

F.No. 18/8/2014-Genl
Government of India
Ministry of Commerce & Industry
Directorate General of Foreign Trade
(General Section)

E-TENDER DOCUMENT

E-Tender for Comprehensive Annual Maintenance Contract for Desktop Computers and peripherals installed in DGFT (Hqrs), Udyog Bhawan, New Delhi.

Critical Dates

Date of issue of Tender Document	17 th April, 2015
Clarification Start Date and time	17 th April 2015, 05.00 PM
Clarification End Date and time	08 th May 2015, 02.00 PM
Last Dates & Time for submission of Tender Document	Up to 3.00 P.M. on 08 th May, 2015
Date & Time for opening of Tender Document	
Technical Bids	At 4.00 P.M on 08 th May, 2015
Financial Bids of eligible Tenders	Would be indicated later.

DGFT

CONTENTS OF TENDER DOCUMENT

Sl. No.	Description of Contents	
1.	Tender Notice	
2.	A. General Terms and Conditions	Annexure-I
3.	B. Specific Terms and Conditions	Annexure-II
4.	B. Proforma for Technical Bid	Annexure-III
5.	C. Proforma for Financial Bid	Annexure-IV
6.	D. List of Documents to be enclosed with Tender	Annexure-V
7.	D. Instructions for Online Bid Submission	Annexure-VI
8.	E. Tender Acceptance Letter	Annexure-VII

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Government of India
Ministry of Commerce and Industry
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Udyog Bhawan, New Delhi
Dated 17th April, 2015


E-Tender Notice

Subject: E-Tender for Comprehensive Annual Maintenance contract for Desktop Computers and peripherals installed in DGFT (Hqrs), Udyog Bhawan, New Delhi.

The Directorate General of Foreign Trade invites tenders for Comprehensive Annual Maintenance contract for Desktop Computers and peripherals installed in DGFT(Hqrs) from Delhi/NCR based interested firms. The Technical and Financial bids, in prescribed format and other required document as per tender notice should be submitted online on CPP portal website i.e. <https://eprocure.gov.in/eprocure/app>. Bidders are requested to furnish/upload scanned copies of all documents in pdf.format. **EMD of Rs. 25,000/-** drawn in favour of "Accounts Officer, Central Pay and Account office (DGFT), New Delhi" should be submitted to General Section, 202, Udyog Bhawan, New Delhi before last date of bid submission without which the quotations will not be considered. The last date of receipt of tender is by **3.00 P.M 08th May, 2015**. The technical bid will be opened on 08th May, 2015 at 4.00 P.M. The financial bids of only those firms which will qualify the technical bid shall be opened after evaluation of technical bids.

2. The prospective bidders are requested to go through the enclosed General & Specific Terms and Conditions of the contract carefully as per annexure-I & II respectively. The bid documents (Technical and Financial) are to be submitted as per Annexure III & IV respectively. The list of required documents is enclosed at Annexure-V. The quoted rate should be inclusive of all charges except taxes. No correction either in the technical bid or financial bid is permitted. Incomplete or ambiguous bids without documentary proof will not be considered. The tender document can be downloaded from the website <https://eprocure.gov.in/eprocure/app>. or from the DGFT website www.dgft.gov.in.

3. Bidders may also contact toll free No. 18002337315 of Central Public Procurement portal for obtaining guidance to fill up online tender.


17.4.15
(Daya Shankar)

Dy, Director General of Foreign Trade
Tel. No: 23063669
Email address: daya.shankar@nic.in

1. FTDO(EDI),with the request to place the aforesaid Notice on the website of the DGFT for wider publicity.
2. CPP portal.

