

## RFP for Procurement of Branded Desktops

### Document Control Sheet

Name of the Organisation	<b>Stockholding Document Management Services Ltd.</b>
RFP Reference No.	SDMS/IT-Infra/2018-19/007
Date of issue of RFP Document	<b>11<sup>th</sup> Oct 2018</b>
Pre-bid Meeting	<b>16<sup>th</sup> Oct 2018</b> at 11:30 AM at Mahape Office
Last Date and Time for submission of E-Bids	<b>01<sup>st</sup> Nov 2018</b> on or before 6:00 PM
1) Tender Fees	Tender Fees of Rs. 3,540/- (Tender Fee: Rs. 3,000 + GST@18%: Rs. 540) to be paid in the form of Demand Draft issued by Scheduled/Nationalized bank in favor of Stockholding Document Management Services Ltd.
2) Earnest Money Deposit (EMD)	EMD of Rs. 80,000/- to be paid in the form of Demand Draft or BG (BG Format attached in Page No. 8) issued by Scheduled/Nationalized bank in favor of Stockholding Document Management Services Ltd. & payable at Navi Mumbai. EMD should be submitted in physical form on or before last date and time for submission of Bids.
3) Exemption for firms under NSIC / MSME	The firms who are registered with NSIC / MSME are exempted from payment of EMD, Tender Fee. The bidders have to attach NSIC/ MSME certificate along with the tender during submission.
Address for Communication	<b>CTO</b> Stockholding Document Management Services Ltd. SHCIL House, Plot No.51, T.T.C. Industrial Area M.I.D.C., Opp. L&T Infotech, Mahape, Navi Mumbai - 400 710
Submission of Bids	<a href="https://stockholdingdms.eproc.in">https://stockholdingdms.eproc.in</a>
No of Pages in this RFP Document	<b>12 (Twelve)</b>
This Bid document is not transferable	

## RFP for Procurement of Branded Desktops

### DISCLAIMER

The information contained in this Request for Proposal (RFP) document or information provided subsequently to bidder(s) or applicants whether verbally or in documentary form by or on behalf of Stockholding Document Management Services Ltd (SDMS), 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 SHCIL 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. SDMSL 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. SDMSL may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.



# RFP for Procurement of Branded Desktops Stockholding Document Management Services Ltd.

CIN – U74140MH2006GOI163728

Website – [www.stockholdingdms.com](http://www.stockholdingdms.com)

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Stockholding Document Management Services Ltd (SDMS), a company incorporated under the Indian Companies Act 1956 and having its registered office at **Plot No. P -51, TTC Industrial Area, Mahape, Navi Mumbai – 400710**, intends to procure **Branded Desktops**.

Prices shall include taxes. Bidder needs to give detailed price break up of each component. The prices quoted by the bidder shall remain firm during the entire period of the contract and shall not be subject to variation on any account.

E-Bids (**Technical Bids & Commercial Bids**) for Procurement of Desktops are invited directly from the authorized partners. Further details can be obtained from the office of the undersigned. Stockholding DMS will go for Reverse Auction (RA) for this tender. Commercials will be opened only for the Technically Qualified bidders. Reverse Auction (RA) will be conducted only for Technically qualified bidders.

## **QUALIFYING / ELIGIBILITY CRITERIA**

**The firm / company shall fulfill the following criteria:**

1. The Firm should not have been debarred / blacklisted by any government, Semi Govt., P.S.U, Board/ Corporation or any Autonomous Body in last 3 years.
2. The firm /company should be the authorized dealers/agent of the company/who are able to provide PAN India support.

The following documents should be contained, in Bid submission.

- i) Covering letter should state the Bid Title, Bidders name, Address.
- ii) Bidder should submit valid documentary proof of GST, PAN and other KYC documents (e.g. Company Registration, any other certification).
- iii) Bid to meet the requirement and specifications as per annexure I & II, with one set of Product Brochure with precise technical information about particular product capabilities and features as per tender.
- iv) Further, the rates shall be fixed and shall remain unchanged, for a period of 180 days.
- v) An undertaking stating the bidder satisfies the eligibility criteria as mentioned above.
- vi) The bidder should be an Original Equipment Manufacturer (OEM) authorized partner to Supply, Install and Maintain the Desktops. Specific OEM authorization letter (MAF) addressed to CTO, Document Management Services Ltd. against this tender enquiry shall be submitted by the bidder along with his/her bid.

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### EVALUATION PROCESS:

The bids shall be scrutinized by the committee, constituted for the purpose with right to inspection of manufacturing unit by the Committee. The decision of the SDMS in this regard shall be final and binding.

