



**Maharashtra Tourism Development Corporation Ltd.**

(A Government of Maharashtra Undertaking)

**Head Office:** C.D.O. Hutments, Opp. L.I.C. (Yogakshema) Building, Madam Cama Road,  
Mumbai-400 020.

Tel : 022-22044040 Fax : 022-22024521

CIN – U99999MH1975SGC018086

**TENDER DOCUMENT**

For appointment of agency (Facility Management Services) for IT Infrastructure of MTDC, Mumbai.

**Rights reserved:** MTDC reserves the right, without any obligation or liability, to accept or reject any or all of the proposals at any stage of the process, to cancel or modify the process, or any part thereof, or to vary any of the terms and conditions at any time, without assigning any reasons whatsoever. MTDC further reserves the right to curtail the current process at any time without assigning any reasons therefore.

Last Date of Submission of e Tender :

Tender Opening Date : 23-11-2016 at 3.00pm

## **1. Notice for Inviting EOI through e-Tendering**

Maharashtra Tourism Development Corporation (MTDC) is a registered company under the Companies Act and is fully owned by Government of Maharashtra. MTDC has a clear mandate from government to promote tourism in the state through systematic development of tourism on commercial lines. MTDC has, since its inception, been involved in the development and maintenance of the various tourist locations of Maharashtra.

A firm will be selected via the procedure described in this EOI through E Tendering process.

Last date Submission: 19-11-2016 at 3.00pm

Managing Director  
Maharashtra Tourism Development Corporation Ltd.,  
C.D.O. hutments, Opp. LIC (Yogakshema) Building,  
Madame Cama Road, Mumbai 400020  
<http://www.maharashtratourism.gov.in>  
Phone: (022) 22845678, Fax: (022) 22852182

Sd/-

Managing Director,  
Maharashtra Tourism Development Corporation

## TENDER DOCUMENT

**TENDER REFERENCE NUMBER: MTDC /IT/ Facility Management Services /2016**

E-Tenders are invited for reputed Agency for undertaking Facility Management Services for IT Infrastructure ,MTDC mainly including Computer Systems (software & hardware) and Other Hardware Peripherals/Local Area Network(LAN)/ Servers installed at the MTDC - Mumbai, Regional Offices , and information counters and other software requirement etc .

Tender Description	:	TENDER DOCUMENT For appointment of agency (Facility Management Services) for IT Infrastructure of MTDC, Mumbai.
Cost of Tender Fee	:	INR 3000/-
EMD	:	INR 50,000/-
Last date and time for Submission of Tender	:	19-11-2016 at 3.00pm
Date &Time for Opening of Tender	:	23-11-2016 at 3.00pm
Agreement of Period	:	Two years from date of acceptance of the work
Details for Technical Bid	:	As per Annexure – 'E'
Details of Financial Bid	:	As per Annexure – 'C'

### **1 SCOPE OF WORK for Facility Management Services for IT Infrastructure**

1. Scope covers day to day management , corrective and preventive maintenance of computer servers , Desktop , Laptops, Peripherals and Wireless LAN, Active and

