Tender

for

1. **Comprehensive Maintenance of Information Technology Infrastructure**
2. **Facility Management Services- Resident Engineer, Data Entry Operators, Hardware Maintenance and**
3. **Networking and Website Maintenance**

Export Inspection Council of India

(Ministry of Commerce & Industry, Govt. of India)
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Name of Work: **Facility Management Services**

Tender for Information technology –Facility Management services for EIC and its 5 EIAs

Tender No.	:	EIC / D (Q/C) / T-193 / 2009-2010 / IT-FMS
Type of Bid	:	Open tender to be submitted under one sealed envelope containing financial and technical bids, sealed separately.
Last Data & Time of Submission of Bid Document	:	Within 21 days of its publications by 1500 Hours
Place of Submission of Bid Documents	:	Export Inspection Council (Ministry of Commerce & Industry, Govt. of India), 3rd floor, NDYMCA Cultural Centre, 1 Jai Singh Road, New Delhi- 110 001
Technical Bid Opening	:	On the next working day at 11:30 AM from the last date of receiving, (actual date will be displayed on the EIC website (www.eicindia.org)) after publication of the advertisement.
Financial Bid Opening	:	All bidder will be informed of the date & time of opening, of the financial bid, on the date of opening of the technical bid.
Venue of Opening of Technical Bid	:	Conference Room, Export Inspection Council (Ministry of Commerce & Industry, Govt. of India), 3rd floor, NDYMCA Cultural Centre, 1 Jai Singh Road, New Delhi- 110 001

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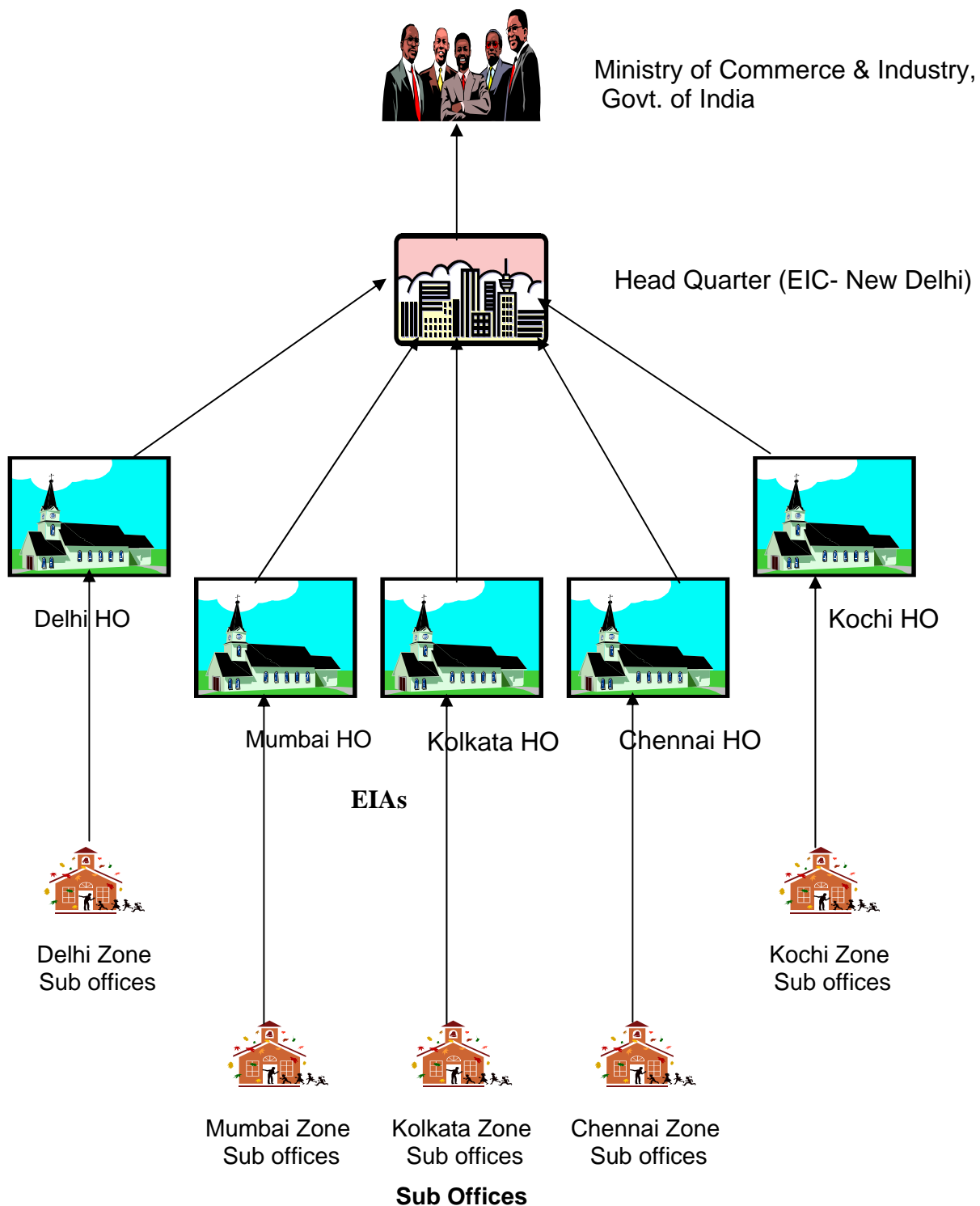
1. BACKGROUND INFORMATION

Export Inspection Council (EIC), a statutory body, set up by the Govt. of India under Section (3) of the Export (Quality Control and Inspection) Act, 1963 for sound development of export trade of India through Quality Control and Inspection and for matters connected therewith. It provided services of Inspection and Certification through its field organizations, the Export Inspection Agencies (EIAs), located at Delhi, Mumbai, Kolkata, Kochi and Chennai with a network of 34 sub offices including laboratories equipped with the required logistic support and testing facilities at all major ports and industrial centres in India.

Services Rendered:-

EIC, either directly or through Export Inspection Agencies (EIAs), its field organizations, renders services in the areas of:-

i. Certification of quality of export commodities through installation of quality assurance systems (In-process Quality Control and Self-Certification) in the exporting units as well as consignment-wise inspection.

ii. Certification of quality of food items for export through installation of Food Safety Management Systems in the food processing units as per international standards.

iii. Issue of different types of Certificates such as Health, Authenticity etc. to exporters under various product schemes for export.

iv. Issue of Certificates of Origin to exporters under various preferential tariff schemes for export products.

v. Laboratory testing services.

vi. Training and technical awareness to the industry in installation of Quality and Safety Management Systems based on principles of Hazard Analysis Critical Control Point (HACCP), ISO-9001: 2008, ISO: 17025:2005 and other related international standards, laboratory testing etc.

vii. Recognition of Inspection Agencies as per ISO 17020 and Laboratories as per ISO 17025 and utilizing them for export inspection and testing.

Present flow of Information between Ministry of Commerce and industry, EIC, EIAs and Sub Offices.

