.	Item Description	Make & Model Offered	Unit	Basic Price (₹/Unit) Delivered (Incl. Of Excise Duty + Surcharge)	Post Warranty Annual Maintenance Charges. (May be quoted as a percent (%) of basic price ₹/Unit/year)
1	DTPC		No.		
2	LT		No.		

2 TAXES AND DUTIES

Following taxes and duties will be applicable:

Sl. No.	Taxes & Duties (%)	DTPC	LT
1	CST		
2	Sales Tax		
3	VAT		
4	Service Tax		
5	Any other taxes and duties %		
6	Any other Charges		

We agree to keep the above offer is valid for ninety (90) days and the price shall remain firm till 31/03/2018. Statutory Taxes and Duties shall be as applicable on the date of dispatch.

(Signature of Authorized Signatory with stamp)

Name (in block letters) :

Date :

Place :

Annexure – I

SPECIFICATIONS OF DESKTOP COMPUTERS WITH TFT LED MONITOR (DTPC)			
Sl. No.	Features	Specifications	Specifications Offered (To be filled up by Tenderer)
1	CPU	Intel 7 th Gen Core i5-7500 upto 3.8 GHz with Intel HD Graphics or higher.	
2	Motherboard	OEM make motherboard.	
3	Memory	Single 8 GB 2400 MHz DDR4 or higher (expandable upto 32 GB with 4 DIMM slots)	
4	Hard Disk Drive	1 TB 7200 RPM or higher.	
5	Monitor	LED 18.5" (inches) TCO'06 or higher (same OEM make as system).	
6	Keyboard	Minimum 104 Keys Keyboard Type USB (same OEM make as system).	
7	Pointing Device	USB Optical Scroll external Mouse (same OEM make/brand as system) with high quality mouse pad	
8	Ports	Three nos. USB with minimum one no. USB 3.0 or higher, Display Port, VGA, Line IN, Line Out.	
9	Form Factor	Small form factor (below 10 litre) with internal speakers built inside the cabinet (not in monitor)	
10	Optical Drive	8X Internal DVD-RW.	
11	Networking features	Integrated Gigabit RJ 45 LAN with IPv6 compliance.	
12	Operating System	Genuine OEM MS Windows 10 (64 bit) Professional preloaded with latest Service Pack/s and Recovery CD.	
13	Certifications	Microsoft certification of [A] Certificate of authenticity of O.S. [B] Energy Star 6.0 [C] UL/FCC [D] EPEAT GOLD [E] ROHS	
14	Data Security	Trusted Platform Module (TPM 1.2)	
15	Warranty	Three years comprehensive onsite warranty. Warranty details should be available in OEM's website.	
16	Make& Model	<i>< To be stated by the bidder ></i>	

SPECIFICATIONS OF LAPTOP COMPUTER (LT)			
Sl. No.	Features	Item Specifications	Specifications Offered (To be filled up by Tenderer)
1	CPU	Intel 7 th Gen Core i5-7200U upto 3.1GHz 3M cache with Intel Graphics or higher.	
2	Memory	Single 8 GB 2133 MHz DDR4 or higher. (expandable upto 16 GB)	
3	Hard Disk Drive	1 TB 7200 RPM or higher	
4	Display	14" Diagonal LED backlit HD antiglare flat display.	
5	Cordless Mouse	Cordless Mouse (same OEM make as system) with high quality mouse pad.	
6	Wired Communication	Inbuilt Gigabit 10/100/1000 Mbps Network interface with IPv6 compliance.	
7	Wireless Communication	802.11b/g/n Wi-Fi adapters.	
8	Blue Tooth	Inbuilt Bluetooth v4.0 or better.	
9	Ports and slots	Three nos. USB with minimum one no. USB 3.0 or higher, HDMI , VGA Port, One RJ45, One headphone / speaker out, inbuilt stereo speakers.	
10	Collaboration	Integrated two(2) stereo speakers and HD or higher webcam.	
11	Operating System	Genuine Windows 10 Professional (64 bit) preloaded with latest Service Pack/s, recovery media, documentation and certificate of authenticity.	
12	Certifications	Microsoft certification of [A] Certificate of authenticity of O.S. [B] Energy Star 6.0 [C] UL/FCC [D] EPEAT GOLD [E] ROHS	
13	Data Security	Trusted Platform Module (TPM 1.2)	
14	Battery Backup	Min. three (3) hours on full load or higher with Lithium ion batteries.	
15	Power Management	Matching power adapter with Indian type pins.	
16	Warranty	Three years comprehensive onsite warranty. Warranty details should be available in OEM's website.	
17	Maximum Weight	Below 1.8 Kgs for base Laptop including batteries.	
18	Carry Bag	High Quality Fabric Carry Bag of same OEM.	
19	Make / Model	<u>< To be stated be the bidder ></u>	

Annexure-II

[Bank Guarantee – Refer Clause Eight dot one (8.1) of Page Two (2)]

Dated 2017

To

.....
.....
.....