Passive Networks, OS and Application Software's etc

2. The Successful bidder during the facility management services of IT infrastructure period shall extend full services and support for all the hardware and Networking Components Etc.
3. The successful bidder shall render the Facility Management Services IT Infrastructure in professional manner in accordance with the IT standards.
4. The Resident Engineer will install all the applications and software provided by MTDC from time to time.
5. Operating System (OS) Support: The scope of this contract covers OS support for all types of OS with all device, drives, system configurations and network configurations. This includes the reinstallation of OS in case of crashing of OS or after formatting of systems.
6. Antivirus Support: The contract covers the installation of latest anti-virus software (to be supplied by MTDC) including installation of updates from the anti-virus OEM. The successful bidder will also be responsible for keeping the systems free from virus and ensure that the systems are updated with latest patches. The Resident Engineer will monitor server level activity for updation of all anti-virus patches and will ensure regular updation of anti-virus software at client level and server level.
7. Formatting of System: Under extreme situation, if the system's hard disk is required to be formatted for removal of viruses, then it should be done explicitly by taking full backup along with system details, System configuration and then reinstallation of OS with restoration of backup and other setting and other authorized software's provided by the MTDC .
8. The scope of this tender does not cover Data recovery for crashed Hard Disk, however the vendor should be able to provide the services at Cost if approved by MTDC. In case of replacement of Drive, the reinstallation of software if required, has to be done by the Vendor.
9. The successful bidder will maintain confidentiality of the data and applications being used by the various user departments in MTDC .
10. Proactive Monitoring of all LAN, Servers, Desktops etc. and take corrective actions so that a downtime is avoided or minimized and ensuring consistent quality service.

## **2 Scope will also cover:**

### **2.1 Hardware Support**

**Maintenance of IT equipments as mentioned below.**

1. Troubleshooting and resolution of user calls related to servers (Standalone/ Rack Mounted), / Desktop / Laptops, Peripherals, Networking and other equipment
2. Computers

The breakdown/remedial maintenance shall include Repair/Replacement of faulty parts, Motherboards, PCB's, Hard Disk Drives, Processor, SMPS, Monitors (TFT/CRT/LCD), CD/DVD drives (R/RW), Keyboard, Mouse, LAN cards, VGA Cables, Patch Cord (CAT-6) and RJ-45 connectors and such other peripherals (provided by MTDC ) which are required for proper functioning of all the hardware and peripherals at no additional cost. For items under valid warranty, the vendor will coordinate with the supplier to get necessary parts replaced.

### 3. Peripherals

LaserJet Printers, Multi-function printers, Dot matrix printers, Line printers, LCD Projectors, CD Stack, Video conferencing Equipment and UPS. The breakdown/remedial maintenance shall include repair/ replacement of faulty parts like Fuser assembly, Teflon and Pressure roller, Main & other circuit boards, ETB kit, Drum drive assembly, Paper pick driver assembly, Printer gears, power adaptors, knobs, Print head.

The repair/replacement will include any part that is required for the proper operation of the equipment except consumables like toner/cartridges. The cost of the replaced parts will be borne by the service provider.

For UPS, In case the batteries need replacement, the same will be procured by the Company and installation will be covered in the scope of services.

Scope also includes support for Mobiles & Tablets.

4. In the event of crash/disaster of any systems all the necessary support should be provided for making the system functional again.
5. In case the hardware and peripherals are needed to be sent outside then the Resident Engineer will ensure the proper follow-up and arrangement of standby support and systems to the user as per instructions of MTDC authorized personnel.

## 2.2 Software Support

1. Install/upgrade system software, application software, operating systems and drivers on all server, desktops and laptops.
2. Problem diagnosis and rectification in Application Software and System Software for server, desktops and laptops.
3. Installation / Reconfiguration / Reinstallation of all Operating System and Applications- E-Mail, Office Applications, Windows XP, Windows-7, Windows-8, Linux etc. on server, desktops and laptops from the original media and software provided by MTDC .
4. Installation and updation of Anti-virus at Server and Client side.

## 2.3 Network Maintenance Services

The Company is currently having Wi-Fi installed in the office. Support for the same will have to be provided by the vendor. The other support services required are:

1. The network support will include Preventive and corrective Maintenance, Installation, Configuration, Setup of Switches, Routers & Firewall, monitoring, Documentation Labelling, Security, Policies implementations are all within the scope of services of

managing the network including Creating VLANS, managing WI-FI network, Firewall management and any other network related issues.