Ministry of Commerce & Industry, Govt. of India

Head Quarter (EIC- New Delhi)

Delhi HO

Mumbai HO   Kolkata HO   Chennai HO

Kochi HO

EIAs

Delhi Zone
Sub offices

Kochi Zone
Sub offices

Mumbai Zone
Sub offices

Kolkata Zone
Sub offices

Chennai Zone
Sub offices

Sub Offices

2. TERMS OF REFERENCE (TOR)

Subject: Export Inspection Council (EIC) Invites proposals for IT-Facility Management Service providers, which will provide the services in the areas like – Manpower, Network Maintenance, Hardware Maintenance and EIC Website Maintenance (at EIC only).

2.1 Manpower

2.1.1 Resident Engineer (RE): - Bidder will provide RE at EIC, EIA's HOs i.e Delhi, Mumbai, Kochi, Chennai and Kolkata who will maintain the complete hardware and networking of the respective HOs, along with the full record of the inventory of respective EIAs and its sub offices.

2.1.2 Qualification of RE,Work Experience and other Requirements:-

2.1.2.1 RE shall be minimum Diploma holder in IT/computer and should have required certifications in the area of requirements as mentioned in the responsibilities of RE with minimum 2 year relevant experience.

2.1.3 Responsibilities/Activities performed by RE

2.1.3.1 Hardware activities

2.1.3.1.1 Management and comprehensive maintenance of IT infrastructure.

2.1.3.1.2 Resolution of user calls related to Desktop / Laptop computers, printers etc. (day today problem fixing);

2.1.3.1.3 Troubleshooting and resolution of computer hardware problems related to monitors, CPU, Keyboard and Mouse etc.;

2.1.3.1.4 Complete server administration;

2.1.3.1.5 Troubleshooting of hardware related problems and coordination with vendors for warranty, spare replacements etc.;

2.1.3.1.6 Backup and restoration of data on servers/desktops as per backup policies defined by the site;

2.1.3.1.7 First level troubleshooting, configuration and maintenance of printers, laptops, LAN switches, or other specialized equipment;

2.1.3.1.8 Monitoring and troubleshooting WAN / VPN / intranet etc.

2.1.3.1.9 Printer configurations / Management

2.1.3.1.10 Asset management and Asset verification from time to time and communicate to the in charge of the respective location;

2.1.3.1.11 Daily call and resolution reporting, infrastructure health status reporting, usage reporting, exception reporting.

2.1.3.1.12 Identification of problems & root cause analysis and corrective actions for identified problems.

2.1.3.1.13 Complete assistance in the event of crash and recovery of the data available in local machines, network, and local servers in case of system crash.

2.1.3.1.14 Web Server and Exchange Server administration collocated at VSNL IDC, at EIC only.

2.1.3.1.15 The RE at EIC will also be responsible for keeping coordination among all the five other REs deputed at respective EIAs for smooth functioning of EIC/EIAs.

2.1.4 Software activities

2.1.4.1 Install / upgrade system software, operating systems and drivers, from time –to – time.

2.1.4.2 Problem diagnosis and rectification on Operating System and Network Operating System.

2.1.4.3   Installation / Reconfiguration / Reinstallation of Operating System and Applications-E-Mail, Office Applications, Windows 9x / 2000 / XP/Vista from the original media provided by the EIC/EIAs.

2.1.4.4   First level troubleshooting on in-house software (including software developed by M/s Birlasoft) has to be provided. Working knowledge/training on the software shall be provided by EIC/EIAs to Resident Engineer (RE).

2.1.4.5   RE would study the user manual and provide help for rectification of related problems/call of the users.

2.1.4.6   RE would not do any modifications in the application code.

2.1.4.7   Complete assistance in the event of crash of any software.

2.1.4.8   Virus Control Services – Diagnose and rectify any virus problems that can be fixed by the suitable & with latest anti-virus tool supplied by customer/bidder (if required).

2.1.4.9   Website designing and periodic text updation (at EIC location only).

2.1.4.10 Installation and management of Windows 2003 enterprise, SQL Server Enterprise, Exchange Server Enterprise, cluster installation and data maintenance for generation of required reports, scheduling of emails and ensuring stability of mails traffic. (at EIC location only).

2.1.4.11 Spam monitoring and control for emails filtering.

2.1.5   Network Maintenance Activities

2.1.5.1   Management of LAN/WAN Network equipment including problem in wiring/IO box in LAN, swiches, patch cord etc. at all locations.

2.1.5.2   Network Troubleshooting – LAN, Internet and Intranet by coordination with the vendor.

2.1.5.3   Restoration of connectivity of node with the server / VPN.

2.1.5.4   Assistance to users to log on to the network.

2.1.5.5   Configuration of printers and other Network peripherals on the network.

2.1.5.6   Attending corrective maintenance calls related to restoration of networking of hubs / switches / routers and other active components.

2.1.5.7   Domain Management and user management

2.1.5.8   Full familiarity with SLAs signed up with other service provider like M/s VSNL and M/s Birlasoft etc and ensuring compliance.

2.1.5.9   Installation and management of proxy servers for accessing of internet/allied services by users.

2.1.6   Back-Office Support Activities

2.1.6.1   Escalated support available from certified professional, in case resident engineer is unable to complete the task.

2.1.6.2   Technical specialists available for onsite support on complex problems.

2.1.6.3   Online telephonic technical assistance available from the technical specialists.

2.1.7   Any other related activity/duties can be assigned to RE which felt necessary for smooth functioning of EIC and EIAs.

2.1.8   Modus Operandi of the Resident Engineer(RE): -

2.1.8.1   **Timings-** As per EIC/EIAs calendar

2.1.8.2   **Call logging –**All request through telephone, e-mail or by personally be recorded.

2.1.8.3   **Asset Management and Equipment History –** Complete asset management and document the nature of problem occurring in a particular machine and identifying it

to a particular component or software shall be maintained by resident engineer for EIC/EIA (HO) and its concerned Sub- offices.

2.1.8.4 **On-call support** for non-resident locations i.e. at Sub-Offices / Labs etc. in case of urgent cases.

2.1.8.5 **Standby equipments** – Bidder will provide standby equipment with resident engineer at EIC and 5 EIAs of equivalent configuration and take the faulty equipment under repair/replacement as the case may be. Record of these items should be maintained separately by RE at respective locations.

2.1.8.6 **In case of absence/transfer/resign** of the resident engineer, replacement should be immediate with no gaps in the support operations. Knowledge transfer to the new resident engineer should be completed within the shortest possible time by the bidder at his own cost.

2.1.8.7 RE once deputed at site and if services are good then it should not be replaced for whole contract period. In case of resign, bidder will intimate the EIC/EIA office and provide immediate replacement and knowledge transfer to the new resident engineer should be completed within the shortest possible time by the bidder at his own cost.

2.1.8.8 In case of urgency RE would be called on holidays also.

2.1.8.9 Resident Engineer posted at EIC or EIA (HO) can be deputed at the sub office of EIA-HOs, if needed at the cost of bidder.

2.1.8.10 Bidder should provide each RE with a mobile phone at his own cost (Fixed cost & Recurring cost), so that he can be contracted in case of any services. All the mobile numbers have to be provided to EIC/EIAs.

