

E - Tender

For

**Procurement of Exclaimer Signature Manager
for Microsoft Office 365 Cloud Email Solution
for Export-Import Bank of India**

Tender Reference No: IT/EXIM/RFP/2016-17/037

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TENDER DOCUMENTS FOR	Procurement of Exclaimer Signature Manager for Microsoft Office 365 Cloud Email Solution for Export-Import Bank of India
TENDER DOCUMENT COST	₹ 1000
Last date for acceptance of Tender Document fee	10 th February 2017
EMD Amount	Not Applicable
Date of Online Notice	03 rd February 2017
Document Downloading Start Date	03 rd February 2017, 17:00 Hrs
Document Downloading END Date	11 th February 2017, 17:00 Hrs
Last Date and Time For Submission	13 th February 2017, 15:00 Hrs
Opening Of Tender	13 th February 2017, 17:00 Hrs
Place of Receipt of Tender	https://eximbankindiatenders.procuretiger.com

e-Tendering / Electronic Tendering / Web Tendering / Online Tendering is the simulation of the manual tendering process on the internet. i.e., the eligible bidders / tenders can log on to the internet site specified using a unique user name & password and place their Technical & Commercial bids. The eligible bidders will be trained by M/s e Procurement Technologies Ltd. (Abc Procure) personnel on the methodology of submitting the bids online using a special digital signature/electronic key / password at the date and time specified. The bids placed by the tenderers are confidential and will be opened by the authorized EXIM Bank officials. No other person can gain access to the information regarding the bids, which is confidential in nature.

Minimum requirement:

1. Computer/Laptop with internet connection
2. Operating system – Windows XP Service pack -3 / VISTA/ WINDOWS 7
3. Digital certificate -Class II or III, Signing + Encryption, and it should be organizational certificate.

CONTACT INFORMATION FOR E-TENDER PROCESS

Vendor registration can be done online by opening Website:

<https://eximbankindiatenders.procuretiger.com>

Click on “New Bidder Registration” link, create User Id and Password and attach your Digital certificate. For any clarification kindly contact

e-Procurement Technologies Limited
A- 801 – Wall Street - II,
Opposite Orient Club,
Nr. Gujarat College, Ellis Bridge,
Ahmedabad – 380 006.
Gujarat State, India

Phone: +91 (79) 40230 813/14/16/18/03
Fax: +91 (79) 40230847

E-Tendering Process Compliance Statement

The following terms and conditions are deemed as accepted by you for participation in the bid event:

1. The price once submitted cannot be changed.
2. Technical and other non-commercial queries (not impacting price) can be routed to the respective contact personnel of EXIM Bank indicated in the tender document. Bidding process related queries could be addressed to M/s e Procurement Technologies Ltd personnel indicated in the tender document.
3. Inability to bid due to telephone line glitch, Internet response issues, software or hardware hangs will not be the responsibility of M/s e Procurement Technologies Ltd or the EXIM Bank. However, M/s e Procurement Technologies Ltd, shall make every effort to ensure availability of technology resources to enable continuous bidding.
4. M/s e Procurement Technologies Ltd does not take responsibility beyond the bid event. Order finalization and post order activities would be transacted directly between bidder and the EXIM bank.
5. Bids once made cannot be withdrawn or modified under any circumstances.
6. EXIM Bank can decide to extend or reschedule or cancel an e-tendering.
7. The bidders are advised to visit <https://eximbankindiatenders.procuretiger.com> for any corrigendum etc.

I / We have read, understood and agree to abide by the e-tendering process compliance statement.

Date:

Organisation Name:

Name:

Designation:

Seal and Signature of the Bidder/s not required since the document is Digitally Signed.