2. First level troubleshooting, configuration and maintenance of LAN switches or other specialized equipment;
3. Network Troubleshooting–LAN, Internet, and Intranet by coordination with the vendor.
4. Restoration of connectivity of node with the Server. Rectification of fault in LAN points, I/O ports, Patch cord and RJ-45 connectors. Splicing of Optic fiber cabling as and when required, Crimping Cat 5, 5e, 6 cables. Maintenance of LIU's, I/o ports SC/SC, SC/ST, LU/LC cables etc laying of Cat 6 cables between two points, capping/casing as and when required. The cost of the replaced parts will be borne by the service provider. Testing end to end connectivity. Maintenance of the cables, I/o ports, rack dressing of each network rack with testing and labelling.
5. Implementation of V-LAN's monitoring the network performance.
6. In case of Network failure/packet drops immediate steps should be initiated for restoring the Network connectivity.
7. Attending corrective maintenance calls related to restoration of networking of hubs/switches/routers and other active or passive components.
8. Securing the Network from outer threats.
9. Call logging with the Service Provider in case of Internet failure and continuously monitoring the call till restoration of the Internet connectivity.
10. Firewall & Security Management

#### **2.4 Server Support (System Administration)**

1. Complete OS & Server Administration Support (Linux & windows).
2. Ensure uninterrupted connectivity through various networking components.
3. Resolving configuration errors, server crashes & software corruption.
4. Problem diagnosis and rectification on Network Operating System.
5. Installation, configuration and up gradation of Server Operating System.
6. Support on proxy services and administration.
7. Preventive and Proactive Maintenance services.
8. Domain installation and maintenance.
9. Create and Manage Logins.
10. DATA recovery in case of system corruption.
11. Server performance monitoring and fine tuning.

#### **2.5 Back-Office Support**

1. Garner support shall be made available from certified professional , in case resident engineer is unable to complete the task.

2. Make Technical specialists available for onsite support on complex problems.
3. Provide Online telephonic technical assistance available from the technical specialists.

## **2.6 Virus/ Spam, Malware Control& Security Services**

1. Update anti-virus tools periodically on server/client machines.
2. Diagnose and rectify and virus problems which can be fixed by the anti-virus tool supplied by customer.
3. Security policy management.
4. Anti-virus management.
5. Ensuring latest anti-virus patches are installed throughout the organization.
6. Disinfect files and systems in case of virus attacks or infections.
7. Advise on the most suitable anti-virus solution.
8. Network to be disinfected/cleaned.

## **2.7 Asset Control & Coordination with other Vendors (only with the approval of IT authorities)**

1. Record configuration details, serial nos., asset code, warranty.
2. Track movement of asset within a location or between different locations.
3. Dispatch support calls to the right vendor for timely support.
4. Monitor and measure the calls being serviced.
5. Timely call escalation for unresolved problems.
6. Details pertaining to all the vendors to be made available at a single point.

## **2.8 Service Level Management:**

1. Ensuring uptime and continuously reviewing of the IT infrastructure under agreement
2. Ensuring proper documentation for all activities performed under the scope.
3. Feedback and recommendation for each of the activities as stipulated in scope of work.
4. Review meetings, Feedbacks, minutise and reports with action taken

## **2.9 IT Helpdesk Software Solutions**

1. The service provider should be able to give online call logging facility to MTDC .Onsite engineers should be able to update his actions in the same software solution & MTDC IT Team should have an access of all these activities in real time .This software solution should have and facility of IT Asset List maintenance and Asset Tracking



### 3 Manpower requirement:

1. During the contract period successful bidder will ensure to post following manpower at MTDC site:

Sr. No.	Description	Manpower Requirement
1	Resident Engineer Having experience years 3 and above in providing support of servers / all Networking Components / Software / support Desktop/LAN/PRINTERS/LAPTOPS/OS etc	2
<b>Total</b>		<b>2</b>

The Vendor should provide the resident engineer during Monday to Saturday (9.00 am

to 6.00 pm) and also as and when required by the Company. The vendor may be required to provide support during Company events on Sunday/Holiday.

