

Central Bank of India

Request for Quotation (RFQ)

Reference Number: RO:RCC:2023-24:202

Dated 15.06.2023

for

Supply, Installation and Commissioning

Of

TVS Printers "RP 45 SHOPPE" Dot matrix Printers

at

Regional office and Different Branches of

Central Bank Of India

Under Amritsar Region.

Invitation for tender offers

Central Bank of India, Regional Office Amritsar invites sealed tender offers (technical offer and commercial offer) from eligible, reputed manufacturers and/or their authorized dealers for supply, installation and commissioning of Hardware & Software as specified in Schedules of Requirement.


A complete set of document may be downloaded from our web site at:
<http://www.centralbankofindia.co.in> . In case of any dispute printed copy may be obtained from the office will be valid.

The soft copy of tender document may be obtained from the Regional office of Central Bank Of India, Amritsar on any working days in person. The details are given below:

Tender Reference	RO:RCC:2023-24:202 dt.15.06.2023
Date of commencement of sale of tender document	15.06.2023
Last Date and Time for receipts of tender offers	01.07.2023 up to 17.00 Hrs.
Address of Communication	Regional Manager, Central Bank of India, Regional Office, SCO- 57, 4 th FLOOR, DISTT. SHOPPING COMPLEX, B-BLOCK, RANJIT AVENUE, AMRITSAR (PUNJAB) - 143001

Tender offers will normally be opened after the closing time on same day. Tenderers representatives may present themselves at the time of opening of tender.

Technical Specifications, Terms and Conditions and various format and Performa for submitting the tender offer are described in the tender document and it's Annexure.


(Anil Kumar Gupta)
Chief Manager
Central Bank Of India
Regional Office Amritsar

Instructions to vendors

1. Two Bid System Tender

The offers (Technical & commercial) must be submitted at the same time, giving full particulars in **separate sealed envelopes** at the Bank's address given below, on or before **17.00 hours on 01.07.2023**. All envelopes should be securely sealed and stamped.

All the envelopes must be super-scribed with the following information:

- Type of Offer (Technical or Commercial)
- Tender Reference Number
- Due Date
- Name of Vendor

The envelope containing the technical offer (T.O.) submitted to the Bank must be identical in all respect and **must contain the name of "Central Bank of India" just after the tender reference number.**

ENVELOPE-I (Technical Offer) :

The Technical offer should be complete in all respects and contain all information asked for, except prices. The T.O. should include all items asked for in **Annexure A-E**. The technical offer **should not contain any price information**. The T.O. should be complete to indicate that all products and services asked for are quoted. For example, the Technical Offer should mention that AMC charges are included in the Commercial Offer, without mentioning the actual amounts in the T.O.

ENVELOPE-II (Commercial Offer):

The Commercial Offer (C.O) should give all relevant price information as per Annexure F and should not contradict the T.O. in any manner.

These two envelopes containing the Technical and Commercial Offer should be **separately** submitted. Please note that if any envelope is found to contain both technical and commercial offer, then that offer will be rejected outright.

2. Schedules of the Tender

This tender comprises of following schedule.

Schedule Number	Name of Schedule	Components
I	Hardware	Supply and installation

It is mandatory for the vendor to quote for all the schedules. Incomplete offers are liable for rejection.

The vendor must ensure that with all products as specified and offered in the above schedules, it is in a position to create the integrated system and successfully install and commission so as to provide a complete, successful, cost-effective and efficient solution.

3. Qualification Criteria

Only vendors, who fulfill all the qualifications mentioned in “qualification criteria” of the tender, are eligible to participate in the tender. The Bank reserves the right to relax or enhance the eligibility criteria depending on merits and may accept/reject any or all of the offers without assigning any reason whatsoever.

4. Terms and Conditions

Terms and conditions for vendors who participate in the tender are specified in the section called “Terms and Conditions”. These terms and conditions will be binding on all the vendors. These terms and conditions will also form a part of the purchase order, to be issued to the successful vendor(s) on the outcome of the tender process.

5. Soft Copy of Tender document

On vendor's request, Central Bank Of India will make available a soft copy of certain sections of the tender document, in Microsoft Word 2000 document format on CD or Pen drive. There is no separate charge for obtaining such soft copy. However Central Bank Of India shall not be held responsible in any way, for any errors/omissions/mistakes in the soft copy. The vendor is advised to check the contents of the soft-copy for correctness against the printed copy of the tender document. The printed copy of the tender document shall be treated as correct and final, in case of any errors in soft copy.