General Terms and conditions

1. The currency of the contract will be initially for one year which will be extended for another one year, if work/services found satisfactory;
2. The contractor will have to get the police verification of the engineers at his own cost and submit the same to this office.
3. The engineer would be equipped with mobile on the expenses of firm.
4. In case the engineer reports for duty beyond 15 minutes from the scheduled time of the office, a penalty of Rs. 100/- would be levied which will be deducted from the bill.
5. The engineers deployed once will not be changed except with the prior consent of the D.D.G(G)/ FTDO(G).
6. Additional penalty can also be imposed if the contractor violates any of the terms and conditions of the contract.
7. Under no circumstances, the rates once approved will be changed during the contractual period. This revision of rates may be done after one year of commencement of contract. Similar pattern would be followed, if the contract is further extended.
8. This Directorate reserves the right to cancel the contract at any time without assigning any reason. The service provider will not be entitled to claim any compensation against such termination. In case of any dispute, the decision of the Directorate shall be final.
9. The contract is not transferable.
10. No advance payment in any case would be made.
11. EMD of Rs. 25000/-(Rupees Twenty five thousand only) from any scheduled commercial bank, payable in favour of the "Accounts Officer, CPAO, DGFT", payable at New Delhi, must accompany the Bid. The EMD/Bid Security should be valid for 75 days from the date of closing of tender. The Tenders received without EMD/Bid Security will be rejected.
12. EMD of unsuccessful bidders will be returned to them after finalization of the contract. EMD of Successful bidder will be returned after submission of Performance Security as mentioned at point 15 below. EMD would not be considered against Performance Security in any case.
13. The amount remitted towards Bid Security is liable to be forfeited if the bidder resiles from the offer after submission of the tender or after the acceptance of the offer by the department or fails to sign the contract.
14. No interest will be paid by the department on the Bid Security/Performance Security Deposited/remitted.
15. The successful bidder shall have to deposit Security of 5 % value of the contract amount in form of Demand Draft, FDR or a commercial Bank Guarantee from a scheduled commercial Bank in favour of "Accounts Officer, CPAO, DGFT", payable at New Delhi. Security deposit shall be valid for a period of sixty days beyond the period of the contract. The security amount shall be deposited with this Directorate within 15 days from the date of award of the contract.
16. The Security deposit will be refunded only after the satisfactory expiry of contract. If services of firm are not found satisfactory or if the firm fails to perform any of the term & conditions of the contract, this Directorate reserve the right to forfeit the security Deposit of firm.
17. In case the firm backs out of the contract midstream, without explicit consent of the Department the firm will be liable to recovery of the higher rates vis-a-vis those contracted with the firm that may be incurred by this Department on any item for which contract has been entered for the balance period of contract through alternative means. The payment for that month and performance guarantee will be forfeited and the firm shall be debarred from any future contracts in the Department.

18. If any loss has been occurred to this Directorate due to carelessness of engineer of firm or due to ineffective services of firm, this Directorate reserve the right to recover the same from the pending bill of firm or/and security deposit of firm.
19. If the work is found un-satisfactory or in disregard of the contract, this office is at liberty to entrust the job to any other firms/party at your risk/expenses;
20. Payment of charges will be made on quarterly basis. Firm will submit the quarterly bill along with user slips/ satisfactory service report from the user. Without user slips/ satisfactory service report from the user bill of firm will not be passed.
21. This office shall not be responsible for damages of any kind for any mishap/accident/injury caused to the workers(s) while performing duty for the department. All liabilities legal or monetary shall be borne by the firm.
22. Tax would be deducted at source as per rules.
23. The firm should not have been blacklisted by any Govt. Department/Organization.
24. Preference shall be given to the Micro and Small Enterprises registered with District Industries Centers or Khadi and Village Industries Commission or Khadi and Village Industries Board or Coir Board of National Small Industries Corporation or Directorate of handicrafts and Handloom or any other body specified by Ministry of Micro, Small and Medium Enterprises. The Micro and Small Enterprises quoting price within price band of L1+15% shall also be allowed to supply a portion of requirement by bringing down their price to L1 price in a situation where L1 price is from someone other than a Micro and Small Enterprises.
25. Cutting/ overwriting in the rates mentioned is not allowed. Such bids will not be considered.
26. The rates quoted in financial bid should be valid for atleast 90 days from the last date of submission thereof.
27. Quotation once submitted shall not be allowed to be withdrawn till the tender process is finalized.
28. The firm shall provide service during working hours on all working days. However, in special circumstances, the contractor may be required to provide service, if required on closed holidays and odd hours.
29. In the event of any question, dispute or difference arising between the department and the company in relation to any matter arising out of or connected with the services/job assigned to the firm execution under the contract agreement, the same shall be referred to the sole arbitration of an officer to be nominated by ADG concerned. The decision of the arbitrator shall be final and binding on both the parties to the agreement.
30. All disputes rising out of the contracts shall be subject to the jurisdiction of Delhi courts only