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QUOTATION BID NOTICE

1. Export-Import Bank of India (EXIM Bank), a corporation established under the Act Export-Import Bank of India, 1981 and having its registered office at 21st Floor, World Trade Centre Complex, Cuffe Parade, Mumbai 400 005 invites bids from eligible bidders for the supply of All-In-One Desktops and Laptops.
2. The mode of tendering is through e-Tendering. E-Tendering is the process by which the physical tendering activity is carried out using internet and associated technologies in a faster and secure environment.
3. Vendor registration can be done online by opening Website: <https://eximbankindiatenders.procuretiger.com> Click on “New Bidder Registration” link, create User Id and Password and attach your Digital certificate.
4. Tender document will be allowed for download from above web site after successful vendor registration (hard copies of the tender document will not be provided) and submission of tender document cost.
5. The tender document cost (Non-refundable) of ₹ 1,000/- (Rupees One Thousands only) favoring “**Export-Import Bank of India**” **Only by Demand Draft/Bankers Cheque** should reach to Export-Import Bank of India (EXIM Bank), Center One Building, Floor 21, World Trade Centre Complex, Cuffe Parade, Mumbai-400 005.
6. **CONTACT INFORMATION FOR E-TENDER PROCESS**

e-Procurement Technologies Limited
A- 801 – Wall Street - II,
Opposite Orient Club,
Nr. Gujarat College, Ellis Bridge,
Ahmedabad – 380 006.
Gujarat State, India

Phone: +91 (79) 40230 813/14/16/18/03
Fax: +91 (79) 40230847

Concern Persons: Mr Dharam, Mr Anuj, Mr Vivek
Email Ids: dharam@auctiontiger.net
bhavik.dave@auctiontiger.net
anuj@procuretiger.com
vivek.bhirud@auctiontiger.net

7. EXIM Bank reserves the right to accept or reject in part or full any or all the offers without assigning any reasons there for.

S.NO.	Eligibility Criteria	Documents to be Submitted
1.	The bidder's must be Exclaimer National Distributer authorized partner for its product and services in India.	Authorization letter (MAF) from Exclaimer National Distributer Certification on the name of the bidder firm with tender reference Id to be mentioned.
2.	The Bidder must deliver and configure the Exclaimer Cloud Signature as per Bank's scope of work within three Weeks from date of Purchase Order. Bank will charge penalty as 1% of the order value on per day basis for late delivery.	Consent on letter head to be submitted.
3.	The bidder has to extend the remote technical support for a period of one year from date of project sign off.	
4.	The Product quoted price Validity should be 90 days from tender opening date.	
5.	The bidder must have experience in the implementation of Exclaimer Cloud Signature with Microsoft Office 365.	Attach last work order copy.

Mandatory Information

Required for Prequalification of the Tenderer

I/We confirm that to the best of our knowledge this information is authentic and accept that any deliberate concealment will amount to disqualification at any stage.

Sr. No.	Particulars	Details
1.	Name of the Firm	
2.	Name of the Proprietor, Partners/Directors	
	A (Mobile No.)	
	B (Mobile No.)	
3.	Office Telephone Nos.	
	a.	
	b.	
	c.	
4.	Head Office Address	
5.	Email Address	
	a.	
	b.	
6.	Year of Establishment	
7.	Registration No.& Date of Registration.	
8.	Status Of Firm. (Proprietor/Partnership/Co. etc.)	
9.	Name of Bankers	a.
		b.
10.	PAN Card No.	
11.	Sales Tax No.	
12.	VAT No.	
13.	Service Tax No.	

Seal and Signature of the Bidder/s not required since the document is digitally Signed.

Date:

Place:

Note:

Please upload scanned copies of the above mentioned documents with sr. nos. marked on it.

TENDER FORM

Mr. Dharmendra Sachan
Deputy General Manager
Export- Import Bank of India
21st Floor, Centre One, World Trade Centre.
Cuffe Parade, Mumbai 400 005

Dear Sirs,

**Ref: Procurement of Exclaimer Signature Manager for Microsoft
Office 365 Cloud Email Solution for Export-Import Bank of India**

Ref.No: IT/EXIM/RFP/2016-17/037.

I/we further agree to execute and complete the work within the time frame stipulated in the tender scope of document. I/we agree not to employ Sub-Service Providers without the prior approval of the EXIM Bank. I/We agree to pay Sales Tax, Works Contract Tax, Excise Tax, Octroi, LBT, VAT, Duties, all Royalties and all other applicable taxes prevailing and be levied from time to time on such items for which the same are liable and the rates quoted by me/us are Exclusive of the same.