2.1.9 Data Entry Operator's : - Bidder will provide Data Entry Operators at the locations of EIC/EIAs's as per the requirement. The present deployment of DEOs at various locations is also given at Annexure-II, only for guidance. This requirement may vary from time to time as assessed by EIC w.r.t. their requirements. Therefore the number of DEO's is a variable component. Following are the duties performed by DEO.

2.1.9.1 DEO provided by bidder shall do the data entry / typing work as per requirement of the concerned office.

2.1.9.2 Any other related activity/duties can be assigned to DEO which felt necessary for smooth functioning of EIC and EIAs.

2.1.10 Qualification of DEO: -

2.1.10.1 The DEO shall be minimum 10+2 with diploma/certificate (six month or more duration course) in computer applications from reputed institute.

2.1.10.2 DEO shall have a typing speed of minimum 40 wpm in English and Data entry speed minimum 8000 key depressions.

2.1.10.3 DEO shall be well conversant with various computer applications including Internet Explorer, Web-Browsers, MS Word, Excel and other simple packages.

2.1.11 Modus Operandi of the Data Entry Operator: -

2.1.11.1 **Timings-** As per EIC/EIAs calendar

2.1.11.2 Required DEO would be trained on Integrated Computerization Project (ICP) application software by EIA's concerned.

2.1.11.3 Backup for DEO shall be provided in case of absence/leave/resign of DEO. No payment for the absentee days will be paid.

2.1.11.4 Trained backup DEO shall be fully trained by bidder for respective location on bidder own cost.

2.1.11.5 The present deployment of DEO is given at Annexure-II and exact required number of DEOs at each location would be informed to successful bidder separately. Bidders shall provide DEO within 1 weeks of the requirement raised to them in writing.

2.1.11.6 In case of urgency, DEO would be called on holidays also.

2.1.11.7 Data Entry Operators provided will look after data entry / typing work on the computers provided by concerned EIAs.

2.1.12 Database Administrator (DBA) at EIC only: - EIC has developed an Integrated Computerization Project (ICP) to computerize its all business as well as in-house activities. This is a web based software application developed in Microsoft.Net with MS SQL as backend. To maintain this complete application, EIC may require one full time DBA at EIC location. This is not an immediate requirement but bidder will be intimated at least one week in advance of its requirement and bidder shall provide the DBA within one week.

2.1.13 Qualification & Experience :-

2.1.13.1   DBA must have minimum B.Tech./BE in Computer Engineering/Information Technology with minimum 3 year experience in handling web based MS-SQL database.

2.1.13.2   Must have good knowledge of software development by using MS.Net & MS SQL server.

2.1.13.3   Must have the good knowledge of Windows 2003/8 server.

2.1.13.4   Modus Operandi of DBA will be decided when it is required.

2.2   Comprehensive Onsite Maintenance of IT Infrastructure by the Bidder

The bidder will have to carry out following activities/works for onsite comprehensive maintenance of IT infrastructure, which inter-alia will include and replacement of parts (except consumables like printer tonner, ribbon etc.) as and when required.

2.2.1   Comprehensive Maintenance of Hardware - The comprehensive maintenance shall cover complete IT infrastructure of around 474 PCs, Laser Printers and DMP are from HP,Sumsang, Wipro and from some other vendors. Location-wise indicative detail, number of equipments available with configuration and brand are available at Annexure-I under serial no. 8 of this tender reference. This detail will be checked at the time of actual verification of the inventory.

2.2.2   Comprehensive Maintenance of Network (LAN)- Local Area Network on CISCO/NORTEL manageable switches installed at 7-locations namely EIC, EIA-Mumbai, Kolkata, Chennai, Kochi, Delhi, Pilot Test House, with Dlink-eCAT5/CAT6 cabling (20 year Certificate from Dlink), Patch cords, RJ 45, I/O box, Jack Panel etc.

2.2.3   EIC has warranty on some of the equipments from OEM. The maintenance shall be granted to the selected bidder for particular equipment as and when its warranty or AMC expires or completed with the current service provider.

2.2.4   Bidder should provide and install its own centralized web based complaint handling system for logging and monitoring of complaints without any extra cost. Monitoring mechanism shall be worked out jointly by EIC/EIAs and successful bidder. Bidder should provide toll free number(s) for logging the complaint.

2.2.5   Engineer shall be sent to Sub-Offices within next-business day for comprehensive support and problem rectification.

2.2.6   Bidder shall arrange for the preventive maintenance on quarterly basis especially on the sites where RE engineer not posted.

2.2.7   Escalation Matrix for EIC, EIAs and SOs has to be provided at each location.

2.2.8   Bidder shall ensure availability of all IT services in EIC/EIAs and its Sub Offices as per SLA.

2.3   Details of existing Hardware / Software / Network for comprehensive onsite maintenance

2.3.1 Detail of Hardware/Software/Network equipments is as per the annexure-I given at serial no. 8 of this tender document. This inventory shall be finalized after the physical verification on the sites by the successful bidder along with the EIC/EIA officials.

3 TECHNICAL & FINANCIAL ELIGIBILITY CRITERIA FOR THE BIDDER AND BIDING FORMATS: -

3.2 Bidder Eligibility Criteria: -
3.2.1 Total turnover of the company (IT related) not less then Rs. 50 crore, including Rs. 5 crore from IT related Facility Management Services activities in last two financial years.

3.2.2 Minimum 5 years experience in Information Technology-Facility Management Services.

3.2.3 The applicant firm must have successfully executed at least three assignments worth minimum Rs. 20 Lakhs ,each, of similar nature of activities for reputed Government/Semi Government/Public Sector organization in last two years from the date of issue of tender. The contract, either in-original or a copy, attested by authorized signatory must be attached as a proof.

3.2.4 Bidder shall provide EPFO/service agreement of the personnel.

3.2.5 Bidder must have direct presence at Delhi, Kolkata, Chennai, Mumbai and Kochi with proper computer hardware maintenance facilities and attach a certified copy of the location's map indicating their office locations in India. Bidder will also provide the proof w.r.t. their existing locations through which they intend to provide services.

3.3 Format for Technical Bid(supported with relevant documents): -

1.	Name of Organization	
2.	Copy of Constitution	
3.	Year of establishment/Registration no.	
4.	Registered address	
5.	Phone Numbers	
6.	ISO certification	
7.	PAN number	
8.	Fax Number	
9.	E-Mail	
10.	Key Contact person(s)	
11.	Office Branches (number) with contact detail (s)	
12.	Details about EMD (refundable) of Rs.50,000/- in the form of demand draft drawn in favour of Export Inspection Council of India, payable at New Delhi.	
Demand Draft Number	**Name of Issuing Bank**	**Draft Issuing Date**

13. Details of annual turn over* during the last two financial years.

Year	2007-2008	2008-2009
Total turn over (in Rs. Crores)		
Turn Over from IT related Facility Management Services only (in Rs. crores)		

*Should be supported by an original certificate issued by Chartered Accountant firm.

14 Details about experience of having successfully completed at-least three projects on Facility Management Services related to IT i.e Hardware/Software/Network maintenance and should be supported by the original/ certified copy from the customer.

3.4 Format for Technical Capability (supported with relevant papers): - bidder shall provide the required information as per the format given below along with supporting documents.