Specific Terms & Conditions

1. The firm should have executed the maintenance of Servers, Computers, Printers and peripherals under Comprehensive AMC in minimum 5 Nos. of Government Department for at least last 5 years.
2. The Firm should be in existence for over 5 years in trade with Annual Maintenance Contract worth more than **Rs. 50 Lakhs** per annum during the **last three years** ending 31st March 2014.
3. The firm shall furnish the Performance Certificate for rendering satisfactory services for at least three AMCs handled by them in each of the last three years in Govt. Departments only.
4. The firm shall submit a valid Authorization Certificate of being the **Authorized Service partner** of any one Company like **Lenovo/HP/Acer etc.**
5. The firm should be **ISO 9001-2008 & ISO 20000:2005** certified for servicing.
6. The firm must be registered with the Registrar of companies and with the Delhi Sales Tax Department for Works Contract Tax.
7. Preventive maintenance of Desktop Computers and other peripherals shall be done once in 3 months.
8. The firm would take up repair of any reported fault within one hour of the report . As far as possible, the repairs would be carried out on the site itself. However in case the System/equipment is taken to the workshop, the firm would provide a stand-by System/equipment for the same.
9. The necessary support for maintaining VIRUS free computer environment in the Directorate and help in upgrading the Software /Virus Detection mechanism would be provided by the firm.
10. The Contractor shall post at least Two full time professionally certified & competent Resident Service Engineers fully trained having a minimum 2 years of on the site work experience. The firm will also have to provide services of 1 TRC Engineer on demand basis. Engineers deployed must have Engineering Graduate or 3 years Computer Hardware Diploma or BCA/BSc (IT)/M.Sc (CS) with or MCSE, MCP, MCITP and CCNA Certified. The said personnel shall be well versed in troubleshooting techniques for solving day-to-day problems encountered in the hardware and software. They shall all be equipped with maintenance kits comprising of tool box, multi meter, diagnostic software and external CD ROM/Combo drives including device driver software and any other tools required for carrying out such services.
11. A mobile phone will have to be provided to the Resident Engineers by the firm. Firm will furnish the details of Resident Engineers along with their professional certification and experience. In case of replacement of any Resident Engineer, fresh certificates of qualifications and experience shall be provided. Amount will be deducted, if any service Engineer remains absent/ leave without providing substitute.
12. The firm also must have expertise and experience in LAN troubleshooting. The bidder should have executed satisfactory minimum one Annual Maintenance Contract of more than 500 computers converted in LAN under Linux/Windows NT environment for at least two year consecutively.
13. In case of any fault, the fault will be reported by the user in a Equipment Complaint System(ECS) already functional at NIC Workstation, DGFT. The resident engineers of the

firm will take the print of complaints lodged at least twice a day and will attend to the complaint and obtain a certificate of satisfactory working of the system from the user and will submit it to GA Section for closure of complaint.

14. The contractor shall arrange the requisite documentation and maintain necessary records , etc. as required for processing the quarterly payment during the period of AMC.
15. At the time of expiry of contract all the equipment under maintenance shall be handed over in working condition so that handing over of AMC to the next Contractor takes place in a smooth manner.
16. The contractor shall provide services for 10 working days from the date of the expiry of the contract for smooth transfer of the AMC to the new contractor without any extra cost.

PROFORMA FOR TECHNICAL BID

To,

The Dy. Director General of Foreign Trade
 Directorate General Of Foreign Trade
 Udyog Bhawan
 New Delhi-110011

Subject: Tender for Comprehensive Annual Maintenance contract for Desktop Computers and peripherals installed in DGFT(Hqrs), Udyog Bhawan, New Delhi.

