

**COIR BOARD**  
**CENTRAL COIR RESEARCH INSTITUTE**  
**KALAVOOR P.O, ALAPPUZHA**  
**(Ministry of Micro, Small and Medium Enterprises, Govt. of India)**

**TENDER NOTICE**

No. CCRI/2017/SP/Lib/4/2

Date:18.08.2017

Sealed tenders in two cover system and in the prescribed format are invited by the Director, RDTE, Central Coir Research Institute, Coir Board, Kalavoor P.O, Alappuzha - 688 522 from the authorized dealers/suppliers of the standard branded items for the supply of **Scanner for CCRI.**


Sl.No.	Description	Qty.
1	Scanner	2Nos.

The tender form can be downloaded from the website of the Board [www.ccriindia.org](http://www.ccriindia.org) or from the Office of the Director, RDTE, Central Coir Research Institute, Kalavoor-688 522, Alleppey, Kerala, PhoneNo.0477-2258094, 2258480. The tender document can be downloaded from the Board's website and submit the tender along with technical bid of the tender.

The last date for issue of tender documents is 10.00 hrs on 14<sup>th</sup> September, 2017. Tenders in sealed cover with EMD Rs.4,500/- (along with the technical bid) in the form of DD drawn in favour of **"The Secretary, Coir Board"** payable at Alappuzha or Bank Guarantee equivalent to the EMD amount will be received by the Director, RDTE, Central Coir Research Institute, Kalavoor up to 15.00 hrs. on 14<sup>th</sup> September, 2017.

**A Pre-Bid Meeting will be convened on 13<sup>th</sup> September, 2017 at 11.00 hrs. at Central Coir Research Institute, Kalavoor, Alappuzha-688522 (if needed).**

The Secretary, Coir Board, Kochi reserves the right to reject any or all tenders without assigning any reason whatsoever. For any clarification contact Central Coir Research Institute, Kalavoor-688 522, Alleppey, Kerala State, India Phone No.0477- 2258480, 2258094.

  
DIRECTOR, RDTE  
Central Coir Research Institute,  
Kalavoor

**COIR BOARD**  
**CENTRAL COIR RESEARCH INSTITUTE**  
**KALAVOOR P.O, ALAPPUZHA**  
**(Ministry of Micro, Small and Medium Enterprises, Govt. of India)**

**TENDER SCHEDULE**

From

The Director, RDTE,  
Central Coir Research Institute (CCRI),  
Coir Board, Kalavoor P.O,  
Alappuzha -688 522

To

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The Central Coir Research Institute, Kalavoor invited sealed tenders for the supply of **Scanner for CCRI**.

Due date and time for issue of the tender	: Till 10.00 hrs. on 14 <sup>th</sup> September, 2017
Due date and time for pre-bid conference	: 11.00 hrs. on 13 <sup>th</sup> September, 2017
Due date and time for receipt of completed tender	: Till 15.00hrs. on 14 <sup>th</sup> September, 2017
Due date for opening of Tender Technical Bid (First stage)	: 15.30 hrs. on 14 <sup>th</sup> September, 2017
Due date for opening of Tender Commercial Bid (Price Bid) second stage	: After finalization of first stage Tender

N.B: 1. Tenders received after the due date and time will not be accepted under any circumstances.

2. In case the above tender opening date happens to be a declared holiday, the tender shall be opened on the next working date at the same time.

1. Tender should be submitted to the Director, Central Coir Research Institute, Kalavoor, Alappuzha-688 522.
- 1-1 The Secretary, Coir Board reserves the right to accept or reject any tender without assigning any reason whatsoever
- 1-2 Tenderer has to abide by the instructions, terms and conditions and specifications contained in the Tender document. Failure to furnish all information required in the Tender document or submission of a Tender not substantially responsive to the Tender document in any respect will be at the Tenderer's risk and may result in the rejection of his Tender.
- 1-3 This Tender document is not transferable. Not more than one Tender against this Tender document shall be submitted. This will be the case even if they represent two principles as their agents/representative.

## 2. PREPARATION OF TENDER

### Language of Tender

Tender prepared by Tenderers and all correspondence and documents relating to the Tender exchanged by Tenderer shall be in English. If any printed literature in any other language is furnished it shall be accompanied by an English translation, for the purpose of interpretation of tender the English translation shall govern. All particulars shall be legible, type written or printed.