The Resident Engineer should be Diploma holder or Graduate in IT discipline with additional Certification from Microsoft or Cisco (CCNA/CCNP/CCNE) or Diploma in Computer applications/Computer Hardware/ Computer Networking. Such Resident Engineer should have three years working experience in support of Servers/Networks/Firewall etc. The Resident Engineer should also have exposure to Information Technology enabled services. The duty of the Resident Engineers shall be attending troubleshooting, repairs, maintenance of all the Hardware Peripherals, switches deployed at this site. Candidates having more actual practical Onsite experience on Networks and handling large sites may be preferred.

- a) He should have the ability to configure and manage DNS Server, LDAP, Active Directory, creating VLANS, etc.
- b) Vendor will ensure that no Resident Engineer is posted/replaced without the approval of MTDC .
- c) The successful bidder should submit Escalation Matrix of the company for resolving/redressing the issues on priority basis.
- d) MTDC will not take any additional charges for any special visit or technical/ specialized person to attend/rectify faults.
- e) In case the System & Network Administrator resigns, it will be binding on the successful bidder to replace the Personnel with same skill and calibre.

- f) MTDC may at any point of time request the successful bidder to replace the Resident Engineers if the performance/behaviour is not satisfactory or any individual grievances are noticed.
2. In case of absence/leave of the Resident Engineer the successful bidder shall ensure to immediately provide Backup Resident Engineer
  3. In case of absence/transfer of the resident engineer, knowledge transfer to the new resident engineer should be completed within the shortest possible time. All processes and systems should be documented and approved by MTDC personnel for knowledge transfer purposes.
  4. The successful bidder shall maintain proper records of Support and services . The successful bidder shall issue instructions to all their staff to prepare and maintain all the necessary documents. In case the documents are asked by MTDC it should be produced for examination.
  5. During Contract period , MTDC may assign any other IT related activities/ duties to resident engineer for smooth functioning of MTDC .
  6. All MIS Reports shall be submitted by successful bidder in connection with Agreement to MTDC .
  7. The successful bidder will nominate one senior level functionary for liasioning support.
  8. The successful bidder should have established proven expertise in managing Servers/PCs, switches and other peripherals.
  9. The successful bidder will issue instructions to their staff for decent and polite behaviour with all level of users. The staff posted at this site should be decently dressed up.
  10. The staff deployed by the successful bidder during the contract period will be employees of the concerned successful bidder and MTDC will not entertain any claim for employment.
  11. In case of termination of contract it will be binding on the successful bidder to restore the system to the original condition as agreed in the agreement Tender. Failure to do so the charges for the absent/missing spares will be collected from the successful bidder.
  12. In event of leave/absence of the Engineer stationed at the Back to facilitate maintenance, the vendor shall make necessary arrangements for proper replacement.

## **5 Eligibility Criteria:**

1. The bidder should have Registration under Indian Companies Act 1956/ Partnership Act. (Copy of Registration Certificate). Joint Ventures & Consortiums are not allowed to participate in this bid.
2. The bidder should have average annual turnover of min 1 Crores. during last three financial years. Certified balance sheet with the section indicating the Turnover should be clearly highlighted and to be attached with the bid document.
3. The firm should be profit making for the last 3 financial years. (Certificate from the Chartered Accountant).
4. The bidder/firm should have completed at least 3 years of Experience in the field of IT support Services for LAN, Servers, Desktops, Switches etc.

5. The bidders with the following Certifications:

- a. A valid Shop & Establishment Registration in Mumbai as an IT Service Centre.
- b. A valid PF & ESIC Certificate with proof of Employees deduction has to be submitted along with a List of employees on payroll as of July 2016.
- c. MSME / NSIC or any other registration from any other Govt approved Rating Agencies.
- d. Service Tax/Income Tax returns for Last 3 years to be submitted.
- e. Work Order Copy as proof of similar nature of work of any other Reputed Govt Organization has to be submitted.
- f. The Vendor should have no dues payable on this account with the relevant Govt Department (PF/ESIS/Income Tax /Service Tax) with no pending litigation or dues if any. In such cases the Vendor will be rejected.