6. Offer validity Period

The offer should hold good for a period of 90 days from the closing date of the tender.

7. Address of Communication

Offers should be addressed to the following officer at the address given below:

REGIONAL MANAGER, CENTRAL BANK OF INDIA, REGIONAL OFFICE, SCO 57, 4th FLOOR,
DISTT. SHOPPING COMPLEX, B-BLOCK, RANJIT AVENUE, AMRITSAR (PUNJAB) - 143001

Email id- rccamriro@centralbank.co.in

8. Modification and Withdrawal of Offers

The vendor may modify or withdraw its offer after its submission, provided that written notice of the modification or withdrawal is received by Central Bank Of India prior to the closing date and time prescribed for submission of offers. No offer can be modified by the vendor, subsequent to the closing date and time for submission of offers.

9. Opening of Offers by Central Bank Of India

Tender offers received within the prescribed closing date and time will be opened on the specified date as mentioned earlier in the tender document.

10. Preliminary Scrutiny

Central Bank Of India will scrutinize the offers to determine whether they are complete, whether any errors have been made in the offer, whether required technical documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule.

Central Bank Of India may, at its discretion, waive any minor non-conformity or any minor irregularity in an offer. This shall be binding on all vendors and Central Bank Of India reserves the right for such waivers.

11. Clarification of Offers

To assist in the scrutiny, evaluation and comparison of offers, Central Bank Of India may, at its discretion, ask some or all vendors for clarification of their offer. The request for such clarifications and the response will necessarily be in writing.

12. No Commitment to Accept Lowest or Any Tender

Central Bank of India shall be under no obligation to accept the lowest or any other offer received in response to this tender notice and shall be entitled to reject any or all offers including those received late or incomplete offers without assigning any reason whatsoever. Central Bank Of India reserves the right to make any changes in the terms and conditions of purchase. Central Bank Of India will not be obliged to meet and have discussions with any tenderer, and or to listen to any representations.

13. Documentation

The following information should be furnished along with the technical offer by means of printed technical brochures as per checklist provided.

- Make and model numbers of all the items quoted for
- Specifications of all items asked along with technical specifications table.
- Version number in case of software packages. It is required to indicate if the software requires any particular version of the operating system for compatibility.
- Software(s), which will be supplied free, and the ones that will be charged for, should be clearly indicated. Restrictions on software usage, if any, should also be mentioned.

14. Submission of Technical Details

It is mandatory to provide the technical details in the exact format of **Technical Details column** given in the technical specifications. *The offer may not be evaluated by Central Bank Of India* in case of non-adherence to the format or partial submission of technical details as per the format given in the tender. Central Bank Of India will not allow/permit changes in the technical specifications once it is submitted. The relevant product information, brand and model number offered, printed product brochure, technical specification sheets etc. should be submitted along with the offer. Failure to submit this information along with the offer could result in disqualification. (Please refer to the suggested checklist given in this document). No price information should be mentioned in the technical bid, otherwise it may result in disqualification.

15. Make and Models of the equipment

It is mandatory to provide make, model and part number of all equipment and their subcomponents as asked in the technical specification. The offer may not be evaluated and/or will be liable for rejection in case of non-submission or partial submission of make, model and part numbers of the items offered. Please note that substituting this information by just brand name is not enough.

16. Format for Technical Offer

The Technical offer must be made in an organized, structured and neat manner. Brochures/leaflets etc. should be submitted as a bound document and not in a loose form.

The suggested format for submission of technical offer is as follows:

1. Index
2. Covering letter. This should be as per Annexure B.
3. Bill of materials as per Annexure F. This table should not contain any price information.
4. Technical Offer with Specifications as given in Annexure A, complete with all the columns filled in.

5. Terms and Conditions Compliance Table in the following format. This table must cover vendor's response to all the terms and conditions specified in the tender document.

Term No	Short Description of term	Complied (Yes/No)	Detailed explanation about deviation, if not complied
1	Technical Inspection and performance Evaluation		
To			
27	Resolution of Disputes		

6. Warranty and AMC details (for all relevant schedules). This should not contain any price information.
7. Delivery and Implementation schedule.
8. Technical Documentation (Product Brochures, leaflets, manuals etc.). An index of technical documentation submitted with the offer must be enclosed.
9. System software details.
10. Manufacturer's Authorization Form (if applicable) as per Annexure D .
11. Details of past installation, as per Annexure D.
12. Details of support centres, as per Annexure E
13. Vendor's Financial Details (audited balance sheets etc.) and other supporting documents, as asked in the tender document.