## 3. DOCUMENTS COMPRISING TENDER

This Tender consists of two parts - Technical Bid (First Stage) and Commercial Bid or Price Bid (Second stage).

### a) Technical Bid (First Stage) :

The technical bid prepared by Tenderers shall be labeled "FIRST STAGE TENDER". It shall contain 2 parts. 'A' part and B' part. The 'A' part is pertaining to the details of the Manufacturer. The 'B' part is pertaining to the details of the equipments with complete description and services the Tenderer intends to provide and shall comprise the following:

- i. Supply of equipments.
- ii. Period of warranty with replacement of spares.(Minimum 1 year)
- iii. Warranty should be extended on expiry of the said warranty and rate for the warranty extension should be quoted separately
- iv. Warranty starts only after installation and commissioning of the machines

The format of the technical bid is given in ANNEXURE-1

### b) Previous performances

1. Documentary evidence to tenderer's qualification to perform the supply if his tender is accepted, which shall establish to the satisfaction that: the tenderer has the financial, technical and production capacity necessary to perform the supply and in particular, has the experience of having designed, manufactured and supplied sufficient number of equipments having the same like specifications and of the same or higher capacities and are also has the experience of having supply. Relevant detail about experience in supply of similar equipments should be furnished as per the format in Annexure-2
2. The documentary evidence of equipments conforming to Tender Document may be in the form of literature, drawings and data, and the Tenderer shall furnish:
  - i. A detailed description of items, ordering code, brand etc. as per Tender specifications.
  - ii. **Earnest Money Deposit @ ₹ 4,500/-** per tender should be enclosed in the form of D.D. drawn in favour of The Secretary, Coir Board taken from any of the Nationalised Bank or Bank Guarantee equivalent to the EMD amount.
  - iii. Tenderer shall furnish with the Tender, along with his PAN and the Sales Tax Registration Number of both Central and State with validity period.

### 4. **Commercial bid or Price bid (Second Stage):**

The second stage tender covers the price aspect of the equipments. The price of the equipments should be inclusive of transportation, after sale service and all type of taxes. The format of the commercial bid is given in Annexure-3. The prices should be for "F.O.R.SITE" at Central Coir Research Institute, Kalavoor P.O, Alappuzha-6885 522.

## **5. Tender Form**

- 5-1 As part of his First Stage Tender, - Technical Bid, Tenderer shall submit the Tender Form in the format furnished in the Tender Document, a detailed description of equipments with technical specification with quality and production capacity. NO PRICE SHALL BE OFFERED IN THE TENDER FORM IN TECHNICAL BID.
- 5-2 'B' part of the Technical bid should be furnished separately for items.
- 5-3 As part of his Second Stage Tender (Price Bid) Tenderer shall submit the Tender Form, as per format (Price schedule) furnished in the Tender Document duly completed in all respects, which will include the unit price/total price for the items.

## **6. Payment and Delivery**

- 6-1 The successful Tenderer should give a performance certificate from the original manufacturer for the quality of the item.
- i. 30% of the payment will be released as advance against bank guarantee.
  - ii. 65% of payment will be released after completion of successful supply of the items.
  - iii. 5% of the balance payment would be released on fulfillment of all terms and conditions.
  - iv. Interest at the admissible rate will be charged for advance amount if any released

### **6-2 Duties and Taxes**

- i. The price quoted on F.O.R. site of beneficiaries concerned shall be inclusive of all, taxes and levies. Tenderer shall be solely responsible for payment of these duties and taxes.
- ii. Excise Duty, Sales Tax, Entry Tax and other levies applicable such as additional taxes, surcharges on taxes and incidentals should be separately indicated in the tender. In respect of equipments which do not attract the levies, the fact should be specifically mentioned in the tender. If any of the item/parts are to be imported, the party may be informed well in advances since Central Coir Research Institute, Coir Board, Kalavoor is having Customs Duty and Central Excise Duty Exemption in terms of Government notification No. 51/96 and 10/97 respectively. This office does not have "C" form or "D" form

### **6-3 Delivery**

The delivery of the equipments ordered shall be completed within 3 weeks from the date purchase order. This aspect will be taken up for discussion during the evaluation of the technical bid.