On conclusion, SDMS shall issue the Purchase Order with the successful bidder detailing the commercials, period and terms & conditions. The vendor shall sign the Integrity Pact with SDMS.

### Annexure to this RFP:

#### Annexure I – Requirement / Technical Specification

Provide the following details along with Technical Bid:

- OEM of the Product & Model name.
- Date of Release of Product.
- Date of End of Sale.
- End of Life (EoL): Details of the offered equipment.
- End of Support (EoS): Details of the offered equipment.

Desktop should be in Leader's quadrant of Gartner Magic Quadrant for Global Enterprise Desktop.

#### Option 1:

##### Specification:

Sr. No.	Branded Desktop Specification	Quantity	Delivery Location
1	<b>CPU:</b> Core i3 - <b>Gen:</b> 8th Gen or equivalent AMD Processor, <b>RAM:</b> 4GB DDR4, <b>HDD:</b> 1TB-7200 RPM, Cabinet with SMPS, USB Keyboard and Mouse, <b>OS:</b> MS-DOS, <b>Warranty:</b> 5 years on-site warranty.	25	Mahape, Navi Mumbai
2	19.5' inch LED Monitor		

#### Option 2:

##### Specification:

Sr. No.	Branded Desktop Specification	Quantity	Delivery Location
1	<b>CPU:</b> Core i5 - <b>Gen:</b> 7th Gen or equivalent AMD Processor, <b>RAM:</b> 8GB DDR4, <b>HDD:</b> 1TB-7200 RPM, Cabinet with SMPS, USB Keyboard and Mouse, <b>OS:</b> MS-DOS, <b>Warranty:</b> 5 years on-site warranty.	25	Mahape, Navi Mumbai
2	19.5' inch LED Monitor		

- If AMD is selected in the Reverse Auction, then POC will be done with our applications before placing the order.

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- For Technical Bid Evaluation, Bidders need to fill the details in following format:

Sr. No.	Company Name	Detailed Specification with Brand & Model of Branded Desktop	Qty.	Warranty
1.		Option 1:	25	
		Option 2:	25	

### Annexure II – SLA/SoW, Payment terms, Forms and guidelines for Tenderers

#### SLA:

- All equipments delivered should be as per specifications of the order and shall be warranted for trouble free performance for a period of three years from the date of installation.
- Bidder 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. Bidder shall further warrant that the goods supplied shall have no defect arising out of faulty design, inadequate and or inferior materials or workmanship or from any act of omission of the bidder, when used under normal use of the supplied goods in the conditions prevalent in India. Further, Bidder undertakes to replace equipment, if found faulty on installation, within 3 days at no extra cost to SDMS. Failing this, SDMS may, at its discretion recover the amounts paid towards the equipment.
- Bidder agrees to deploy their Technical Staff for one-time Installation for each of the Desktops spread across the designated locations as per the details provided by SDMS through Bidder or their direct offices/ Channel partners in India
- Bidder will undertake to install all the equipment as per the time schedule given by SDMS
- The installation Reports should be properly filled up by the Engineer who installs the equipment and submit to SDMS with the signature of the user. 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 and warranty period will start from this day.
- SDMS will log telephonic and e-mail complaints at the designated centers of the Company as per the contact details provided by the Company to get problems resolved. The complaints will be resolved by trained and qualified workforce appointed by Bidder. Bidder would provide a call number for the calls logged with the bidder.

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- (g) During the warranty period, for any hardware problem, Bidder will respond to the call within next working day and resolve within 2 working days.
- (h) In case the complaint cannot be re-solved onsite, the equipment will be picked up by Bidder for shifting to repair center within a day, and should be returned within 4 working days. Alternatively, good working equipment (with similar or higher configuration) will be provided as replacement. In any case, the Equipment will be returned to the site after repairs within 10 working days. Bidder has to strictly adhere to the time limits set for each activity failing which, penalty at Rs. 1000/- may be charged per day of delay.
- (i) All expenses incurred for collecting and delivering the Desktops will be borne by Bidder.
- (j) Before picking up the equipment, a status report will be made by the Engineer and will be attested by the user. The physical condition of the equipment should be described in the report. Bidder will, at his own expense, carry out repairs if the Desktops get damaged after the same is picked up from the location. Bidder will be responsible for the Desktops until it is safely delivered to the location.
- (k) The equipment shall be carried to the repair center (if needed) by the persons authorized by the bidder and returned to the location at the bidder's expense. SDMS will not bear the freight, labor charges or any other charges.
- (l) Bidder will make its Technical Staff available on call to SDMS from Monday – Saturday, on a 9 a.m. to 7.00 p.m. basis for resolution of any problem.
- (m) Bidder hereby indemnify, protect and save SDMS 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.
- (n) Any publicity by Bidder in which name of SDMS is used should be done only with the explicit permission of SDMS. This service level agreement is an exclusive agreement between the Bidder and SDMS. Neither party shall disclose any part of the agreement to a third party without the written permission of the other.