1.	Please state the number of technical staff on regular payroll with EPF number.	
2.	Please provide details pertaining to employees: skilled staff, representative profile (break-up qualification and experience wise, details of relevant experience likely to be deputed as Resident Engineers for EIC and EIAs (HO).	
3.	Please give details of Key Technical and Administrative staff in the organization with their Qualifications.	
4.	Number and details of similar assignments undertaken a. Name of the organization with address and telephone numbers/Fax etc, b. Name of the project In charge of the client in these organization with contact number, c. Number of locations where such facility is implemented and in operation. d. Technology used (Database, Hardware, Operating system, Tools, Archetetures etc.) e. contract value in INR. f. End of date of Contract	
5.	Values of IT related FMS projects undertaken	
6.	Internal processes (certifications, Quality and Organizational processes).	
7.	List of major awards/achievements/accreditation.	
8.	Professional Memberships of IT related organizations.	
9.	Client certificates of successful completion/undertaken of IT-related FMS assignments.	
10.	List at least three similar assignments undertaken by your organization in the past three years. Give details of the assignment together with the client contact and address (Telephone No./Fax Nos./e-mail).	
11.	List of the current projects/assignments in hand. Give the details of the projects, together with the value and	

	scheduled duration.	
12.	Mapping of EIC/EIAs and its sub offices locations as mentioned in clause –6 of the tender document with the locations of bidder. Prefrence shall be given to companies having maximum direct presence at each location of EIC, EIAs and its sub offices.	
13.	Escalation matrix	
14.	Any other relevant Information	

PERFORMA FOR TECHNICAL DEVIATIONS: -

Following are the technical deviations & variations from the exceptions to the specifications. These deviations and variations are exhaustive. Except these deviations and variations, the entire work shall be provided as per your specifications and documents.

S.No.	Clause No.	Page No.	Statement of Deviations and Variations

Date: Signature:
                                     Name:

Place: Seal:

3.5 Format for Financial Bid: -

The cost quoted for all the services should be inclusive of any hidden cost. No payment over and above the cost quoted would be made by EIC except for service tax as applicable.

3.5.1 Charges of Resident Engineer: -

(Rate in INR)

S. No.	Description	Qty	Rate per unit / per month	Rate per Annum
1.	Resident Engineer at EIC	1		
2	Database Administrator at EIC	1*		
3.	Resident Engineer at EIA (HO) Delhi, Kochi, Kolkata, Chennai and Mumbai	5		
	TOTAL			

*Note: - Please see clause no. 2.1.12 & 2.1.13 at page no. 8

3.5.2 Charges of Data Entry Operator: -

(Rate in INR)

S. No.	Description	Qty	Rate per unit / per month	Rate per Annum
1.	Data Entry Operators at EIA's i.e. at Delhi, Kochi, Kolkata, Chennai and Mumbai and its sub offices as per requirement.(The present DEO deployment please see table at Annexure-II	1		
	TOTAL			

3.5.3 Maintenance charges of IT infrastructure: -
Break-up of cost of providing comprehensive maintenance services of IT infrastructure, detailed inventory available is given at Annexure-I(sr. no. 8) of the tender document and it may vary on actual verification at the time of signing of an agreement: -

(Rate in INR)

S. No.	Description	Provision	Rate per unit / per month	Rate per Annum
1.	Personal Computer- Desktops	Onsite		
2.	Laser Printer 6L	Onsite		
3.	Laser Printer HP 2100	Onsite		
4.	Laser Printer HP 4100/1022	Onsite		
5.	Laser Printer Samsung 1210	Onsite		
6.	Laser Printer Samsung 7300	Onsite		
7.	Wipro 540(80 col)	Onsite		
8	Wipro/EPSON 1050(132 col.)	Onsite		
9.	Laser color HP 4650	Onsite		
11	MFD 1390 MF	Onsite		
12.	CD/DVD Writer Iomega	Onsite		
13.	Dlink 24 port unmanaged Switch	Onsite		
14.	Dlink 8 port unmanaged switch	Onsite		
15.	CISCO 2950 24-port managed Switch	Onsite		

PERFORMA FOR COMMERCIAL DEVIATIONS: -

Following are the financial deviations & variations from the exceptions to the specifications. These deviations and variations are exhaustive. Except these deviations and variations, the entire work shall be provided as per your specifications and documents.

S.No.	Clause No.	Page No.	Statement of Deviations and Variations

Date: Signature:
                                                 Name:
Place: Seal:

3.6 Process of Opening the Bids

A two-stage bidding process will be followed. The bidders should submit their proposal in Hard copy and Soft copy (optional) in two parts viz. 'Technical Bid' and 'Financial Bid' in separate sealed envelopes.

3.6.1 The 'Technical Bid' will contain the documents in support of the EMD, general format, scope, and comprehensive details. The 'Technical Bid' should Not contain any financial information at all. If found so, the bid would be summarily rejected.

3.6.2 The bidder can propose more than one solution by specifying various options in the Technical Bid preference wise separately stating option –I, II and so on.

3.6.3 The 'Financial Bid' will contain the financial offer only.

3.6.4 At first stage, only the 'Technical Bid' will be opened and evaluated. Those bidders satisfying the technical requirements & technical capability of the Facility Management Services as asked by EIC and accepting the terms and conditions of this document shall be short-listed and may be called for a presentation. **Only typed tender will be accepted.**

3.6.5 Technical Inspection and Performance Evaluation: EIC may carry out a visit to the bidders premises including its various locations to assess the setup, Computer hardware maintence facilities, & performance evaluation (bench-marking) of solutions offered, during the process of technical evaluation or thereafter, if required.

3.6.6 Under the second stage the 'financial bids' of only the short listed bidders based on technical criteria, shall be opened.

3.6.7 EIC directly or through the committee constituted for this purpose reserves the right to accept or reject any proposal without assigning any reason whatsoever and does not bind itself in any way to select the firm offering the lowest price. No queries will be entertained by the office in this regard.

3.6.8 **Note:-No bidder will try to influence directly or indirectly the members of the evaluation committee. If so, bid shall summarily be rejected, of that particular bidder.**

4 TERMS AND CONDITIONS

4.2 **Rates:** The charges quoted should include the entire infrastructure required to render the services without any hidden charges. All costs in the bid should be expressed in Indian Rupees without any dependence on exchange rate, duty or tax structure. No payment over and above the quoted charges will be made by EIC, except Service Tax as applicable.

4.3 **Indemnity:** Bidder shall indemnify, protect and save EIC against all claims, losses, costs, damages, expenses, legal suits and other proceedings, resulting from failure or mal-functioning of the equipment or facilities provided as above or resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all the hardware, software and network equipment etc. It shall be at EIC's discretion to enforce a penalty to make up for the losses incurred due to any of the above reasons.

4.4   Payments

4.4.1 Payments for cost will be made by EIC quarterly in arrears i.e. after end of quarter on submission of invoice and performance reports.

4.4.2 In case of reduction in cost, benefit shall be of EIC.

4.5   Publicity: Any publicity by the vendor in which the name of EIC is to be used should be done only with the explicit written permission of EIC.