## **7. Earnest Money Deposit**

- 7-1 Every Tenderer shall furnish, along with Tender Document EMD of ₹ 4,500/-. It has to be furnished in the form of a Demand Draft from any Nationalised Bank in favour of The Secretary, Coir Board, payable at Alappuzha, Kerala or Bank Guarantee equivalent to the EMD amount. The EMD will carry no interest. It should remain valid for 45 days beyond the final bid validity period.
- 7-2 Tenders received without the EMD will be rejected.
- 7-3 SSI Unit having valid registration with NSIC are exempted for payment of EMD. Attested copy of the registration certificate with NSIC should be attached along with request for tender documents free of cost.

## **8. Period of validity of Tenders**

- 8-1. The Tender will be valid for a period of 90 days after the date of opening of the Tender prescribed by the Central Coir Research Institute, Coir Board. Tenders with validity for a shorter period are liable for rejection by CCRI, Coir Board as non-responsive.
- 8-2. In exceptional circumstances Coir Board may solicit the Tenderers consent to an extension of the period of validity. The request and the responses thereto shall be made in writing.

## 9. **Format and Signing of Tender**

- 9-1 The copies of tenders shall be typed legibly and neatly. All pages of Tender schedule shall be signed by the person or persons signing Tender who shall be authorized signatory of the Tenderer.
- 9-2 Tender shall contain no interlineations, erasures or overwriting except as necessary to correct error made by the Tenderer, in which case such corrections shall be signed by the person or persons signing the Tender.
- 9-3 All pages of the Tender and the accompanying documents shall be with full signature at the lower right hand corner and signed wherever required by the Tenderers or persons holding the Power of Attorney, before submission of the Tender. Unsigned Tenders and Tenders which are incomplete, obscure, irregular and / or otherwise considered as defective and are liable for rejection.

## 10. **TENDER SUBMISSION**

- 10-1 The Tenderer shall submit the two Tenders namely, the First Stage Tender (Technical Bid) and Second Stage Tender (Price Bid) at the same time in two separate sealed covers superscribing the respective bids viz. First Stage Tender (Technical Bid) and Second Stage Tender (Priced Bid). Both the sealed covers will be put in an outer cover duly sealed and superscribed as "**TENDER FOR THE SUPPLY OF SCANNER FOR CCRI**".
- a. The inner and outer envelopes' shall be superscribed as: The Director, RDTE, Central Coir Research Institute, Coir Board, Kalavoor P.O, Alappuzha-688 522 and shall bear on the top left hand corner, "**TENDER FOR THE SUPPLY OF SCANNER FOR CCRI**".
- b. The inner envelope shall, in addition, indicate the name and address of the Tenderer to enable the Tender to be returned unopened in case it is received late. If the outer envelope is not sealed and marked as required will not assume any responsibility for the Tender's misplacement or premature opening.
- 10-2 Tenders by cable, telegram, email, telex or tele-fax will not be considered.
- 10-3 On opening outer envelope if either the 1<sup>st</sup> stage Tender or 2<sup>nd</sup> stage Tender is missing, the Tender will be considered as invalid and rejected.
- 10-4 Tender with conditional discount will not be entertained.

## 11. **Due Date for Opening of Tenders**

Central Coir Research Institute, Coir Board may at its discretion, extend this due time for submission of Tenders by amending the Tender document.

## 12. **Late Receipt of Tenders**

Any Tender received by Central Coir Research Institute, Kalavoor P.O, Alappuzha after the due time for submission of Tender prescribed by Central Coir Research Institute, Kalavoor P.O, Alappuzha will be rejected and / or returned unopened to the Tenderers.

## 13. **Opening and evaluation of First Stage Tenders-Technical Bids (ANNEXURE- 1)**

- 13-1 The Tenderer or his representative who will be able to comment on all issues pertaining to this Tender shall necessarily be present at the time of opening of this Tender. CCRI will open the First Stage Tenders in the presence of Tenderer's representative at the time on the date specified in the Tender document, in the presence of the Tender Opening Committee.
- 13-2 Changes and alterations which materially alter the Tendered prices are not permitted after the opening of the Tender document.
- 13-2 Name of Tenderers and such other details as CCRI, Coir Board as its discretion may consider appropriate will be read out at the time of opening.

#### **14 Preliminary examination of First Stage Tenders – Technical Bid**

- 14-1. CCRI, Coir Board will examine the First Stage Tenders – Technical Bid to determine whether they are complete, whether all documentary evidences and EMD as required have been furnished, whether the documents have been properly signed, and whether tenders are generally in order.
- 14-2 Tenders that do not provide all the information required may be declared invalid and rejected.