## **6 Commercial Terms and Conditions and Contractual Obligations**

### **6.1 Submission of Bills for payment:**

1. The bill for payment shall be submitted in duplicate along with necessary document to MANAGER IT, MTDC , Mumbai-20
2. The payment shall be made on Monthly basis at the end of each month through RTGS. The firm should furnish the RTGS details accordingly. No advance payment shall be made in any case.

### **6.2 Taxes:**

1. The prices quoted shall be inclusive of works contract tax, service tax, any other levies/taxes applicable, commutation charges of service engineer/persons to attend the breakdown calls etc.
2. Income-tax at source at the prevailing rate will be deducted from your bill in accordance with the provision of income-tax laws and to that effect a certificate will be issued to the contractor.

## **7 Other Terms and Conditions:**

1. The successful bidder shall be fully responsible for the person(s) safety, engaged in maintenance work as per terms of this contract. MTDC in anyway will not be liable for making any payment, expense or face any law suit in any court of law for any injury, accident or any undesired incidence to the persons engaged by the contractor for carrying out the work as per this contract.
2. The successful bidder will submit Performance Security in addition to EMD. The value of Performance Security will be 10% of the value of the contract. The Performance Security should be furnished in the form of an A/c Payee Demand Draft. The Performance Security has to be furnished within 21 days of award of contract and the

Performance Security will remain valid till completion of all contractual obligations.

## 7.1 Evaluation and comparison of Bids

All the bids, which are opened, will be checked for qualification requirements in respect of technical and commercial aspects. Such of the bids, which do not meet the technical qualification requirements, will not be evaluated further. The bid is to be checked for its conformity to the technical specification. If it does not meet the technical specification or technically quality, the bid price will not be considered.

## 7.2 Bidding Process

1. Bidder needs to submit their proposal through E-tendering portal Hardcopy submissions will not be accepted.
2. The proposals will be evaluated in two stages i.e. Technical Proposal and Financial Proposal

### 1. Technical proposal

The Technical Proposal shall be evaluated as per following

Sr. No.	Criteria	Marks /100
1	Detailed company .profile	5
2	Certified copy of audited balance sheet and profit and loss account last 3 years along with Chartered Accountant Certificate.	10
3	work order similar nature of work with reputed Govt Organization to be submitted	10
4	Qualification and Experience of the Resident Engineer	30
4	Turnover. <ul style="list-style-type: none"> <li>▪ Minimum 75 lack - 10</li> <li>▪ Above 75 lakh up to 1cr - 15</li> <li>▪ Above 1 Cr - 20</li> </ul>	10/15/20
5	IT Help desk Software Solution	25
<b>Total</b>		<b>100</b>

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## Financial Proposal

Bidder need to submit their financial proposal through E-tendering portal <https://mahatenders.gov.in> in respective tender section. No physical copy of financial bid will be Accepted  
Financial proposal shall be submitted as per annexure " C"