4.6   Performance Bank Guarantee: - The successful bidder shall furnish, for the due and faithful fulfillment of the contract by him, a security deposit equivalent to 10% of the annual value of the contract valid for Eighteen (18) months, which would be extended subsequently with the renewal of the contract. Bank Guarantee performa is given in this document.

4.7   The work would be initially awarded for one year, which would be extended on yearly basis for subsequent years if required, before extension the performance of the services rendered will be evaluated by EIC.

4.8   Forfeiture of EMD: - EIC has the right to forfeit EMD in case any information / data submitted by bidder is found to be incorrect / false / fabricated or selected bidder fails to submit Performance Bank guarantee.

4.9   Return of EMD to unsuccessful bidder after 45 days of the actual date of contract.

4.10   Bidder must strictly adhere to govt. of India norms like PF/EPF/statutory requirements regarding minimum salary/wages and attach a certified copy of the agreement/registration number etc. Bidder shall produce documents in this regards whenever asked by EIC.

4.11   Force Majeure

4.11.1 Notwithstanding the provisions of the tender, the Bidder shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that its failure to perform its obligations under the contract is the result of an event of Force Majeure.

4.11.2 For purposes of this Clause, "Force Majeure" means an event beyond the control of the Bidder and not involving the Bidder and not involving the Bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the client, either in   its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

4.11.3 If a Force Majeure situation arises, the Bidder shall promptly notify the client in writing of such conditions and the cause thereof. Unless otherwise directed by the EIC in writing, the Bidder shall continue to perform its obligations under the contract as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event, the client may terminate this contract by giving a written notice of minimum 30 days to the Bidder, if as a result of Force Majeure, the Bidder being unable to perform a material portion of the services for a period of more than 60 days.

4.12 In case of any damage / theft of EIC/and that of EIA's including its SO & PTH resources (Hardware / Software / Network / Database) which are under direct /indirect control of the bidder, appropriate compensation shall lies on the bidder.

4.13 In case of urgent / mission critical applications / failure bidders shall provide corrective maintenance support on Holidays beyond working hours without any extra cost.

4.14 Governing Law and Disputes

All disputes, differences, claims and demands arising under or pursuant to or touching upon this contract shall be referred to the arbitration of Director, Export Inspection Council, 3rd Floor – NDYMCA Cultural Centre Building, 1 Jai Singh Road, New Delhi – 110 001 New Delhi. The award of the sole arbitrator shall be final and binding on both the parties under the provisions of the Arbitration and conciliation Act, 1996 or any statutory modification / reenactment thereof for the time being in force. Such arbitration shall be held at New Delhi.

The IT-FMS vendor shall continue work under the Contract during the arbitration proceedings unless otherwise directed in writing by EIC or unless the matter is such that the work cannot possibly be continued until the decision of the Arbitrator or the umpire, as the case may be, is obtained.

The venue of the Arbitration shall be in Delhi. Any disputes would be subject to jurisdiction of Delhi courts only.

5   INSTRUCTIONS TO BIDDERS

5.2 The cost of bidding and submission of tender documents is entirely the responsibility of bidders, regardless of the conduct or outcome of the tendering process.

5.3 Language of Bids: -   The bid and supporting documents shall be submitted in English.

5.4   Period of bid validity: -The bids shall be valid for a period of **90 days** from the closing date of the bid.

5.5 Format and Signing of bid: -   Each page of the bid document must be signed and duly stamped by an authorized person of the bidding firm. Each bid will be submitted in the legal name of the bidder.

5.6 Last Date for acceptance of Bids: -Duly completed sealed bids along with all supporting documents should reach the address given below within 21 days of its publications. Bidder who wishes to submit tender by hand, can drop the same in the Box meant for this purpose and will available on the reception of EIC. Incomplete bids shall be summarily rejected.

> **To**
>
> **Additional Director**
> **Export Inspection Council of India**
> **(Ministry of Commerce & Industry, Government of India)**
> **3rd Floor - NDYMCA Cultural Centre Building,**
> **1, Jaisingh Road, New Delhi – 110 001.**

5.7   Any bid received after due date & time will not be entertained.

5.8   Bids without supporting documents will not be entertained.

5.9   Signing of Contract: -The successful bidder shall be required to enter into a Service Level Agreement with EIC.

5.10 Enclosures of Tender Document. The bidder must submit the following documents with the tender:

5.10.1 EMD of amount Rs. Rs.50,000/- (Rupees Fifty Thousand only) in the form of demand draft favoring **Export Inspection Council of India, payable at New Delhi**, to be submitted with Technical Bid.

5.10.2 Point wise compliance of the Terms and conditions enumerated in the TOR, Technical and financial bid of the tender document. All the supported document must be flagged/annexure point wise otherwise bids shall be summarily rejected.

5.10.3 Signed Copy of the Tender Document.

5.10.4 Any deviation with the TOR etc. of the tender document should be clearly stated with the reasons thereof, as per technical / financial deviation format given.

6   EIC LOCATIONS / NETWORK: -

1. Export Inspection Council of India (Corporate Office)
(Ministry of Commerce & Industry, Government of India)
IIIrd Floor - NDYMCA Cultural Centre Building,
1, Jaisingh Road,New Delhi – 110 001.
Tel: +91 – 11 – 23341263 / 23748189 , 23365540 ,Fax: 011 - 23748024
E - mail: eic@eicindia.org

2 .Export Inspection Agency-Mumbai (Head Office)
Aman Chambers - 4th Floor,113, Maharshi Karve Road,
Mumbai - 400 004.Tel: 022 - 2363 0311 / 2363 0312 / 2363 0113
Fax: 022 - 2368 3927,E – mail: eiabombay@eicindia.org

3. Export Inspection Agency-Mumbai,
Sub - Office: Ahmedabad
 Gun House, Gujarat Samachar Marg,Khanpur,
Ahmedabad - 380 001.Tel: 079 - 2550 2704
E – mail: eiaahmedabad@eicindia.org

4. Export Inspection Agency-Mumbai,
Sub - Office: Baroda
F-17 & 18 Padmavati Shopping Centre,
Opposite Naya Mandir, Vadodara - 390 001.
Tel: 0265 - 2415 706,E – mail: eiabaroda@eicindia.org

5. Export Inspection Agency-Mumbai,
Sub - Office: Gandhidham
Plot No.34, First floor, Sector 12-C, Lilashah Nagar,
Gandhidham - 370 201,Tel: 02836 - 220 836
E – mail: eiagandhidham@eicindia.org

6.Export Inspection Agency-Mumbai,
Sub - Office: Goa
Shanta (2nd floor), 18th June Road, St. Inez, Panaji,
Goa - 403 001.Tel: 0832 - 2222 380
E – mail: eiagoa@eicindia.org

7. Export Inspection Agency-Mumbai,
Sub - Office: Porbandar
4, Bhojeswar Plot, Porbandar - 360 575,Tel: 0286 - 2246 376
E – mail: eiaporbandar@eicindia.org

8.Export Inspection Agency-Mumbai,
Sub - office: Pune
 34 - D, Swapna Samraj Co-operative House Society,
Maharshi Karve Road, Pune - 411 004.Tel: 020 - 2544 0819
E – mail: eiapune@eicindia.org