17. Format for Commercial Offer

The Commercial offer must not contradict the technical offer in any way. The suggested format for submission of Commercial offer is as follows:

1. Index
2. Covering letter
3. Commercial Version of Bill of Materials and Price Schedule (as per Annexure F). This must contain all price information, including AMC details.
4. A statement that the vendor complies with Payment schedule given in the tender.

18. Erasures or Alterations

The offers containing erasures or alterations will not be considered. There should be no hand-written material, corrections or alterations in the offer. Technical details must be completely filled up. Correct technical information of the product being offered must be filled in. Filling up of the information using terms such as "OK", "accepted", "noted", "as given in brochure/manual" is not acceptable. Central Bank Of India may treat offers not adhering to these guidelines as unacceptable.

19. Alternative offers

Each offer should specify only a single solution, which is cost-effective and meets the tender specifications, and should not include alternatives.

20. Location

This tender is being floated by the Regional Office Amritsar of Central Bank of India. The Hardware & other items being procured through this tender shall be installed and commissioned by the vendor getting the order, at various branches of Central Bank Of India across Amritsar Region comprising Districts of Amritsar, Gurdaspur, Tarn Taran, Pathankot and branches under J&K along with LEH Br. Bank reserves it's right to make changes in the locations.

21. Costs & Currency

The offer must be made in Indian Rupees only, including the following:

1. Basic Cost of the equipment.
2. All sorts of *Taxes, service charges etc. shall be inclusive. (Only Octroi / Entry Tax, if any, will be paid as per the actuals.)*
3. Installation charges, if any,
4. Minimum of **Three-year comprehensive on-site warranty** covering all parts & labor. This period will start from the date of installation and acceptance of all the goods by Central Bank of India. Warranty should be provided by the vendor and not by OEM.
5. Transportation and Forwarding charges to the site.
6. **All costs should be given in Figures and Words.**

22. Fixed Price

The commercial offer shall be on a fixed price basis, inclusive of all taxes and levies except Octroi/Entry Taxes, which will be paid on actuals. No price variation relating to increases in customs duty, excise tax, dollar price variation etc. will be permitted.

23. Price Comparison

Central Bank of India will consider the Three years TCO (Total Cost of Ownership) for the purpose of price comparisons. The TCO will be calculated on the basis of the quantity mentioned in the Schedule of Requirement of item only.

Three Years TCO = Price of All Schedules mentioned in Annexure H

24. VALIDITY OF THE QUOTE PRICE

"The vendor agrees that the unit prices quoted for the infrastructure would be valid for a period of 90 days from the date of bid submission. Further the vendor also acknowledges and agrees that in the event of any price benefits due to fall in the prices of infrastructure (for reason whatsoever) quoted by the vendor during the course of the 90 days the price benefits for the same would be passed to the Bank at the then prevailing market prices.

The vendor agrees that the bank during the 90 days period can procure additional quantities at the quoted or negotiated price (whichever is lower) at the time of such additional procurement."

25. Short-listing of Vendors

Central Bank of India will create a short-list of technically qualifying vendors and the commercial offers of only these vendors will be opened.

The vendor awarded the contract will be bound to sign one agreement based on the Terms & Conditions laid in the RFP and the subsequent clarifications/modifications/enhancements hereafter.

26. Repeat Orders

Central Bank of India reserves the right to place a repeat order on the vendor under the same terms and conditions within the validity period of the offer.

Qualification Criteria

1. Eligibility of the Vendor

- The vendor submitting the offers should be a **Registered Company**.
- The Company should have **made profits in last two financial years**.
- The vendor should be doing business for at least three years in the same field.
- **The vendor should offer the ordered hardware for pre-dispatch inspection at the vendor's location at their cost.**
- If the hardware supplied are from a manufacturer, the original manufacturer should also be a registered company.
- Vendors with track record of non delivery and/or deviated from agreed specifications in computer hardware, peripherals tender process of the bank during past two years, will not be eligible to participate in the tender on grounds of unsatisfactory track record.

2. Quality Standards

All products quoted should be associated with specific model & part numbers, names and with printed literature describing configuration and functionality. Details of product should be available on their website and vendor should provide the bank the access to the Website. Any departures from the printed specifications should be clearly identified in a separate Annexure titled 'Deviations' which must be supplied by the vendor along with the offer document.