3. The EMD in case of successful bidder shall be retained as an additional security deposit towards contract in addition to performance guarantee as 3% of total cost of the contract if the EMD amount falls short as of performance guarantee ie 3% bidder shall submit the balance amount to fulfil the performance guarantee criteria for defined in point . Such EMD/ performance guarantee shall be released only on expiry of contract and settlement of account. The EMD shall be forfeited if it is found at any stage during the operation of the contract period that any of the information furnished by the successful bidder was falls or misleading.
4. Performance guarantee of 3% in the form of bank guarantee shall be
5. Performance Guarantee shall be forfeited/seized in case the selected party fails to provide service as per the terms and conditions of the tender.
6. MTDC reserves the right to add or remove any system, printer, peripheral and LAN equipments etc.
7. The price quoted should indicate clearly all Taxes separately as applicable along with the TOTAL AMOUNT.
8. The contract would be awarded for initial period of two year
9. The MTDC reserves the right to terminate the contract by giving one month's written notice, in the event of unsatisfactory performance of work or for any other reason whatsoever. In an event of premature termination of contract the amount payable to the Vendor would be calculated on pro-rata basis for the period for which actual services are provided. However the successful bidder/firm should continue to provide the services till the end of the notice given by MTDC
10. Bidders furnishing incomplete/incorrect information will be disqualified.
11. Any effort by a Bidder to influence MTDC officials in the process of decision making or tender
12. evaluation, tender comparison or purchase order may result in rejection of his offer.
13. The Bidder is expected to examine and read carefully all the instructions, forms, term and conditions, specifications stipulated in the Tender documents. Failure to furnish all information as explicitly required in Tender documents will be liable for rejection of its tender
14. All the conditions stipulated in the tender document will be binding on the bidder. No addition/deviation/relaxation in any of the terms and conditions is permissible once the tender is published.
15. MTDC may at its discretion extend the timeline for the submission of bids. In such case if the bidders have already submitted tender documents they are at liberty to deposit the same tender document or resubmit the tender as per the revised timeline.
16. The Technical Bids will be opened at MTDC in the presence of representatives of

the bidder at \_\_\_ hrs on \_\_\_\_\_. Only one representative per bidder will be permitted to remain present at the time of opening the tender along with duly authorized letter of the firm. In case due to some Administrative reasons the Bids are not opened on same day the next date and time for opening of Bid will be intimated accordingly.

17. MTDC reserves the right to reject anyone or all of the offers without assigning any reason and in any case the cost of Tender Document will not be refunded.
18. The decision of the MTDC in selection process is final and will be binding on vendors.
19. During evaluation process of the bids, MTDC may at its discretion, ask the Bidder for a clarification, additional information, and verification calls etc. on the bid submitted by the vendor.

## **8 Selection Process:**

The bidder should have office and service center within Mumbai shall be given preference. The bidder who qualify the eligibility criteria shall be considered for opening of their financial bid. The bidder who quoted the lowest rate will be declared successful bidder (L1).

## **9 Technical and Commercial Terms and Conditions:**

1. The quotes items in Annexure-C is mandatory and incomplete quotes are liable for rejection.
2. The contract will be awarded to the successful bidder who has quoted lowest price collectively for all the items including all taxes.
3. MTDC may at its discretion visit or contact any of the site as stated by the bidder in the document about performance of the IT Infrastructure support.
4. All the bids, which are opened, will be checked for qualification requirements in respect of technical and commercial aspects. The bids that do not meet qualification requirements will not be evaluated further. The bid is to be checked for its conformity to the technical specification. If it does not meet the technical specification or technically qualified, the bid prices will not be considered for further evaluation process.

## **10 Clauses liable for rejection of Bid**

1. Tender Document not furnished in prescribed format
2. Incomplete Bid
3. Cost of Tender Document not paid
4. EMD amount of the Tender not paid
5. Bids received after prescribed date and time
6. Bids sent in open envelope/fax/email etc.
7. If any information is suppressed regarding performance/undertaking Services by any of the Govt. organization.

## **11 Submission of Bid:**

The Bidder shall submit tender online on website <https://mahatenders.gov.in/>  
For any clarification regarding tender and for site visit please contact:

Manager, IT  
Maharashtra Tourism Development Corporation Ltd.,  
C.D.O. hutments, Opp. LIC (Yogakshema) Building,  
Madame Cama Road, Mumbai 400020  
<http://www.maharashtratourism.gov.in>  
Phone: (022) 22845678, Fax: (022) 22852182

Last date Submission of E- Tender : 19-11-2016 at 3.00pm

E-Tender Opening Date : 23-11-2016 at 3.00pm

## **12 Pre bid meeting**

A Pre Bid conference will be held at 4.00 pm on 11-11-2016 in conference hall, MTDC Head Office, C.D.O. Hutments, Opp L. I. C. (Yogakshema) Building, Madame Cama Road, Mumbai 400 020. Bidders may send their queries in writing either by email to [it@maharashtratourism.gov.in](mailto:it@maharashtratourism.gov.in) and send them by post/courier to the address above prior to the Prebid meet. Intending bidders shall also furnish names and designation of their persons attending the prebid meet.