Sir,

I/we intend to submit the quotation on the subject captioned above and hereby consent to agree/accept all the terms and conditions stipulated in Directorate General of Foreign Trade letter No. 18/8/2014-Genl. Dated 17th April, 2015 The information regarding technical details as desired is as per following details:-

1. Name of tendering Company/Firm/Agency : _____
2. Name of Proprietor/Director of Company/Firm Agency : _____
3. Full Address of Reg. Office : _____
 Telephone No : _____
 Fax No. : _____
 Email Address : _____
4. The details of the PAN, Service tax number and other Statutory Registration.(Attested Copy) : _____
5. EMD details (Amount, Name of the Bank, Branch: _____
 DD/PO No. & date etc.)

II. Details of all Annual Maintenance Contracts Executed/Under Execution Since Year, 2010:

S.No.	Name of the Organization/Address	Contract period		Value of AMC	Size of the AMC(Number of Systems etc.)	Whether the AMC was with resident engineer or not; if yes, the no. of engineers deployed
		From	To			

1. I/we undertake that documents are genuine/authentic and nothing material has been concealed and that I/we are not debarred by any Government organization and competent to contract. I/we understand that the contract is liable to be cancelled, if found to be having obtained, though fraudulent means/concealment of information.

(Signature of Authorized Signatory)

Name of the bidder:

Complete Address/ Tel No./Mob:

PERFORMA FOR FINANCIAL BID

To,

The Dy. Director General of Foreign Trade
 Directorate General Of Foreign Trade
 Udyog Bhawan
 New Delhi-110011

Subject: Tender for Comprehensive Annual Maintenance contract for Desktop Computers and peripherals installed in DGFT(Hqrs), Udyog Bhawan, New Delhi.

Sir,

I/we intend to submit the quotation on the subject captioned above and hereby consent to agree/accept all the terms and conditions stipulated in Directorate General of Foreign Trade letter No.18/8/2014-Genl. Dated 17th April, 2015 The information regarding Financial details as desired is as follows:-

S.No.	Description of items	Quantity	AMC Cost per Unit inclusive of taxes	Total AMC cost Inclusive of tax
I. CPU + MONITOR+KEY BOARD+MOUSE				
1	P-IV & V Computer HP & Acer	81		
2	Apple all in one Computer	01		
3	Lenovo all in one Computer (Warranty upto 01 October 2015) and AMC will be given form 02 October 2015	02		
4	Lenovo make i7 computers (warranty up to 8 th January 2016 and AMC will be given form 9 th January 2016)	94		
5	HP-Elite-8100 (i-5) computers	50		
II. PRINTERS: Samsung-JCX-4521-F3-02				
1	HP-Laser Jet-1606dn (warranty up to February, 2014- Purchased by EDI	33		
2	HP-Laser Jet-1606dn	12-46		
3	HP-Laser Jet-1000 Printer	18		
4	HP-Laser Jet-1015 Printer	71		
5	HP -Laser Jet-2015dn Printer	27		
6	HP- Laser Jet- 6 L Printer	03		
7	HP- Laser Jet – P1160 Printer	09		
8	HP-Laser Jet-P-1007 Printer	13		
9	Colour Laser Jet-HP-4600 Printer	01		
10	HP-Laser Jet -3005dn	04		
11	HP Laser Jet-1022n+HPLi1022	07		
12	HP Laser Jet-3015dn	02		
13	Konika Minolta-MFD-1390	02		
14	HP-MFD-8500 Colour	04		

15	HP-LJ -5200	01		
16	HP-CP5225(Colour) –	01		
17	HP-1108	02		
18	Samsung printer warranty up to November 2015	02		
III. SCANNERS: HP Laserjet10010r MFP 175A-02 Ecosysfs-1135MFP-1				
1	HP Scanner	04		
2	Hp Scanner-	02		
3.	Canon heavy Duty Scanner	01		
4.	Canon heavy Duty Scanner (Warrantee up to January, 2016 AMC will be given w.e. f. February, 2016)	03		
5.	HP scanner (Warrantee up to 30.6.2015 AMC will be given w.e. f. July,2015)	07		
IV. LAPTOP: SONY VAIO				
1	Laptop	17		
2	Laptop (HP)	8		
V. I- Pad / Tablet				
1.	Apple I-Pad (Warrantee up to 12 th Nov. 2015(AMC will begin w.e.f 13 th Nov. 2015)	01		
2.	Samsung Tab (Warrantee up to 12 th 2015(AMC will begin w.e.f. 13 th Nov. 2015)	04		
Total cost of AMC of all items including tax				
Items No. I(3) & (4)II (18),III(4) & (5)&V (1) & (2) will be included in AMC on date of expiry of warranty.				