9. Export Inspection Agency-Mumbai,
Sub - Office: Rajkot

Sharad Villa, 25, New Jagnath Plot,
Rajkot - 360 001.TEL: 0281 - 2463 620
E – mail: eiarajkot@eicindia.org

10. Export Inspection Agency-Mumbai,
Sub - Office: Ratnagiri
Sahil Mansion, Shivaji Nagar,Maruthi Mandir,
Ratnagiri - 415 612.TEL: 0235 – 222589
E – mail: eiaratnagiri@eicindia.org

11. Export Inspection Agency-Mumbai,
Sub - Office: Thane
102, Shanti Niwas Co. Op. Hsg. Society Ltd.
Mith Bunder Road, Chendani Koliwada,
Thane (E) 400 603,Tel. No. 022-25323260
E – mail: eiathane@eicindia.org

12. Export Inspection Agency-Mumbai,
Sub - Office: Veraval
 1st Floor, Jaikishan Complex
80 Feet Road,New Chandramauleshwar Temple,
Veraval 362265, Gujrat State
E – mail: eiaveraval@eicindia.org

13. Export Inspection Agency-Mumbai,
Pilot Test House
E-3, MIDC Area, Marol, Andheri (East)
Mumbai – 400 093,Tel: 022 - 2836 3396, 3397, 3401, 2834 9619;
Fax: 022 – 2836 9868,E-mail: pth@eicindia.org

14. Export Inspection Agency-Kolkata (Head Office)
World Trade Centre,
14/1B Ezra Street,Kolkata - 700 001.
Tel: +91-33 - 22355004 / 22352651 / 22352652
Fax :+91-33 – 22354562,E – mail: eiacalcutta@eicindia.org

15. Export Inspection Agency-Kolkata,
Sub Office: Barrackpore
32,Feeder Road, Mondalpara,
Barrackpore - 743 101,Tel: 033 - 25920830
E – mail: eiabarrackpore@eicindia.org

16.Export Inspection Agency-Kolkata,
Sub Office: Bhubaneswar
 1 / 259, Nayapalli, CRPF Square,
RC Village,Bhubaneswar - 751 015
Tel: 0674 – 2556165,E – mail: eiabhubaneswar@eicindia.org

17. Export Inspection Agency-Kolkata,
Sub Office: Dum Dum
120, Majumderpara (1st Floor),Jessore Road,
Near Airport Gate No. 1, Kolkata - 700 079
Tel: 033- 2513 0573,E – mail: eiadumdum@eicindia.org

18. Export Inspection Agency-Kolkata,
Sub Office: Batanagar
C/o Bata Shoe Co. Pvt. Ltd.,Bata Nagar, 24 Paraganas (S),
Tel: 033 – 24903119,E – mail: eiabatanagar@eicindia.org

19. Export Inspection Agency-Kochi (Head Office)
27/1767 A, Shipyard Quarters Road,
Panampilly Nagar (South),Kochi - 682 036
Tel: 0484 - 2314645 / 2316946 / 2316949
Fax: 0484 – 2316948,E – mail: eiacochin@eicindia.org

20. Export Inspection Agency-Kochi,
Sub Office: Alleppey
Sharada Shopping Complex - 3rd floor,
Mullakkal,Alappuzha - 688 010.
Tel: 0477 - 2252416 / 2252454
E – mail: eiaalleppy@eicindia.org

21. Export Inspection Agency-Kochi,
Sub Office: Calicut
Near Central Telegraph Office,Beach Road,
Calicut - 673 032.Tel: 0495 - 2365987
E – mail: eiacalicut@eicindia.org

22. Export Inspection Agency-Kochi,
Sub Office: Bangalore
 Kheny Building - 4th floor,No.3, Ist Cross, Gandhi Nagar,
Bangalore - 560 009.Tel: 080 - 226 5868
Fax:080-238 9931,E – mail: eiabangalore@eicindia.org

23. Export Inspection Agency-Kochi,
Sub Office: Mangalore
School Book Building - 3rd floor,Temple Square, Car Street,
Mangalore - 575 001.Tel: 0824 - 2496813
E – mail: eiamangalore@eicindia.org

24. Export Inspection Agency-Kochi,
Sub Office: Quilon
Shines Complex - 3rd floor,Chamakada,
Quilon - 691 001.Tel: 0474 - 2743694 / 2749087
E – mail: eiaquilon@eicindia.org

25. Export Inspection Agency-Delhi (Head Office)
Thakkar Bapa Smarak Sadan, 2nd Floor
Dr. Ambedkar Marg, (Link Road)
(Behind Jhandewalan Metro Station)
New Delhi - 110 055
Tel: 011 – 23626320/21/22/23/24/25/26/27
Fax: 23626328,E-mail: eiadelhi@eicindia.org

26. Export Inspection Agency-Delhi,
Sub Office: Agra
C - 1, New Agra,Agra - 282 005.Tel: 0562 - 2522 184
E – mail: eiaagra@eicindia.org

27. Export Inspection Agency-Delhi,
Sub Office: Faridabad
 5-A/16 B.P. Neelam Railway Road,N.I.T. Faridabad - 121001.
Tel: 0129 – 2411055,E – mail: eiafaridabad@eicindia.org

28. Export Inspection Agency-Delhi,
Sub Office: Indore
 42, Radio Colony,Indore - 452 001.
Tel: 0731 - 2702 857,E – mail: eiaindore@eicindia.org

29. Export Inspection Agency-Delhi,
Sub Office: Jaipur
 Maya Mansion, M. I. Road,Jaipur - 302 001
Tel: 0141 - 2366 973,E – mail: eiajaipur@eicindia.org

30. Export Inspection Agency-Delhi,
Sub Office: Jalandhar
 320, W. G. T. Road,Basti Adda,Jalandhar - 144 001
Tel: 0181 - 255 424E – mail: eiajalandhar@eicindia.org

31. Export Inspection Agency-Delhi,
Sub Office: Kanpur
 8 / 170 - 1st floor, Arya Nagar,Kanpur - 208 003.
Tel: 0512 – 253 1709,E – mail: eiakanpur@eicindia.org

32. Export Inspection Agency-Delhi,
Sub Office: Ludhiana
 Pabla Cottage,Model Town,Ludhiana - 141 002.
Tel: 0161 – 2410 083,E – mail: eialudhiana@eicindia.org

33. Export Inspection Agency-Delhi,
Sub Office: Moradabad
 Sarai Gulzari Mal - 2nd floor,Near Kotwali Bazar Ganj,
Moradabad - 244 001.Tel: 0591 - 2329 941
E – mail: eiamoradabad@eicindia.org

34. Export Inspection Agency-Chennai (Head Office)
6th Floor CMDA Tower II, No: 1 Gandhi Irwin Road, Egmore,
Chennai - 600 008,Tel: +91-44 - 2855 2841 / 42 Fax: + 91-44 - 2855 2840
E – mail: eiamadras@eicindia.org

35. Export Inspection Agency-Chennai,
Sub Office: Bhimavaram,
 86 / 3, Rayalam Road,A.S. R. Nagar,
Bhimavaram – 534 202.Tel: 08816 – 229075
E – mail: eiabhimavaram@eicindia.org