### Terms and Conditions:

#### (1) Payment Terms:

1.1 50% payment will be made against delivery and on submission of original invoice, delivery challan duly authorized by SDMS official(s).

1.2 40% payment will be made against installation and submission of original installation certificates duly authorized by SDMS official(s).

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1.3 Balance 10% payment after submission Bank Guarantee other than co-operative bank(s) for the value of 10% value of the Purchase Order.

(2) Taxes and Levies:

2.1 Taxes and levies are inclusive in the price bid. However, detailed break up of each and every component should be provided. All the invoices must be in the name of “Stockholding Document Management Services Ltd” and needs to be submitted at our Mahape office along with original Delivery challans and installation reports duly signed by the concerned officials at the Branch. Applicable TDS will be deducted from the payment.

(3) Warranty:

Five-year comprehensive on-site warranty from the date of last installed desktop and support should be for PAN India.

(4) The said bid security amount (EMD) will be forfeited, if the bidder withdraws his proposal during the period of the proposal validity; or if the bidder, having been notified of the acceptance of its proposal by the purchaser during the period of validity of the proposal fails or refuses to execute the contract in accordance with the RFP.

(5) The bid security amount (EMD) of the unsuccessful bidder(s) will be returned after completion of tendering process. However, the EMD of successful bidder will be returned within 30 days of date of acceptance of Purchase Order.

(6) Delivery:

Delivery of Desktops should be within 3-4 weeks from the date of PO.

(7) Escalation Matrix:

Detailed Escalation Matrix to be shared. Support has to be given PAN India Location.

**Commercial Bid Format:**

Sr. No.	Material Description with Brand of Desktop	Qty.	Unit Price (Rs.)	Sub Total (Rs.)	GST (Rs.)	Total (Rs.)	Grand Total (Rs.)
1		25					
2		25					

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- For any other updates and corrigendum related to the RFP, please visit [www.stockholdingdms.com](http://www.stockholdingdms.com) website after 1 PM of 16<sup>th</sup> Oct, 2018.
- Submission of E-Bids to be done in <https://stockholdingdms.eproc.in>
- For any queries regarding Reverse Auction (RA)/ login/ e-tendering process flow, kindly contact the following:

Name	Email	Phone Number
Sachin Toraskar	sachin.toraskar@c1india.com	+91-22-66865610
Fairlin Jivin	fairlin.jivin@c1india.com	+91-22-66865603





## RFP for Procurement of Branded Desktops BANK GUARANTEE

**To**

StockHolding Document Management Services Limited  
(formerly known as SHCIL Projects Limited)  
SHCIL House,  
P-51, T.T.C. Industrial Area,  
MIDC, Mahape,  
Navi Mumbai - 400710  
(Hereinafter referred to as "StockHolding DMS / you")

**THIS BANK GUARANTEE AGREEMENT** issued at ..... this..... day of ..... 2017 by (Bank Name) having its Registered Office at and its Branch at (hereinafter referred to as "the **Guarantor**", which expression shall, unless it be repugnant to the subject, meaning or context thereof, be deemed to mean and include its successors and permitted assigns) **IN FAVOUR OF StockHolding Document Management Services Limited (formerly known as SHCIL Projects Limited), a company incorporated under the Companies Act, 1956 and having its registered office at SHCIL House, P-51, T.T.C. Industrial Area, MIDC, Mahape, Navi Mumbai – 400710** hereinafter referred to as "**StockHolding DMS**" which expression shall, unless repugnant to the subject, context or meaning thereof, be deemed to mean and include its successors and assigns).

WHEREAS StockHolding DMS, a company incorporated under the Companies Act, 1956 and having its registered office at SHCIL House, P-51, T.T.C. Industrial Area, MIDC, Mahape, Navi Mumbai – 400710 has entrusted the task of **Procurement of \_\_\_\_\_** to Vendor Name. (hereinafter referred to as "vendor") having office at Address \_\_\_\_\_. and requires the Vendor to furnish a Bank Guarantee for a sum of Rs. \_\_\_\_\_/- (**Rupees \_\_\_\_\_ only**) as a Bank Guarantee.

2. **M/s. \_\_\_\_\_**, our constituent, has requested us to furnish guarantee to **StockHolding DMS Ltd.** in respect of the said sum of Rs. \_\_\_\_\_/- (**Rupees \_\_\_\_\_ only**).