2. I/we undertake that documents are genuine/authentic and nothing material has been concealed and that I/we are not debarred by any Government organization and competent to contract. I/we understand that the contract is liable to be cancelled, if found to be having obtained, though fraudulent means/concealment of information.

(Signature of Authorized Signatory)

Name of the bidder:

Complete Address:

Address(Work), If any,

Contact Nos.

List of Documents to be enclosed with tender

1. EMD of Rs. 25,000/- drawn in favors of “Accounts Officer, CPAO, DGFT, New Delhi.”
2. Self Attested copy of PAN card.
3. Self Attested copy of Service Tax Registration certificate.
4. Self Attested copies of Experience certificates of 5 years in at least 5 Govt. Ministries/Departments/ PSUs.
5. Self Attested copies of Income tax return for last three year 2011-12, 2012-13 & 2013-14.
6. Self Attested copies of Proof of Annual turnover for Rs. 50 Lakh per year for last three year 2011-12, 2012-13 & 2013-14.
7. Self Attested copies of Satisfactory service certificates from at least 3 Govt. Department as mentioned in annexure-II.
8. Certificate/self declaration on Stamp Paper that firm has never blacklisted by any Govt. Ministry/Department.
9. Self Attested copy of a valid Authorization Certificate of being the **Authorized Service partner** of any one Company like **Lenovo/HP/Acer etc.**
10. Self Attested copies of **ISO 9001-2008 & ISO 20000:2005** certificates.
11. Self Attested copy of certificate regarding expertise and experience in LAN troubleshooting as mentioned in annexure-II .
12. Self Attested copies of educational qualification detail of engineers as mentioned in annexure-II.
13. Self attested copies of AMCs worth more than Rs. 50.00 Lakhs per annum during last three years ending 31st March, 2014.

Instructions for Online Bid Submission

Instructions to the Bidders to submit the bids online through the Central Public Procurement Portal for e Procurement at <https://eprocure.gov.in/eprocure/app>

- 1) Possession of valid Digital Signature Certificate (DSC) and enrollment/registration of the contractors/bidders on the e-Procurement/e-tender portal is a prerequisite for e-tendering.
- 2) Bidder should do the enrollment in the e-Procurement site using the “Online Bidder Enrollment” option available on the home page. Portal enrollment is generally free of charge. During enrollment/registration, the bidders should provide the correct/true information including valid email id. All the correspondence shall be made directly with the contractors/bidders through email id provided.
- 3) Bidder need to login to the site thro’ their user ID/ password chosen during enrollment/registration.
- 4) Then the Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by SIFY/TCS/nCode/eMudra or any Certifying Authority recognized by CCA India on eToken/SmartCard, should be registered.
- 5) The DSC that is registered only should be used by the bidder and should ensure safety of the same.
- 6) Contractor/Bidder may go through the tenders published on the site and download the required tender documents/schedules for the tenders he/she is interested.
- 7) After downloading / getting the tender document/schedules, the Bidder should go through them carefully and then submit the documents as asked, otherwise bid will be rejected.
- 8) If there are any clarifications, this may be obtained online through the tender site, or through the contact details. Bidder should take into account the corrigendum published before submitting the bids online.
- 9) Bidder then logs in to the site through the secured log in by giving the user id/ password chosen during enrolment/registration and then by giving the password of the e-Token/Smartcard to access DSC.
- 10) Bidder selects the tender which he/she is interested in by using the search option & then moves it to the ‘my tenders’ folder.
- 11) From my tender folder, he selects the tender to view all the details indicated.