3. Unacceptable quality of computers/Printers

The vendor should not substitute any internal components or subsystems of hardware by similar items from different manufacturers, without adequate justification that is acceptable to Central Bank of India.

4. Manufacturer's Authorization form

Tenderers, other than sole agents in India of the manufacturers, must submit a letter of authority from their Manufacturers that they have been authorized to quote on behalf of the manufacturer. Authorization from authorized distributors/dealers for software items is acceptable.

Terms and Conditions of the Tender

1. Technical Inspection and Performance Evaluation

Central Bank of India reserves its right to carry out a technical inspection and performance evaluation (bench- marking) of machines offered by short-listed vendors.

2. Payment Terms

Central Bank of India will make payment through branches of Central Bank as follows:

- *90% of the cost of the branch hardware and peripherals will be paid by the Bank at the end of the month in which the hardware was delivered & successfully installed and commissioned. The same shall also be released in case the delay in installation/commissioning is beyond 2 months attributable to the Bank. Balance 10% of the cost of the branch hardware and peripherals will be paid on completion of 12 months from the date of installation and commissioning of the hardware. Alternatively, it may be released against a performance Bank Guarantee (Bank's Format Annexure M) for the equivalent period from the installation date of the last phase.*

3. Completeness of installation

The vendor has to install the printers. The installation will be deemed as incomplete if any component of the hardware, software, network devices etc., or any documentation/media is not delivered or is delivered but not installed and/or not operational or not acceptable to Central Bank of India after acceptance testing/examination.

In such an event, the supply & installation will be termed as incomplete and it will not be accepted and warranty period will not commence. The entire site will be accepted after complete installation of equipment and satisfactory working of the entire equipment for a minimum period of 10 days.

4. Order Cancellation

Central Bank of India reserves its right to cancel the order in the event of one or more of the following situations:

1. Delay in delivery beyond the specified period for delivery.
2. Delay in installation beyond 3 weeks from the date of acceptance of purchase order.

In addition to the cancellation of purchase order, Central Bank of India reserves the right to appropriate the damages from the earnest money deposit (EMD) given by the vendor and/or foreclose the bank guarantee given by the supplier against the advance payment and may take appropriate action.

5. Inter-working of Hardware and software

The vendor must integrate hardware and software components supplied by him to make the system integrated and functional. The vendor will give support to locate the nature of the problem/fault(s) and rectify the same except for the problems in the application software, if any. The vendor will take necessary steps to install all the software components supplied by him on the hardware supplied. Moreover, any relevant software patches that are required to be applied to the system software to make it compatible with supplied hardware must be identified and installed from time to time during the warranty period.

6. Acceptance Tests

At the discretion of Central Bank of India, acceptance test will be conducted by the vendor at the site in the presence of the officials of Central Bank of India and/or its nominated consultants. The tests would check for trouble-free operation of the complete system for ten consecutive days apart from physical verification and testing. There shall not be any additional charges payable by Central Bank of India for carrying out this acceptance test. Central Bank of India will take over the system on successful completion of the above acceptance test.

7. Drivers & Manuals

The Printers will have to be supplied with the software drivers and manuals in a CD.

8. Hardware Warranty

The offer must include a minimum **Three-year comprehensive on-site warranty** from the date of successful installation of the system at the respective locations. The warranty will start only after complete and **successful installation** of equipments at the respective locations.

Vendor shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship of all equipment, accessories etc. covered by the tender. Vendor must warrant all equipment, accessories, spare parts etc. against any manufacturing defects during the warranty period. During the warranty period, vendor shall maintain the systems and repair/replace at the installed site all defective components, at no charge to Central Bank of India.

Warranty should not become void if Central Bank of India buys any other supplemental hardware from a third party and installs it with/in these machines in the presence of the representative of the vendor. However, the warranty will not apply to such third-party hardware items installed by Central Bank of India.

9. Software Warranty

All the software supplied will carry following warranties:

- Media warranty for 90 days

However, version upgrades of the software supplied are not expected to be covered by the warranty.

10. Penalty for delay

For any delay in supply and installation of the hardware at the delivery location, Central Bank of India will charge penalty @ 1% of the order value of the site per week, subject to a maximum of 10%. Thereafter Order will be cancelled and other penal measure will be taken like forfeiture of EMD, Foreclosure of BG etc.

11. Penalty for downtime

Any equipment that is reported to be down on a given date should be either fully repaired or replaced by temporary substitute (of equivalent configuration) within 24 hours.