I/we understand that you are not bound to accept the lowest tender or bound to assign any reasons for rejecting our tender. We unconditionally agree Exim Bank's preconditions as stipulated in the tender documents and empanelment process.

I/We agree that in case of my/our failure to execute work in accordance with the specifications and instructions received from the Exim Bank, during the course of the work, Exim Bank reserves the right to terminate my contract.

Yours truly,

Seal and Signature of the Bidder/s not required since the document is Digitally Signed.

Place:
Date:

Name:
Designation:

Seal:

INSTRUCTIONS TO TENDERERS

1.0 Location:

Export-Import Bank of India, 21st Floor, Centre One Building, World Trade Center, Cuffe Parade, Mumbai 400 005 and regional offices in pan India.

- a. Tenderers must get acquainted with the proposed work, specifications, conditions of contract and other conditions carefully before tendering. The Tenderer shall seek **clarifications up to 10th February 2017, 11.00 Hrs.**, if required, prior to submitting his tender. No request of any change in rates or conditions for want of information on any particular point shall be entertained after receipt of the tenders.

2.0 Submission of Tender:

Refer to E-Tendering Process Compliance Statement (Title No. 7) No queries will be entertained on last day of tender submission.

- 3.0 Any **printing or typographical errors /omission** in tender document shall be referred to EXIM Bank and their interpretation regarding correction shall be final and binding on Service Provider.

4.0 Transfer of Tender Documents:

Transfer of tender documents purchased by one intending Tenderer to another is not permitted.

5.0 Validity:

Tenders submitted by Tenderers shall remain valid for acceptance for a period **up to 90 days from the date of opening of Bid/tender**. The Tenderers shall not be entitled during the period of validity, without the consent in writing of EXIM Bank to revoke or cancel his tender or to vary the tender given or any terms thereof.

6.0 Right to accept or reject tender:

The acceptance of a tender will rest with the EXIM Bank who does not bind themselves to accept lowest tender and reserve to themselves the authority to reject any or all the tenders received. They also reserve the right of accepting the whole or any part of the tender and the Tenderers shall be bound to perform the same at the rates quoted. All tenders in which any of the prescribed conditions are not fulfilled or are incomplete in any respect or there is any correction not duly signed and dated by the Tenderer are liable to be rejected. For this purpose Tenderer shall quote rates for various items which will be self-sufficient to meet their whole costs for executing any / every item. No

demand for variations in rates for items executed shall be entertained on the plea of the EXIM Bank deciding to delete, alter or reduce the quantities specified in respect of the any item.

7.0 Rates:

EXIM Bank is not concerned with any rise or fall in the prices of materials, Parts and labour.

8.0 Payments for the work to be executed under this contract shall be made as per the tender document, and no variation in the mode of payment will be acceptable.

9.0 Signing of the contract:

- a) The successful Tenderer shall be required to execute a non-disclosure agreement with Exim Bank within 07 days from the date of receipt of the notice of acceptance of tender. In the event of failure on the part of the successful Tenderer to sign the agreement in the above- stipulated period. EXIM Bank reserves the right to cancel the contract.
- b) Until the Agreement is formally signed, the Work Order / Letter of Acceptance of Tender issued to the successful tenderer and accepted by him shall be operative and binding on the EXIM Bank of India and the Service Provider.

10.0 On acceptance of the tender, the name of the accredited representatives of the Tenderer who would be responsible for taking instructions from EXIM Bank shall be mentioned by the Tenderer.

11.0 If so decided EXIM Bank reserves the right to appoint PMC (Project Management Consultant) or any other agency to get the quality of works checked, measurements recorded, including certification of bills etc.

12.0 EXIM Bank has the right to delete items, reduce or increase the scope of work without the Service Provider claiming any compensation for the reduction in the scope of work.

13.0 Notices to local bodies:

The Service Provider shall comply with and give all notices required under any law, rule, regulations or bye laws of parliament, state legislature or local authority relating to works.

14.0 I / We hereby declare that I / We have read and understood the above instructions for the guidance of the Tenderers. Seal and Signature of the Bidder/s not required since the document is Digitally Signed.