#### **15 Evaluation of First Stage Tenders – Technical Bid**

- 15-1 CCRI, Coir Board will proceed with a detailed evaluation of Tenders to determine whether the Technical proposals (without price schedule) comprising the Tender are substantially responsive to the requirement set forth in the Tender document. In order to reach such a determination CCRI, Coir Board will examine and compare the Technical aspects of the Tenders based on the information supplied by the Tenderers.

#### **16. INTEGRITY PACT (IP) – Applicable for jobs above Rs.5.00 lakhs.**

Bidders are requested to sign & return our pre-signed IP document as per Annexure IV. This document is essential & binding. Bidder's failure to return the IP duly signed along with Technical Bid Document shall result in the bid not being considered for further evaluation.

#### **17 Review of the Tenderer's qualification**

- 17-1 Central Coir Research Institute will then determine whether the Tenderers having submitted substantially responsive technical and commercial offers are qualified to satisfactorily perform the contract. Accordingly CCRI, Coir Board will examine the financial, technical, previous experience and production capability of each Tenderer to determine whether the minimum acceptable criteria have been met. Such determination shall be based on the information submitted by the Tenderers, as well as on any other information at CCRI, Coir Board may consider necessary to obtain and review in order to reach such determination.
- 17-2 The technical and ordering codes of each Tender will be assessed by the Tender Opening Committee on the basis of technical specifications of the Scanner assessed by the committee.

#### **18 Notification of First Stage Technical Bid evaluation. (ANNEXURE-1)**

- 18-1 Coir Boar will evaluate the tenders and reject the Tender/tenders which is/are substantially non-responsive or/and which are not meeting the minimum qualification/requirements.
- 18-2 Based on technical specification, financial and quality/standard, the First Stage Tender will be evaluated. The successful Tenderers will be notified. The second stage Tender (Price Bid) of the unsuccessful Tenderer in the first stage Tender will not be opened. Hence their second stage Tender will not be considered.

#### **19 Notification for opening and evaluation of second stage tenders (Price bid).**

- 19-1 CCRI, Coir Board will examine the Second Stage Tenders to determine whether they are complete, whether any computational errors have been made, whether the documents have been properly signed, and whether the Tenders are generally in order.
- 19-2 The comparison of the rates offered shall be on the basis of the total rates offered inclusive of all taxes, after sale service etc.
- 19-3 In addition to the Tender Prices, quality/standard of the Scanner will also be considered before arriving at a decision.
- 19-5 In order to secure the best possible procurement price negotiations with L1 Tenderer shall be conducted, if the tender opening committee feels necessary.

## **20 AWARD OF CONTRACT**

### **20-1 Award Criteria**

Based on the detailed evaluation report prepared and accepted by the Tender Opening Committee, CCRI, Coir Board will award the contract to the successful Tenderer whose Tender has been determined to be substantially responsive provided further that the Tenderer is determined to be qualified to perform the contract satisfactorily.

20-2 The Secretary, Coir Board reserves the right to accept or reject any Tender, to annul the Tendering process and reject all Tenders at any time prior to award of contract, without assigning any reason.

20-3 The Secretary, Coir Board reserves the right to distribute the contract to more than one Tenderer/Contractor.

### **21 Notification of Award**

21-1 Prior to the expiry of the period of Tender validity, CCRI, Coir Board will notify the successful Tenderer in writing by registered letter confirming the acceptance of the Tender.

21-2 The notification of award will constitute the formalizing or conclusion of the contract.

### **22 Signing of Contract**

22-1 Along with the notification to the successful Tenderer that his Tender has been accepted, Coir Board will send the formal contract incorporating all the terms and conditions.

22-2 Within 10 days of receipt of the formal contract, the successful Tenderer shall sign the contract with the CCRI, Coir Board on a stamp paper of Rs.100/-.

22-3 Failure of the successful tenderer to comply with the requirement of this clause constitute sufficient grounds for the annulment of the award and forfeiture of the EMD, in which event CCRI, Coir Board may make award to the next rated tenderer or call for new tender.

### **23. Pre-Bid Conference**

A pre-bid conference will be conducted at Central Coir Research Institute, Kalavoor, Alappuzha –Ph.0477-2258094, 2258933 for clarifying issues and clearing doubts, if any, about specification and other allied technical details.