[Name and Address]

Dear Sir,

We refer to the Contract Agreement (hereinafter called the “Contract”) Reference No. Dated between you and M/s. (**Name of the Contractor**) (hereinafter called the “Contractor”). Whereas the Contractor has undertaken to produce a Bank guarantee under the Contract including any amendment thereto, to secure its obligations to you for the performance of the Contract including the guarantees and warranty of the Facilities & the equipment supplied.

1. We (**Name of the Bank**) do hereby expressly irrevocably and unreservedly undertake to unconditionally pay to you merely on your written demand, without referring it to the contractor and without protest and demur an amount not exceeding (**amount in INR**). Any such demand made on us shall be conclusive as regards the amount due and payable by us under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding
2. Notwithstanding anything to the contrary we agree that your decision as to whether the Contractor has committed a breach of any terms and conditions of the contract shall be final and binding on us and we shall not be entitled to ask you to establish your claim or claims under this Guarantee but shall pay the same forthwith without any objection or excuse.
3. We undertake to pay to you any money so demanded notwithstanding any dispute or disputes raised by the Contractor(s) / Contractor(s) in any suit or proceeding pending before any court or Tribunal or arbitration relating thereto, our liability under these presents being absolute and unequivocal. The payment so made by us under this Guarantee shall be a valid discharge of our liability for payment thereunder.
4. This guarantee shall come into force from the date of issue of this guarantee and shall remain revocably valid and in force initially up to _____ and the same shall be extended further until the expiry of the Defect Liability Period of the said Contract.
5. This guarantee shall not in any way be affected by you taking any securities from the Contractor or by the winding up, dissolution, insolvency or death as the case may be of the Contractor. We shall not be entitled to proceed against the assets of the Contractor at your site
6. In order to give full effect to the Guarantee herein contained, you shall be entitled to act as if we were your principal debtors in respect of all your claims against the Contractor, hereby guaranteed by us as aforesaid and we hereby expressly waive all our surety ship and other rights, if any, which are in any way inconsistent with the above or any other provisions of this Guarantee.
7. This guarantee is in addition to any other guarantee or guarantees given to you by us.
8. This guarantee shall not be discharged by any change in the constitution of the Contractor or us, nor shall it be affected by any change in your constitution or by any amalgamation or absorption thereof or therewith but will ensure for and be available to and effaceable by the absorbing or amalgamated company or concern.

9. Notwithstanding anything contained herein before our liability under this guarantee is restricted upto a sum (**amount in INR**) and shall expire on unless a claim or demand is made on us in writing within three months of the expiry date all your rights shall be forfeited and we shall stand relieved and discharged from our liabilities hereunder.

10. We have full power to sign this guarantee under the delegations of powers and notification made under general regulation and resolutions in this regard.

Yours faithfully.

Dated day of 2017.

For

Annexure-III

Sub : Undertaking of Authenticity for Computer Desktop PC / Computer Laptop Supplies

Sub : Supply of IT Hardware / Software – Computer Desktop PC / Computer Laptop

Ref : 1. Your Purchase Order No. dated.....

2. Our Invoice no / Quotation No. dated.....

With reference to the Servers being supplied / quoted to you vide our invoice no / quotation no / order no cited above

We hereby undertake that all the components/parts/assembly/software used in the Computer Desktop PC / Computer Laptop under the above like Hard disk, Memory etc. shall be original new components/parts/assembly/software only, from respective OEMs of the products and that no refurbished/duplicate/second hand components/parts/assembly/software are being used or shall be used.

We also undertake that in respect of licensed operating system if asked by you in the purchase order, the same shall be supplied along with the authorized license certificate (e.g. Product Keys on Certification of Authenticity in case of Microsoft Windows Operating System) and also that it shall be sourced from the authorized source (e.g. Authorized Microsoft Channel in case of Microsoft Operating System).

Should you require, we hereby undertake to produce the certificate from our OEM supplier in support of above undertaking at the time of delivery/installation. It will be our responsibility to produce such letters from our OEM supplier's at the time of delivery or within a reasonable time.

In case of default and we are unable to comply with above at the time of delivery or during installation for the IT Hardware/Software already billed, we agree to take back the Computer Desktop PC / Computer Laptop /s without demur, if already supplied and return the money if any paid to us by you in this regard.

We <**System OEM name**>) also take full responsibility of both parts and service SLA as per the content even if there is any defect by our authorized Service Center / Reseller / SI etc.

Signature of Authorized Signatory

Name :

Place

Date

Annexure-IV

Sub : Undertaking for maintainability of equipment's & spare parts

Ref : Tender No.dated.....

I/We(Name) (Designation) for and on behalf of M/ s
..... (Name of the firm), hereby, solemnly affirm to give an undertaking that
I/We will, give an undertaking to make availability of requisite spare parts for the maintainability of five (5)
years from the date of successful installation.

Signature of Authorized Signatory with office seal
Designation

Name :

Place :

Date :