In case vendor fails to meet the above standards of maintenance, there will be a penalty in rupees per day as specified in the table below, subject to a maximum of 5% of the order value for the branch:

Sr. No.	Item	Amount in Rs/day
1.	Printers	500

The temporary substitute machine or equipment should be replaced by the original machine or equipment duly repaired within a week's time, failing which the above penalty will be imposed for the number of days exceeding one week.

12. Hardware Failure

If during the warranty period, any equipment has a hardware failure on four or more occasions in a quarter, it shall be replaced by equivalent new equipment by the vendor at no cost to Central Bank of India.

13. Indemnity

Vendor shall indemnify, protect and save Central Bank of India against all claims, losses, costs, damages, expenses, action suits and other proceeding, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all the hardware/software/network equipment etc. supplied by him.

14. Guarantees

Vendor should guarantee that the systems delivered to Central Bank of India are brand new, including all components. In the case of software, the vendor should guarantee that the software supplied to Central Bank of India is licensed and legally obtained. All hardware and software must be supplied with their original and complete printed documentation.

15. Force Majeure

The vendor shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of force Majeure. For purposes of this Clause, "Force Majeure" means an event beyond the control of the Vendor and not involving the vendor's fault or negligence and not foreseeable. Such events may include, but are not limited to, Acts of God or of public enemy, acts of Government of India in their sovereign capacity, acts of war, acts of Central Bank of India in fires, floods and freight embargoes.

If a Force Majeure situation arises, the Vendor shall promptly notify Central Bank of India in writing of such conditions and the cause thereof within twenty calendar days. Unless otherwise directed by Central Bank of India in writing, the Vendor shall continue to perform its obligations under the Contract as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

In such a case, the time for performance shall be extended by a period(s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months, Central Bank of India and the vendor shall hold consultations with each other in an endeavor to find a solution to the problem.

16. Resolution of Disputes

Central Bank of India and the vendor shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the contract. If after thirty days from the commencement of such informal negotiations, Central Bank of India and the Vendor have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution by formal arbitration.

All questions, disputes or differences arising under and out of, or in connection with the contract, shall be referred to two Arbitrators: one Arbitrator to be nominated by Central Bank of India and the other to be nominated by the Vendor. In the case of the said Arbitrators not agreeing, then the matter will be referred to an umpire to be appointed by the Arbitrators in writing before proceeding with the reference. The award of the Arbitrators, and in the event of their not agreeing, the award of the Umpire appointed by them shall be final and binding on the parties. The arbitration and reconciliation act 1996 shall apply to the arbitration proceedings and the venue of the arbitration shall be Amritsar.

17 Order in Phases

The Bank reserves the right to place the order in 1 or 2 phases as per the bank's requirement. In such an event, payment will also be made accordingly

18 Quantity and Delivery Locations

The hardware and peripherals mentioned in this tender are required for our CBS branches under Amritsar Region

Delivery and Installation:

Vendor shall deliver and install the hardware and peripherals within 3-4 weeks from the date of purchase order.

If the vendor fails to deliver and/or install all the equipment ordered within the stipulated time schedule or by the date extended by Central Bank of India, it will be a breach of contract. In such case, Central Bank of India may foreclose the bank guarantee without any notice. In the event of Central Bank of India agreeing to extend the date of delivery at the request of vendor, it is a condition precedent that the validity of Bank guarantee shall be extended by further period as required by Central Bank of India before the expiry of the original bank guarantee. Failure to do so will be treated as breach of contract. In such an event the advance paid to vendor will become returnable to Central Bank of India forthwith and Central Bank of India reserves its right to foreclose the bank guarantee.

Appropriate insurance to cover the equipment for the transit period and till the time of its ***delivery, installation/opened tested and accepted*** by Central Bank of India at the respective site is to be taken by the vendor. At the discretion of Central Bank of India, there will be an acceptance test conducted by the vendor in presence of Central Bank of India officials and/or its nominated consultants after installation of complete equipment. In case of serious discrepancy in hardware/software supplied, Central Bank of India may cancel the entire purchase order and return the equipment back to the vendor at vendor's costs and risks.

20. Undertaking by vendor

The successful bidder must give an undertaking signed by the Company Secretary that all components used in the machines supplied are original and not re-furnished. This must be submitted along with the invoices.