### **24 Settlement of Disputes**

Any dispute relating to this contract or on account of any other reason whatsoever shall be settled amicably by the parties hereto, through discussions and agreement, in a spirit of mutual goodwill and understanding. However, in the unlikely event of any dispute or disputes remaining unresolved even after mutual discussion, such dispute or disputes may be referred to an Arbitrator to be appointed by the Parties hereto by mutual agreement. If no such Arbitrator could be appointed by mutual consent, the matter may then be referred to the Chairman, Coir Board, for nominating an Arbitrator, the Arbitration proceedings being governed by the Arbitration and Conciliation Act 1996. The venue of Arbitration shall be at Cochin and the Courts in Cochin shall have exclusive jurisdiction over any application that may be filed by either party in this empanelment in relation to any dispute arising out of or in the course of or in connection with this contract and also in respect of any application under the provisions of Arbitration and Conciliation Act 1996.

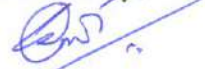
## 25 General Terms and Conditions

1. The terms and conditions of the work will be interpreted in Indian Laws and will be under the jurisdiction of judicial court at Kochi, Kerala.
2. Conditional bidding of price and conditional offer of discounts will not be accepted and such offers can render the bids liable for rejection. The amount quoted should be written in words and figures. Any correction, over writings will have to be attested.
3. Bids shall be submitted in sealed cover only. Bids through fax, e-mail etc. will not be entertained.
4. The bidders should indicate their valid service tax registration number, Income tax PAN in the Tech bid.
5. Incomplete bids and unauthenticated bids and bids received after the stipulated time will be summarily rejected.
6. The invitation for Bids is not an offer and is issued with no commitment. Coir Board reserves the right to withdraw the invitation and change or vary any part thereof at any stage. Coir Board also reserves the right to disqualify a bidder, should it be so necessary at any stage.
7. Coir Board reserves the right to withdraw this invitation of Bids if it determines that such action is in the best interest of the Board.
8. Timing and sequence of events resulting from this invitation shall ultimately be determined by Coir Board.
9. The bidders shall have no claims whatsoever against Coir Board arising out of, or relating to this invitation of Bids or these procedures (other than those arising under a definitive service agreement with the bidder in accordance with the terms thereof).
10. Bidders, who are found to canvass, influence or attempt to influence in any manner the qualification or selection process shall be disqualified from the process at any stage.
11. By submitting a proposal, each bidder shall be deemed to acknowledge that it has carefully read all the conditions and limitations.
12. The Technical bid should include the terms and conditions of payment.
13. Coir Board reserves the right to short list the parties responding to this notice on the basis of the evaluation of the Technical Bids before opening of the price bids. Submission of more than one bid by the same party will be a disqualification.



- 14. The bidders will have the liberty to raise question on the tender procedures and the tender documents.
  
- 15. The successful tenderer should assure the quality/standard of the equipments.

Yours faithfully,



DIRECTOR, RDTE

I/We hereby read carefully the above terms and conditions of Tender and agree to abide by the terms and conditions laid down in the tender notice and shall execute the orders accordingly.

Signature:

Name :

Address :

Place:

Date :



**FORMAT FOR FIRST STAGE TENDER-TECHNICAL BID**  
**PART – A-1**

- 1. Name of the Tenderer** :
- 1.1 Full address with PIN Code :
- 1.2 Telephone Nos. :
- 1.3 email ID :
- 1.4 Fax Nos. :
- 1.5 Contact Person(s) :
- 2. Company particulars**
- 2.1 Constitution/Company profile :
- 2.2 If the Company is Proprietary/Partnership :  
give the name and address of  
Proprietor/ Partners/Directors.
- 2.3 The State in which the Company is registered :
- 2.4 Company Registration No. :
- 2.5 Name & address of the Bankers :
- 2.6 No. of years in business :
- 2.7 ISO Certification No. :
- 2.8 MSME acknowledgement No. and date :
- 2.9 NSIC Registration :
- 2.10 Register with any other organization :
- 2.11 No. of employees :
- 2.12 Details of infrastructure available :  
(attach a separate sheet)
- 3 Financial Data:**
- 3.1 Sales turnover for the last three years :
- 3.2 Profit after tax for the last three years :  
(audited statement)

- 3.3 Permanent Income Tax Account No. :
- 3.4 VAT Registration No. :
- 3.5 TIN :
- 3.6 Service Tax Registration No. :

	Name
Date	Signature
Seal	Designation (Authorized Signatory)

Note:

1. All requisite information shall be given in the format with reference to the item specified. Where space is insufficient, additional pages may be added with reference to the related paragraph.
  - b) Wherever enclosures are specified in the questionnaire, the same shall be enclosed.
  - c) Coir Board reserves the right to verify any of the statements enclosed along with the technical bid. Any additional information/documents required shall also be furnished. False statement shall disqualify the Tenderer.