- 12) It is construed that the bidder has read all the terms and conditions before submitting their offer. Bidder should go through the tender schedules carefully and upload the documents as asked; otherwise, the bid will be rejected.
- 13) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document/schedule and generally, they can be in PDF/xls/rar/jpg/dwf formats. If there is more than one document, they can be clubbed together and can be provided in the requested format. Bidders Bid documents may be scanned with 100 dpi with black and white option. It is advisable that each document to be uploaded through online for the tenders should be less than 2 MB. If any document is more than 2MB, it can be reduced through rar and the same can be uploaded, if permitted. However of the file size is less than 1 MB the transaction uploading time will be very fast.
- 14) If there are any clarifications, this may be obtained through the site, or during the pre-bid meeting if any. Bidder should take into account the corrigendum published from time to time before submitting the online bids.
- 15) The Bidders can update well in advance, the documents such as certificates, annual report details etc., under My Space option and these can be selected as per tender requirements and then send along with bid documents during bid submission. This will facilitate the bid submission process faster by reducing upload time of bids.
- 16) Bidder should submit the Tender Fee/ EMD as specified in the tender. The original should be posted/couriered/given in person to the Tender Inviting Authority, within the bid submission due date & time for the tender or as indicated in the tender. Scanned copy of the instrument should be uploaded as part of the offer.
- 17) While submitting the bids online, the bidder reads the terms & conditions and accepts the same to proceed further to submit the bid packets.
- 18) The bidder has to select the payment option as offline to pay the Tender FEE/ EMD as applicable and enter details of the instruments.
- 19) The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise submitted bid will not be acceptable or liable for rejection.
- 20) The bidder has to digitally sign and upload the required bid documents one by one as indicated. Bidders to note that the very act of using DSC for downloading the bids and uploading their offers shall be deemed to be a confirmation that they have read all sections and pages of the bid document including General conditions of contract without

any exception and have understood the entire document and are clear about the requirements of the tender requirements.

- 21) The bidder has to upload the relevant files required as indicated in the cover content. In case of any irrelevant files, the bid will be rejected.
- 22) If the price bid format is provided in a spread sheet file like BoQ_xxxx.xls, the rates offered should be entered in the allotted space only and uploaded after filling the relevant columns. The Priced-bid/BOQ template must not be modified / replaced by the bidder; else the bid submitted is liable to be rejected for this tender.
- 23) The bidders are requested to submit the bids through online e-tendering system to the Tender Inviting Authority (TIA) well before the bid submission end date & time (as per Server System Clock). The TIA will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders at the eleventh hour.
- 24) After the bid submission (i.e. after Clicking "Freeze Bid Submission" in the portal), the acknowledgement number, given by the system should be printed by the bidder and kept as a record of evidence for online submission of bid for the particular tender and will also act as an entry pass to participate in the bid opening date.
- 25) The time settings fixed in the server side & displayed at the top of the tender site, will be valid for all actions of requesting, bid submission, bid opening etc., in the e-tender system. The bidders should follow this time during bid submission.
- 26) All the data being entered by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered will not be viewable by unauthorized persons during bid submission & not be viewable by any one until the time of bid opening.
- 27) Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers' public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 28) The confidentiality of the bids is maintained since the secured Socket Layer 128 bit encryption technology is used. Data storage encryption of sensitive fields is done.
- 29) The bidder should logout of the tendering system using the normal logout option available at the top right hand corner and not by selecting the (X) exit option in the browser.

30) For any queries regarding e-tendering process, the bidders are requested to contact as provided in the tender document. Parallely for any further queries, the bidders are asked to contact over phone: 1-800-233-7315 or send a mail over to – cppp-nic@nic.in.

**TENDER ACCEPTANCE LETTER
(To be given on Company Letter Head)**

Date:

To,

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: _____

Name of Tender / Work: -

Dear Sir,

1. I / We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely:

as per your advertisement, given in the above mentioned website(s).

2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. _____ to _____ (including all documents like annexure(s), schedule(s), etc .), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.

3. The corrigendum(s) issued from time to time by your department/ organisation too have also been taken into consideration, while submitting this acceptance letter.

4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.

5. In case any provisions of this tender are found violated , then your department/ organisation shall without prejudice to any other right or remedy be at liberty to reject this tender/bid including the forfeiture of the full said earnest money deposit absolutely.

**Yours Faithfully,
(Signature of the Bidder, with Official Seal)**