36 Export Inspection Agency-Chennai,
Sub Office: Coimbatore
 Asiatic Building - 3rd Floor,200 - C, Dr. Nanjappa Road,
Coimbatore - 641 018.Tel: 0422 - 2233 365
E – mail: eiacoimbatore@eicindia.org

37. Export Inspection Agency-Chennai,
Sub Office: Hyderabad
 No. 903, 9th floor, Raghava Ratna Towers,
Chirag Ali Lane,Hyderabad -500 001.
Tel: 040 -2 320 2224E – mail: eiahyderabad@eicindia.org

38. Export Inspection Agency-Chennai,
Sub Office: Nagercoil
 75 - A, Court Road,Sankar Building,
Nagercoil - 629 001.Tel: 04652 –232704
E – mail: eianagercoil@eicindia.org

39. Export Inspection Agency-Chennai,
Sub Office: Tuticorin
 No. 328, South Cotton Road,Tuticorin - 628 001.
Tel: 0461 - 2320 261E – mail: eiatuticorin@eicindia.org

40. Export Inspection Agency-Chennai,
Sub Office: Visakapattnam
 No. 43-18-26, Venkataraju Nagar, 2nd Floor,
Visakapattnam - 530 016,
Tel: 0891 - 2747 141
E – mail: eiavizag@eicindia.org

7   PERFORMANCE BANK GUARANTEE PERFORMA

PERFORMANCE BANK GUARANTEE
(Refer Clause 4.6 of "Terms and Conditions of the Tender")
(To be submitted by Nationalized Bank based at New Delhi / Branch at Delhi)

Whereas **Export Inspection Council of India** having its office at 3rd floor - YMCA Cultural Centre Building, 1 Jai Singh Road, New Delhi – 110 001 (hereinafter referred to as the 'Purchaser', which expression shall unless repugnant to the context or meaning thereof include its successors, administrators and assigns), has awarded a contract to **M/s Successful,** with its Registered Office at -- (hereinafter referred to as the 'Supplier' which expression shall unless repugnant to the context or meaning thereof include its successors, administrators, executors and assigns) by issue of Purchaser's letter No. EIC/D (Q/C)--------- dated ---------- and the same having been accepted by the Supplier by issue of Supplier's letter No ---------- dated --------- resulting in a contract valued at Rs-------------- for implementation of Facility management Services-Information Technology services of EIC & EIAs (hereinafter referred to as 'Contract');

And whereas the Supplier is bound by the said Contract to submit to the Purchaser a Bank guarantee for obtaining Mobilization Advance, an amount of Rs. -----/- (Rupees ----------------- only);

Now we the undersigned, fully authorized to sign and to incur obligations for and on behalf of and in the name of _____
(Name and address of the Bank)
having its Head Office at -----------------------------(hereinafter referred to as the 'Bank', which expression shall unless repugnant to the context or meaning thereof include its successors, administrators, executors and assigns) do hereby guarantee and undertake to pay the 'Purchaser' on demand any and all monies payable by the Supplier to the extent as aforesaid at any time up to 18 months from the date of signing of this guarantee, without any demur, reservation, contest, recourse or protest and / or without any reference to the Supplier. Any such demand made by the Purchaser on the Bank shall be conclusive and binding before any court, tribunal or any other authority. The Bank undertakes not to revoke this guarantee during its currency without previous consent of the Purchaser and further agrees that the guarantee herein contained shall continue to be enforceable till the Purchaser discharges this guarantee.

The Purchaser shall have the fullest liberty without affecting in any way the liability of the Bank under this guarantee from time to time to extend the time for performance of the contract by the Supplier. The Purchaser shall have the fullest liberty, without affecting this guarantee, to postpone from time to time the exercise the same at any time in any manner, and either to enforce or to fore bear to enforce any covenants, contained or implied, in the contract between the Purchaser and the Supplier or any other course of or remedy or security available to the Purchaser. The Bank shall not be released of its obligations under these presents by any exercise by the Purchaser of its liberty with reference to the matters aforesaid or any of them or by reason of any other acts of omission or commission on the part of the Purchaser or any other indulgence shown by the Purchaser or by any other matters or things whatsoever which under law would, but for this provision, have the effect of relieving the Bank.

The Bank also agrees that the Purchaser at its option shall be entitled to enforce this Guarantee against the Bank as a principal debtor, in the first instant without proceeding, against the contract and notwithstanding any security or other guarantee that the Purchaser may have in relation to the Supplier's liabilities.

Notwithstanding anything contained herein above our liability under this guarantee is restricted to Rs. ----------------/- and it shall remain in force up to and including --------------and shall be extended from time to time for such period as may be desired by the Purchaser.

Dated this-----------------------day of -----------200-------------at ------------------

For and on behalf of the _____(Bank).

Signature of authorized Bank official

Name: -----------------------
Designation-----------------------
Stamp/Seal of the Bank : -----------------------

Signed, sealed and delivered for and on behalf of the Bank by the above named _____in the presence of:

Witness 1.   Witness 2.
Signature………………………   Signature ………………………
Name ……………………………   Name …………………………
Address …………………………   Address ………………………

ANNEXURE- I

8 - HARDWARE INFRASTRUCTURE AVAILABLE (LOCATION-WISE):-THIS IS AN INDICATIVE FIGURE OF THE HARDWARE/SOFTWARE AVAILABLE IN EIC/EIAS; ACTUAL LIST WILL BE FINALIZED ON VERIFICATION BY THE JOINT TEAM OF DEPARTMENT AND THE SUCCESSFUL BIDDER.

Sl. No.	Agency HO / SO Name	Brand Name								Total PC	Laptop	Laptop	Laptop	DMP	Laser jet	Laser jet	Laser Jet	Laser Jet	Laser jet	CD Writer	D-Link Switch	CISCO	Laser jet	MFD 1390MF	HP-LJ-1022
		HCL	HCL Dec 2006 (3-year warrenty)	DELL	IBM	HP	Compaq	Acer	PCS-Jan-2008(3 year warrenty)		Compaq	IBM	under warrenty	Wipro 540	HP 6L	Samsung 1210	HP 4100/2100	Samsung 7300	HP LJ-1020	Iomega	24 Ports/8 Ports	Switch 24 ports	HP 4650	Dec-06	1/1/2008 (PCS)
1	EIA – Mumbai HQ	1	6		3		30	3	15	58	1		1-Lenova	5	4	5		2		1		2		1	3
2	Sub office Ahmedabad		1		1		1			3						1									
3	Sub office Baroda				1			1		2						1									
4	Sub office Gandhidham				1			1		2						1									
5	Sub office Goa				1		2			3						1									
6*	Sub office Jamnagar				1					1						1									
7	Sub office Porbandar				1			1		2						1									
8	Sub office Pune		1		1		1			3						1									
9	Sub office Rajkot				1		1			2						1									
10	Sub office Ratnagiri				1			1		2						1									
11	Sub office Thane		1		1		1	1		3						1									
12	Sub office Veraval				1		1	2	1	5				1		1							1		
13	Pilot Test House	1	2				7		3	10				1	1	4							1		
14	EIA – Kolkata HQ	2	8		3		24	9	13	59	1		1-Lenova	7	2	9		1		1		2		1	2
15	Sub office Batanagar						1			1				1											
16	Sub office Barrackpore				1		1			2				1		1									
17	Sub office Bhubaneswar				1		1	1	1	4				1		1									
18	Sub office Dumdum				1			2	1	3						1									
19*	Sub office Girdih				1			1		2						1									
20	EIA – Kochi HQ	1			1		13	4	15	34	1		1-Lenova	2		5		1		1		1		1	
21	Sub office Alleppy				1			1		2						1									
22*	Sub office Karwar				1			1		2						1									
23	Sub office Calicut				1			1		2						1									
24	Sub office Mangalore				1		1	1		3				1		1									
25	Sub office Bangalore				1		1	3	3	8				1		1							1		
26*	Th'ppady Inspectorate	1					11			12				2	1	1			1				1		
27*	Th'ppady Lab	1					2	5		8				1	1				1				1		
28*	Sub office W' Island				1			1		2						1									
29	Sub office Quilon				1		1	2	1	5				1		1			1						