APPENDIX SHOWING IMPORTANT SCHEDULE

Sr. No.	Description	Remark
1	Earnest money Deposit ₹ XXXX /- in the form of Demand Draft Drawn in favor of “Export-Import Bank Of India” payable at Mumbai. Only by successful Bidder within 7 days from purchase order date.	Not Applicable
2	Tender Document Fee ₹ 1000/- in the form of Demand Draft Drawn in favor of “Export-Import Bank Of India” payable at Mumbai.	Only in Demand Draft
3	Date of Commencement of Project	Immediate
4	Applicable Taxes shall be deducted at prevailing rate from each bill as per Govt. or Local laws.	
5	Payment Terms.	Within 15 working days from project sign off date.
6	Contract Period	90 Days Price Validity

Scope of Work

1. The Exim Bank is using Microsoft Office 365 Email solution. We want to integrate Exclaimer Cloud Email Signature with Microsoft Office 365 Email Solution.
2. Bank need 500 Exclaimer Cloud Signature license subscription and the successful bidder has to integrate all Bank's email account with Exclaimer Cloud Signature as per Bank's email signature template.
3. Exim Bank's email signature is bilingual (English and Hindi). This is a mandatory requirement of the Bank. The successful bidder has to implement Exclaimer Cloud Signature in bilingual format.
4. The email Signature template to be incorporated as below for reference.



कुणाल गुलाटी	Kunal Gulati
प्रबंधक कार्पोरेट संचार	Manager Corporate Communication
☎ +91 22-2217 2832	📠 +91 22-2218 2572
📱 +91 7045 269 713	
21वीं मंजिल, केन्द्र-1 विश्व व्यापार केन्द्र, कफ परेड, मुम्बई 400 005	
21st Floor, Centre - 1, World Trade Centre Complex, Cuffe Parade, Mumbai-400 005	

5. The font details are as follows:

English Font Name & Size	Kunal Gulati - Helvetica Neue LT Std, 55 Roman, Size: 15.75 Manager Corporate Communication - Helvetica Neue LT Std, 55 Roman, Size: 12.5 +91 22-2217 2832, +91 22-2218 2572, +91 7045 269 713 - Helvetica Neue LT Std, 55 Roman, Size: 13.5 Address - Helvetica Neue LT Std, 55 Roman, Size: 12.6
Hindi Font Name & Size	Name - Kruti Dev 040, Bold, Size: 19.5 Designation - Kruti Dev 040, regular, Size: 15.45 Address - Kruti Dev 040, regular, Size: 16.7

Height of Blue strip	458 px (W) X 29.5 px (H)
Height of light Blue strip	458 px (W) X 22 px (H)
Exim high resolution Logo image	136.5 px (W) X 62 px (H)
Social Media Logos	31 px (W) X 31 px (H)
Total height and width of the Signature template	612.5 px (W) X 141 px (H)

6. The Exim Bank will provide employee details, and other required information to be incorporated in the mail signature. The successful bidder has to transfer the data on the Microsoft Office 365 and integrate Exclaimer Cloud Email signature.
7. After Exclaimer Cloud Signature integration, for mail flow within Exim Bank domain and outside domain, the signature automatically pushes without any intervention of the user.
8. The rights should be disabled for editing pre-defined signature to users.
9. The system should remove all other email signature while sending from Exim Bank domain.
10. All Office 365 users get a full, dynamic and professional email signature when sending from every device, including smartphones, tablets, Windows and Macs.
11. Control all Office 365 signatures from a web browser, with no need to install or download anything.
12. Add contact details taken from your Office 365 Directory, guaranteeing that every user has the correct information in their email signature.
13. Easily add additional email signature elements like social media icons, promotional banners, legal disclaimers and more.

14. The flow of email should be as per diagram.



15. Technical training to Exim Bank IT team on Exclaimer Cloud Email Signature software for administration.

16. One-year remote technical support from date of project signoff date.

Commercial Form:

Product	Qty.	₹ Unit Price	₹ Total Price
Exclaimer Cloud Email Signature for Microsoft Office 365 subscription for 12 Months	500		
One-time Deployment and One Year Unlimited Remote technical support .	1		

Special Note:

1. Quoted price should be exclusive of all taxes, duties and Octroi at actual.
2. Refer detailed product specification and scope of work mentioned in the RFP.