### **NOW THIS GUARANTEE WITNESSETH AS FOLLOWS WITHOUT ANY DEMUR**

1. We **Oriental Bank Of Commerce**, the Guarantors, do hereby irrevocably & unconditionally agree undertake to **StockHolding Document Management Services Limited**, their Successors, Assigns that in the event of StockHolding Document Management Services Limited coming to the conclusion that the Vendor - M/s. \_\_\_\_\_ have not adhered to the terms and conditions of Stock Holding DMS or committed a breach thereof, which conclusion shall be binding on us as well as the said



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vendor, we shall on demand by StockHolding Document Management Services Limited, pay without demur to StockHolding Document Management Services Limited, a sum of Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_ only), or any lower amount that may be demanded by Stock Holding Document Management Services Limited. Our guarantee shall be treated as equivalent to the Security Deposit for the due performance of the obligations of the vendor under the said Conditions, provided, however, that our liability against such sum shall not exceed the sum of Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_ only).

2. We also agree to undertake to and confirm that the sum not exceeding Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_ only), as aforesaid shall be paid by us without any demur or protest, merely on demand from Stock Holding Document Management Services Limited on receipt of a notice in writing stating the amount is due to them and we shall not ask for any further proof or evidence in this regard. The notice from StockHolding Document Management Services Limited shall be conclusive and binding on us and shall not be questioned by us in any respect or manner whatsoever. We undertake to pay the amount claimed by Stock Holding Document Management Services Limited within a period of one week from the date of receipt of the notice as aforesaid.

3. We confirm that our obligation to Stock Holding Document Management Services Limited under this guarantee shall be independent of the agreement or other understandings, whatsoever, between Stock Holding Document Management Services Limited and the Vendor. We hereby further agree that-

(a) Any forbearance or omission on the part of Stock Holding Document Management Services Limited in enforcing the conditions of the said agreement or in compliance with any of the terms and conditions stipulated in the said tender and / or hereunder or granting of any time or showing of any indulgence by StockHolding Document Management Services Limited to the Vendor or any other matters in connection therewith shall not discharge us in any way our obligation under this guarantee. This guarantee shall be discharged only by the performance by the Vendor of their obligations and in the event of their failure to do so, by payment by us of the sum not exceeding Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_ only).

(b) Our liability under these presents shall not exceed the sum of Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_ only).

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(c) Our liability under this agreement shall not be affected by any infirmity or irregularity on the part of our said constituents in undertaking & in completion of the said task or their obligations there under or by dissolution or change in the constitution of our said constituents.

(d) This guarantee shall remain in force up to \_\_\_\_\_ provided, that if so desired by StockHolding Document Management Services Limited, this guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions as contained herein.

(e) Our liability under this BANK GUARANTEE shall remain in force till \_\_\_\_\_ unless it is renewed as provided hereinabove on \_\_\_\_\_ or on the day when our said constituents comply with their obligations, as to which a certificate in writing by StockHolding Document Management Services Limited alone is the conclusive proof whichever date is later. Unless a claim or suit or action is filed against us within four months from the date or any extended period, all the rights of StockHolding Document Management Services Limited against us under this guarantee shall be forfeited and we shall be released and discharged from all our obligations and liabilities hereunder.

(f) The liability of the Guarantor under this Bank Guarantee shall not be affected by –

- (i) Insolvency or winding up of the Bidder or absorption, merger, acquisition or amalgamation of the Bidder with any other Company, Corporation or concern; or
- (ii) Insolvency or winding up of the Guarantor or absorption, merger, acquisition or amalgamation of the Guarantor with any other Company, Corporation or concern; or change in the constitution structure or management of the Guarantor.
- (iii) any change in the management of the VENDOR by takeover of the management of the VENDOR by the Central or State Government or by any other authority; or
- (iv) This guarantee shall be governed by Indian Laws and the Courts at Mumbai, India alone shall have the jurisdiction to try & entertain any dispute arising out of this guarantee. Notwithstanding anything contained herein :



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(g) Our liability under this BANK GUARANTEE shall not exceed Rs. \_\_\_\_\_/- (**Rupees** \_\_\_\_\_ **only**).

(h) This BANK GUARANTEE shall be valid \_\_\_\_\_

(i) We are liable to pay the guaranteed amount or any part thereof under this BANK GUARANTEE only and only if you serve upon us a written claim or demand **on or before** \_\_\_\_\_ (date -- which is 3 months after date mentioned at (h) above).

Yours faithfully,

For and on behalf of Bank \_\_\_\_\_

Authorised official