-Hardware

Sr. No.	Item	Quantity (Tentative)
1.	TVS Printer RP SHOPPE Dot Matrix	40

Annexure A – Technical Specifications
Schedule – I

Specification for Printers

Sl.no	Items Description	Technical Specifications	Compliance Model: RP 45
1	No. of Pins	9 Pin	Yes
2	No. of Columns	40 Column	Yes
3	Print speed	4.7 Lines/sec or more	Yes
4	Media width	75.5 MM(3 inch or More)	Yes
5	Printing type	Mono Printing	Yes
6	Ribbon Type	Ink bank ribbon	Yes
7	Inkbank life	5 million characters in draft mode	Yes
8	Interface	USB, Parallel, Serial	Yes
9	Paper Tear	Stainless steel tear bar	Yes
10	Warranty	3years	Yes
11	Made in India	Yes	Class 1 Yes
	Bid specific OEM		
12	Authorization letter	On OEM letter Head	

- Vendors should offer the Central Bank Of India all the software that is normally offered to customers as bundled software for the quoted model at no additional cost. Reference to product brochure is not enough for evaluation of offer.

Annexure B - Tender offer cover letter

Date: _____2023

Tender Reference No.: _____

To:

Having examined the tender documents including all annexure the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply and deliver _____ (Description of equipment and Services) in conformity with the said tender documents in accordance with the Schedule of Prices attached in the commercial offer and made part of this tender.

If our tender offer is accepted, we undertake to commence delivery within _____ (Number) days and to complete delivery, installation and commissioning of all the equipment including structured cabling as specified in the Contract within _____ (Number) days calculated from the date of receipt of your Notification of Award/Letter of Intent.

If our tender offer is accepted, we will obtain the guarantee of a bank in a sum of 10% of the Contract Price for the due performance of the Contract.

We agree to abide by this tender offer till 90 days from the closing date of tender and our offer shall remain binding upon us and may be accepted by the Bank any time before the expiration of that period.

Until a formal contract is prepared and executed, this tender offer, together with the Bank's written acceptance thereof and the Bank's notification of award, shall constitute a binding contract between us.

We understand that the Bank is not bound to accept the lowest or any offer the Bank may receive.

Dated this _____ day of _____2023

Signature: _____

(in the Capacity of:) _____

Duly authorized to sign the tender offer for and on behalf of

Annexure C – Manufacturer's Authorisation Form (MAF)

No. _____ dated _____

TO

Dear Sir,

Tender Reference No. _____

We _____ who are established and reputable manufactures of _____ having factories at _____ and _____ do hereby authorize M/s _____ (Name and address of Agent/Dealer) to offer their quotation, negotiate and conclude the contract with you against the above invitation for tender offer.

We hereby extend our full guarantee and warranty as per terms and conditions of the tender and the contract for the equipment and services offered against this invitation for tender offer by the above firm.

Yours faithfully,
(Name)
for and on behalf of

M/s _____

(Name of manufactures)

Note: This letter of authority should be on the letterhead of the manufacturing concern and should be signed by a competent person of the manufacturer.

Annexure D - Details Of Track Record (Past Installations)

Name of the Vendor _____

Name of the Client	PrintersTVS RP 45 Shoppe		Date of completion of delivery as per contract as well as Actual		Contact person
	Make, Model	Qty	As per contract	Actual	<ul style="list-style-type: none"> Name Email add. Tel. No. Fax No. Address
				

Date: _____

Place: _____

Signature of the Vendor

Annexure E - Details of Service Centres

S. No	Place	Own or Franchise	Postal Address	Contact numbers	Service Facilities available (Describe)	Number of service engineers	Time to report to the location
1	...						
2	...						
3	...						
4	...						
5	...						
6	...						
..	...						

Annexure F – Bill of Materials

(To be submitted as per this format only)

- This bill of material must be attached in Technical Offer as well as commercial offer. The format will be identical for both technical and commercial versions, except that the **technical version will not contain any price information**. Technical offers without the bill of material are liable for rejection.
- The vendor must take care in filling price information in the commercial version, to ensure that there are no typographical or arithmetic errors. All fields must be filled up correctly.
- In case of any discrepancy between unit price and total price of an item, the unit price will prevail. Similarly, in case of error in the sum of various items, the correct sum will be calculated by the addition of total prices of each item.

Schedule I – Hardware

Sr. No.	Item	Quantity	Unit Price (A)	Tax (B)	Total C= (A +B)
1	TVS RP45 Shoppe				

*******END OF DOCUMENT*******