**PART – B**

1. Product profile and Product range -  
product wise :

2. Detailed description of items

Quality :

Standard :

Certificate from the manufacturer :

Test certificate from the  
Authority, if any :

There would not be any change in the above mentioned specification. The terms and conditions stipulated by the Coir Board are acceptable to me.

Signature:

Name :

(Seal)



**COIR BOARD**

(MINISTRY OF MICRO, SMALL AND MEDIUM ENTERPRISES,  
GOVERNMENT OF INDIA)

P.B.No.1752. M.G.Road, Kochin-16.

**FORMAT FOR SECOND STAGE TENDER-PRICED BID**

Name of the Tenderer .....

Sl. No.	Name of the items	Qty	Unit price	Tax	Total price including all types of taxes, insurance services etc.

## TECHNICAL SPECIFICATIONS FOR EQUIPMENT

### 1. Scope of Work

This Specification covers the requirements of the supply of equipments to Central Coir Research Institute, Kalavoor P.O, Alappuzha -688 522 including size, make, supply and unloading, at the CCRI as per technical specification given and meeting the standards of inspection and performance as agreed to during placement of order. The technical requirements given here are only indicative and not descriptive and the supplier shall ensure that the equipments supplied are complete in all respects to serve the purpose. The item should be as per relevant standards and shall have necessary built-in systems for ensuring safe operation. There are two packages in this tender and the tenderer shall quote for all the packages as per this tender document. The Purchaser reserves the right to reject those Tenders which are incomplete. The equipments offered by the tenderer shall be new and unused.

### 2. Codes and Standards

The equipments shall comply with the latest edition of Indian/ International Standards.

The equipments shall comply with the statutory requirements of the Govt. of India. The equipments shall conform to the provision of statutory and other regulations in force.

### 3. Equipment

- 3.1 The equipments supplied should be of standard design incorporating all the developments that has taken place recently in this field.
- 3.2 Equipments should be made out of standard material which shall be harden and finished to give long life and smooth operation.

### 4. Technical Requirement

Scanner type	: Flatbed, ADF
Digital sending standard features	: Local or network folder; e-mail; Google Drive; Box; FTP; printer; fax; user-defined command-line application; web folder
Scan resolution, optical	: Up to 600 dpi
Duty cycle (daily)	: Recommended daily duty cycle: 3000 pages
Bit depth	: 24-bit
Scan size (flatbed), maximum	: 216 x 356 mm
Media types	: Paper (plain, inkjet, photo)
Media weights, supported ADF	: 49 to 120 g/m <sup>2</sup>
Scan file format	: PDF (image-only, searchable, MRC, PDF/A, encrypted), TIFF (single page, multi-page, compressed: G3, G4, LZW, JPEG), DOC, RTF, WPD, XLS, TXT, XML, XPS, HTML, OPF, JPG, BMP, PNG
Scanner advanced features	: Image enhancements such as blank page removal, crop, deskew, orientation; barcode detection; batch separation; document merge; HP Every Page technology

A certificate to the effect that all the components, parts, assembly, software used in the system should be original, new components, new parts, assembly, software only from respective OEMS of the product should be attached in the prescribed format **annexure V**.



Sub: Undertaking of Authenticity for Desktops and Server Supplies

Sub: Supply of IT Hardware/Software -- Desktops and *Servers*

- Ref: 1. Your Purchase Order No. -----dated-----,  
2. Our *invoice* no/Quotation no. ----- dated-----.

With reference to the Desktops and 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 Desktops and *Servers* under the above like Hard disk, Monitors, 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 for by you in the purchase order, the same shall be supplied along with the authorized license certificate (eg. Product Keys on Certification of Authenticity in case of Microsoft Windows Operating System) and also that it shall be sourced from the authorized source (eg. 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 Desktops and Servers 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 & Service SLA as per the content even if there is any defect by our authorized Service Centre/ Reseller/SI etc.

Authorized Signatory

Name:

Designation: