

Request for Quotation (RFQ) for IT Support Services for India Brand Equity Foundation (IBEF)

Request for Quotation [RFQ]

**India Brand Equity Foundation,
Apparel House, 5th Floor,
519-22, Sector 44,
Gurgaon - 122003, Haryana.**

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PART A:

Brief about India Brand Equity Foundation

The India Brand Equity Foundation (IBEF) is a Trust established by Department of Commerce, Ministry of Commerce & Industry, Government of India.

IBEF's primary objective is to promote and create international awareness of the *Made in India* label in markets overseas and to facilitate dissemination of knowledge of Indian products and services.

Towards this objective, IBEF works closely with stakeholders across Government and Industry to promote Brand India. The objective of IBEF is to generate awareness about Indian products to promote India as a preferred business destination.

PART B:
RFQ Overview

The **nature of the services** to be provided is set out in Item 1 and Item 2 of the Contract Information Table (under Part D of this RFQ).

Details about how to submit a Quotation are set out in Item 3 of the RFQ Information Table (under Part C of this RFQ).

Conditions of Quotation: Please read the Conditions of Quotation in Part E before submitting a Quotation. The RFQ Information Table in Part C also forms part of the Conditions of Quotation. The Conditions of Quotation are the conditions upon which IBEF shall receive and evaluate Quotations. Failure to strictly observe these conditions may result in a Quotation being rejected without evaluation.

Quotation Form: The Quotation Form in Part F is a form that is **mandatory** to be completed. You are advised to not separate the Quotation Form from this RFQ document. A Quotation is likely to be rejected if the Quotation Form is not used. A Quotation must contain (or be accompanied by) all the information and details required by this RFQ.

Enquires, and requests for further information about this RFQ, should be directed to the Contact Officer as follows:

Contact Officer: Ms Deepthy Ambooken

Telephone: 0124 4499605

Facsimile: 0124 4499615

Email: deepthy.ambooken@ibef.org

shoumi.dasgupta@ibef.org

PART C:

RFQ INFORMATION TABLE

1.	Closing date and time for submission of a Quotation:	The closing date and time for lodgement of a Quotation is by and not later than end of day (5:00 pm) on April 14, 2015
2.	Pre-quotation briefing session details:	<p>Each prospective supplier may write and seek an appointment with the contact person of IBEF (mentioned in Part B of this RFQ) for a <u>pre-quotation briefing session</u>. It is clarified that no prospective suppliers shall be granted any pre-quotation briefing session 1 week before the closing date for submission of the quotation. IBEF may allow each prospective supplier to only seek clarifications with respect to RFQ in writing/ personally have a briefing session with the contact person of IBEF as mentioned under Part B of this RFQ (before sending actual quotations).</p>
3.	Place and method of submission of a Quotation:	<p>A Quotation must be submitted as follows:</p> <ul style="list-style-type: none"> i) Break-up of costs for each of the items of work listed in the Services to be provided (i.e. under point 1 of Part D of this RFQ) are to be submitted as part of the Quotation Form. This break-up of individual costs will not be considered for financial evaluation. ii) Taxes / VAT as applicable in India will be paid as per actuals and the same are not required to be indicated in the Quotation Form. iii) The cost quoted will be fixed for the duration of performance of the contract. At no point of time will any deviation from the quoted rate be entertained by IBEF. iv) The quotation shall not include any conditions attached to it and any such conditions proposed (along with the quotation) shall be rejected summarily. v) The quotation shall be submitted in sealed envelope and in accordance with terms of this RFQ.

4.	Status of Quotation:	A Quotation submitted by a prospective supplier in response to this RFQ constitutes an offer by the prospective supplier to provide the services. The acceptance of that Quotation by IBEF, in accordance with this RFQ, will result in a legally binding contract subsequent to entering into a separate agreement/ engagement letter for providing the services.
5.	Information to be provided by suppliers as part of Quotation:	1. A confirmation letter/ undertaking from the Prospective Supplier to provide timely delivery of quality services.
6.	Evaluation criteria:	The services to be provided and quoted have to be in compliance with specifications mentioned in Part D Point 2. Any quote with different specification shall NOT be considered and rejected (at any stage). The financial bids of bidding parties (with compliance to specifications mentioned in Part D Point 2) will be considered and the L1 bid from among the qualifying bidder (i.e. with compliance to specifications mentioned in Part D Point 2) will be accepted.
7.	Notification of outcome:	The successful supplier will be notified of the outcome of the RFQ process through IBEF's website.

PART D:

CONTRACT INFORMATION TABLE

1.	Services to be provided :	<p>1. One qualified personnel for IT helpdesk at IBEF office. Personnel would need to take care of the maintenance and upkeep of IT infrastructure in Office (laptops/desktops/printers/ server). Emails, internet services, Security systems, email configuration, Mail Server, Basic Software setups.</p> <p>2. Annual maintenance of the IT Infrastructure</p> <p>3. All procurement related to IT and telecommunication systems of IBEF</p>
2.	Specifications applicable to the Services to be provided	<p>Details of IT Infrastructure attached.</p> <p>1. The personnel to be available in IBEF office Monday to Friday from 9.00 am to 5.30 pm , in case of absence or leave temporary personnel to be provided for backend support.</p> <p>2. Maintain the inventory list of IBEF IT infrastructure</p> <p>3. Keeping a track of contracts and expiry /renewals of software's and hardware's. emails accounts, configuration , Web domains owned by IBEF, EBPX Server, UPS and Firewall,</p> <p>4. Vendor management for IT procurement and services. To ensure the procurement of good quality products on competitive rates from good/direct companies.</p>
3.	Location for delivery of the Services	<p>The services are to be provided IBEF office which is currently located at Apparel House, 5th Floor, 519- 522, Sector44, Gurgaon 122003</p>
4.	IBEF's address details:	<p>Contact Person at IBEF: Deepthy Ambooken Address: 519 – 522, Apparel House, 5th Floor, Gurgaon, Haryana</p>

PART E:

CONDITIONS OF QUOTATION

1. Conditions of Quotation

The conditions of quotation (**Conditions of Quotation**) comprise Part C and Part E of this RFQ.

2. Communications

A prospective supplier must direct all communications and enquiries concerning this RFQ to the Contact Officer named in Part B.

Unauthorised communication by a prospective supplier with any other employee or IBEF may lead to a Quotation being rejected.

3. Addenda

IBEF may change this RFQ by issuing Addenda in writing. Any Addenda becomes part of this RFQ. Addenda issued by IBEF are the only recognised explanations of, or amendments to, this RFQ.

4. Agreement to be bound

By lodging a Quotation a prospective supplier agrees to be bound by the Conditions of Quotation.

5. Use of RFQ and information restricted

This RFQ, and any information provided by IBEF to a prospective supplier as part of the RFQ process, remain the property of IBEF, and may only be used by a prospective supplier to prepare a Quotation in response to this RFQ. Only persons to whom this RFQ is issued may submit a Quotation.

6. Status of RFQ representation

No representation made by or on behalf of IBEF during the RFQ process binds IBEF unless the representation is subsequently included as part of a formal instrument of agreement.

7. Confidentiality

A prospective supplier who submits a Quotation must keep the information in its Quotation confidential. Nothing in this clause prevents a prospective supplier from disclosing information in its Quotation: that is available to the public generally otherwise than as a result of a breach of this clause 7 by the prospective supplier; if the disclosure of the Quotation is required by law; if the disclosure is necessary to obtain an approval or licence under a law.

8. Confidentiality in IBEF contracts

IBEF is committed to ensuring that contracting is conducted in an open and transparent manner.

However, IBEF and prospective supplier (who submits a Quotation) agree not to disclose to others, either during or subsequent to the term of the contract, any information, knowledge or data “Proprietary” or “Confidential Information”, which either Party may receive, or have access to, or which may otherwise be disclosed to the other Party.

IBEF and prospective supplier (who submits a Quotation) also agree to maintain in confidence such Proprietary or Confidential Information unless or until:

- a. It shall have been made public by the Party itself or by any third Party; or
- b. Either Party receives such Proprietary or Confidential Information from an unrelated third party on a non-confidential basis; or
- c. The passage of 5 years from the date of the disclosure of such Confidential Information, whichever shall first occur.

IBEF and prospective supplier (who submits a Quotation) further agree to use all reasonable precautions to ensure that all such Proprietary or Confidential Information is properly protected and kept from unauthorized persons or disclosure.

9. Quotations become property of IBEF

All Quotations become the property of IBEF on submission. IBEF may reproduce all or any part of a Quotation for any purpose related to evaluation of the Quotation.

10. Reservations

IBEF reserves the right at its absolute discretion:

- (a) by written notice to prospective suppliers (who have been issued this RFQ) to do any of the following things: to discontinue or suspend the RFQ process; to extend the closing date and time in Item 1 of the RFQ Information Table; and to amend this RFQ;
- (b) to negotiate with any prospective supplier submitting a Quotation;
- (c) to determine the number of organisations with whom it will contract.

11. Content and format of Quotations

Quotations must include all the information listed in Item 5 of the RFQ Information Table.

A Quotation must be prepared using the Quotation Form in Part F. Submission of Form F is mandatory.

12. Monetary amounts

All monetary amounts must be expressed in Indian National Rupee (INR); and exclusive of taxes.

13. Preparation of Quotation

IBEF will neither be responsible, nor pay, for any cost, expense or loss, which may be incurred by any person in connection with the preparation or presentation of a Quotation.

14. Validity

A Quotation constitutes an irrevocable, unalterable offer by the prospective supplier to IBEF. A Quotation must remain valid and open to be accepted for 60 Business Days from the closing time and date specified in Item 1 of the RFQ Information Table. The period of 60 Business Days may be extended by written agreement between the prospective supplier and IBEF.

15. Submission of Quotations

A Quotation must be submitted by the closing time and date specified in Item 1 of the RFQ Information Table or as extended under clause 10 (of this Part E). A Quotation must be submitted in a manner specified in Item 3 of the RFQ Information Table.

16. Late Quotations

Late Quotations will not be considered unless IBEF is of the view (and its decision will be absolute and final) that:

- (a) circumstances beyond the prospective supplier's control were the cause of the lateness; and
- (b) the consideration of the late Quotation will not compromise the integrity of the procurement process or provide any unfair advantage to the prospective supplier lodging the late Quotation.

Late Quotations that are not accepted will be marked on the envelope with the time and date of receipt, and be returned to the prospective supplier.

17. How a contract for the supply of the Goods is formed

A contract for the supply of the services may be formed when IBEF accepts a successful supplier's Quotation (after IBEF has completed the evaluation of Quotations)

As soon as practicable following that acceptance, IBEF shall forward to the successful supplier a *letter of award* stating that the supplier's Quotation has been accepted.

Subsequently, a contract for the supply of the services will be formed when IBEF and the successful supplier enter into a formal instrument of agreement.

18. Undertaking by Prospective Supplier

Each prospective supplier (submitting a quotation under Quotation Form i.e. Part F) shall undertake that, on the date of issuance of this RFQ, its directors, officers or employees have not offered, promised, given, authorized, solicited any undue pecuniary or other advantage of any kind (or implied that they will or might do any such thing at any time in the future) in any way (to IBEF) in connection with the

supply of goods/services and that each prospective supplier has taken reasonable measures to prevent its employees, agents or any other third parties, subject to its control or determining influence, from doing so.

19. Complaints process

- i) IBEF can ask for a replacement of the personnel with immediate effect if found to be unskilled/ incompetent, ill-mannered for the job.

PART F:
QUOTATION FORM*

***Important Note:** This Quotation Form must not be separated from this RFQ. If submitting a quotation, you must submit this RFQ in its entirety.

To: **India Brand Equity Foundation (IBEF)**

I/We:

	(the Supplier)
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(insert name, USE BLOCK LETTERS)

hereby offer to supply to IBEF the services (specified in this RFQ) in accordance with the Conditions of Contract and the following Addenda (if any) issued by IBEF.

Addendum No.	Date and description

Lump Sum Option:

The price offered is:

INR	excluding tax
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(insert offered price)

Schedule of Rates Option:

The price offered is a price calculated in accordance with the following schedule of rates:

Item Number	Description	Quantity	Unit	Rate	Amount (INR)
As per Item No. 1 of Part D	For all Services not included elsewhere in this Schedule.	1	1	Lump sum	
Total amount excluding tax					

(Notes: The correct extended Amounts and Total will be used to evaluate quotations. All rates and lump sums must exclude taxes.)

Supplier agrees that Supplier's details for the service of all/ any Notices (under this RFQ) will be as follows:

Address:	
Facsimile:	
Contact person and Designation:	

(insert details, use BLOCK LETTERS)

I/We confirm the following supplementary documentation has been submitted with this offer as required by the RFQ:

Information / Document Description	No. of pages
1. Undertaking 2. Current Client list 3. references	

I/We declare that:

- a. the Conditions of Quotation are agreed;
- b. on the date of issuance of this RFQ, my/ our directors, officers or employees have not offered, promised, given, authorized, solicited any undue pecuniary or other advantage of any kind (or implied that they will or might do any such thing at any time in the future) in any way (to IBEF) in connection with the supply of goods/services and that I/ We has (have) taken reasonable measures to prevent our employees, agents or any other third parties, from doing so; and
- c. the information and particulars provided as part of this offer are accurate and correct.

Dated:

(insert date)

Signing by a Supplier who is an individual/ Company/ Partnership

Signed by the Supplier (authorised Signatory) named below:

Supplier's
signature:

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This RFQ is not an agreement and is neither an offer nor invitation by IBEF to the prospective suppliers or any other person. The purpose of this RFQ is to provide prospective suppliers with information that may be useful to them in preparing their quotation pursuant to this RFQ. This RFQ includes statements, which reflect various assumptions and assessments arrived at by IBEF in relation to the Supply of Goods/ Services. Such assumptions, assessments and statements do not purport to contain all the information that each prospective supplier may require. This RFQ may not be appropriate for all persons, and it is not possible for IBEF, its employees to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFQ. The assumptions, assessments, statements and information contained in this RFQ may not be complete, accurate, adequate or correct. Each prospective supplier should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this RFQ and obtain independent advice from appropriate sources.

IBEF may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFP.

The issue of this RFP does not imply that IBEF is bound to select a Bidder or to appoint the Selected Bidder, as the case may be, for the Project and IBEF reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever.

Further, all information/data/reports/pitches/data or other material submitted to IBEF under this Tender/RFP/RFQ by the Applicant shall become the property of IBEF. The Applicant hereby agrees that they shall not have any right claim, authority whatsoever over the submitted information/reports/pitches/data or other material to IBEF. The Applicant further agrees and undertakes that IBEF may use the aforesaid information/data/reports/pitches/data or other material at its sole discretion and the Applicant shall not have any objection whatsoever in IBEF using the same.

Attachment 1

IT infrastructure details

Item	Quantity
Laptops	12
Desktop (L9BZ954, 2FDPRXK, L9HM736, H7M3BQ1)	4
Printer HP Printer 1020 CNC0K28892, CM1415FNW CNH8D21Q0G,HP P2035, HP 1005	4
Server (HP ML 110 G6 Server Part/No: 506667-371)	1
UPS ROCKET 12V 18AH (16)	1
1 CANON F152800 01/F2/08/OE/06/05	1
Other peripherals (Projector, microphone, etc)	