Sl. No.	Agency HO / SO Name	Brand Name								Total PC	Laptop	Laptop	Laptop	DMP	Laser jet	Laser jet	Laser Jet	Laser Jet	Laser jet	CD Writer	D-Link Switch	CISCO	Laser jet	MFD 1390MF	HP-LJ-1022
		HCL	HCL Dec 2006 (3-year warrenty)	DELL	IBM	HP	Compaq	Acer	PCS-Jan-2008(3 year warrenty)		Compaq	IBM	under warrenty	Wipro 540	HP 6L	Samsung 1210	HP 4100/2100	Samsung 7300	HP LJ-1020	Iomega	24 Ports /8 Ports	Switch 24 ports	HP 4650	Dec-06	1/1/2008 (PCS)
30	**EIA – Delhi HQ**	1	6		3		40	15		65	1			6	4	4		2	1	1		3			
31	Sub office Agra				1			1		2						1									
32	Sub office Faridabad				1			1		2						1									
33	Sub office Indore				1			1		2						1									
34	Sub office Jaipur				1		1	2	2	6				1		1									
35	Sub office Jallandhar				1			1		2						1									
36	Sub office Kanpur		1		1			1		3						1									
37	Sub office Ludhiana				1			1		2						1									
38	Sub office Moradabad				1			1		2						1									
39*	Extn. Counter at ACAAI						3			3				2		1					0+1				
40	**EIA – Chennai HQ**	1	8		2		18	8	9	46	1		1-Lenova	5	1	6		2		1					
41	Sub office Bheemavaram				1		1	2	4	8				1		1									
42	Sub office Coimbatore		1		1			1		3						1									
43	Sub office Hyderabad		1		1			1		3						1									
44*	Sub office Mandapam				1			1		2						1									
45	Sub office Nagercoil				1			1	1	2						1									
46	Sub office Tuticorin		1		1			4		6						1									
47	Sub office Visakhapatnam				1		1	2	1	5				1		1									
48	**EIC**	2		2	15	4	6	5	21	55		3	1-Sony VIO, 1-HP	2	5	1	3			1+1DVD Writer+ 160GB External Storage	1+1	2	1	3	
	TOTAL	11	37	2	63	4	165	96	96	474	5	3	1+1+4	43	20	72	3	9	3	6+1+1	3	13	1	8	5

* Location have already closed and computers hardware at these location installed at other offices under that respective EIA's jurisdiction I.e. total location are 40

<u>Configuration of the systems:-</u>

IBM:- IBM Net Vista A22P- Micro Tower Intel P-III, P-IV 1.5 GHz, 845 Chipset, 256 KB Cache, 128 MB SD RAM, 40 GB HDD, Smart III Ultra 100, 3 PCI Slots, AGP 2x With 32 MB Integrated 10/100 NIC, 48x CD ROM Drive Integrated Audio, 104 Keyboard/Two Button Mouse, 15" Colour Monitor.

COMPAQ:- Compaq SBM Model Celeron Computer Intel Celeron 1.3 GHz, System Bus 100MHz, 128 MB SDRAM, Expandable Up to 512 MB, 256 KB 1.2 Cache, 4MB Graphics, 20.0 GB, Intel 815E, 15 SVGA Colour Monitor COMPAQ, 1.44 MB FDD, 52x, 10/100 Mbps NIC, PS2 Mouse and Keyboard, 2 USB, 1 Serial, 1 Parallel & 1 Video Port 32 Bit 2 PCI Slots, 4 Bays Integrated Audio, Speakers, Audio Ports for Microphone & Headphone, Windows 2K, Lotus Smart Suite OEM with Media, PC Diagnostic and MacAfee / Norton Antivirus, Power On & HDD Password, DMI 2.0 & Energy Star Compliant.

DELL:- PII, 128MB, 1.44MB, 15" Colour Monitor, 104 key Board, Mouse, CD ROM Drive, Integrated Networking 10/100 NIC.

HP:- HP Brio BA 600 Intel P-III 700 MHz, 128-256-512 MB SDRAM, 4MB Graphics, 20 GB, 15 SVGA Colour Monitor, 1.44 MB FDD, 52x, 10/100 Mbps Ethernet Card, PS2 Mouse and Keyboard, 2 USB, 1 Serial, 1 Parallel & 1 Video Port 32 Bit 2 PCI Slots, 4 Bays Integrated Audio, Speakers, Audio Ports for Microphone & Headphone, Lotus Smart Suite OEM with Media, PC Diagnostic and MacAfee / Norton Antivirus, Power On & HDD Password, DMI 2.0 & Energy Star Compliant.

HCL old:- CPU Pentiaum II,64MB RAM,10GB HDD 15'' CRT Monitor, Floppy Drive, Key board, mouse.

HCL New: - CPU 2.6 Celeron, 256 MB RAM, 80 GB HDD, 17'' CRT Monitor Floppy dist drive, Combo drive (DVD–R CD-RW), Mouse, Keyboard

ACER:-Pentium-IV 2.0/2.20 Ghz. 256/512 MB RAM, 40GB HDD, CD-Drive, Keyboard, Mouse, Floppy drive.

PCS: - P-4 Dual Core, 1GB RAM, 160 GB HDD, DVD ROM, 15" TFT, Key Board, Optical Mouse.

At present 41 DEO has been deployed at various locations, and this figure and their location can change on our review of the need in future from time to time. Present deployment is as follows:-

S. No.	Office Location	Number of DEO
1	EIA (HO) Delhi,	10
2	EIA (HO) Kochi,	02
3	EIA (HO), Mumbai including PTH	11
4	EIA (HO) Chennai	06
5	EIA (HO) Kolkata	01
6	EIA-Mumbai sub office Pune	01
7	EIA-Mumbai sub office Ahmedabad	01
8	EIA-Chennai Sub office Tuticorin	02
9	EIA-Chennai Sub office Coimbatore	01
10	EIA-Chennai Sub office Hyderabad	01
11	EIA-Kochi Sub office Bangalore	02
12	EIA-Delhi Sub office Jalandhar	01
13	EIA-Delhi Sub office Jaipur	02
		41