## **13 Instructions to bidders on submission of proposal**

The Proposal shall be submitted electronically on [www.mahatenders.gov.in](http://www.mahatenders.gov.in)

The Technical Folder should contain the following items

1. ANNEXURE D: Format for Project Experience
2. ANNEXURE E: Pro-forma of Letter of Submission
3. PDF copies of all relevant documents to prove technical qualification.
4. The bidder must have office in Maharashtra. This should be supported by a valid Shop Act License.
5. Declaration of the Bidder that he agrees with the Terms & Conditions of the EOI by signing each sheet of the EOI document
6. Power of Attorney in favour of the person signing the bids
7. Tender form fee & Earnest Money Deposit (EMD) Payment receipt copy generated online.

Financial Folder: The Financial bids of the bidders short-listed after Technical evaluation stage would be opened by the committee in the presence of the bidders or their authorized representatives, if any, who desire to be present and shall be informed to the respective

## ANNEXURE C: Format for Financial Proposal

Date: ...../...../2016

To,

**Managing Director  
Maharashtra Tourism Development Corporation Ltd.,  
Mumbai**

Dear Sir,

Sub: Proposal for the "For appointment of agency (Facility Management Services) for IT Infrastructure of MTDC, Mumbai.

I/We offer to complete the project as per scope of work specified in the EOI and on the stipulated terms and conditions and other particulars therein and I/We hereby submit the offer as follows:

Sr. No.	Resident Engineer Eligibility criteria	Cost Per Engineer per Month.	Taxes if any	Total Cost
1	Resident Engineer Having experience years 3 and above in providing support of servers / all Networking Components / Software/ support Desktop/ LAN/PRINTERS/LAPTOPS/OS ETC			



## ANNEXURE D: Format for Project Experience

The following information should be provided in the format below for each reference assignment for which your firm was legally contracted by the Client stated as a corporate entity or as a one of the major Vendor in a consortium.

<b>Name of the Project:</b>		<b>Country</b>	<b>Project No.</b>
<b>Location within the country</b>  Location: _____, State: _____		<b>Professional staff &amp; man months provided by our company</b>  Staff: ____ MM: ____ Months	
<b>Name of the Client</b>		<b>Address of the client</b>	
<b>Start Date</b>	<b>Completion Date (Month / Year)</b>	<b>Approximate Project Cost</b>  Rs.	
<b>Name of the associated firms (if any):</b>		<b>No. of man-months provided by the associated firms</b>	
<b>Staff &amp; Functions:</b>  1. 2.			
<b>Brief Description of the Project:</b>			
<b>Scope of services rendered by the company</b>			

## ANNEXURE E: Pro-forma of Letter of Submission

(Print on Company's Letter Head)

Tenderer's Name and Address

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To,  
Managing Director  
Maharashtra Tourism Development Corporation Ltd.,  
Mumbai

Dear Sir,

Sub: Proposal for the“ **For appointment of agency (Facility Management Services) for IT Infrastructure of MTDC, Mumbai**

I/We, the undersigned, wish to participate for the referenced contract and declare the following:

- i. With reference to your EOI, I/We, having examined the Document and understood its contents, hereby submit my/our submission for the aforesaid Project.
- ii. We acknowledge that all statements made and information supplied in enclosed here in with is true and correct.
- iii. We acknowledge that we have submitted all information and details necessary for this EOI and have no further pertinent information to submit.
- iv. Managing Director, MTDC, Mumbai and/or its authorized representatives are hereby authorized to conduct any inquiries or investigations to verify the statements, documents and information submitted in connection with this Application, and to seek clarification from our bankers and clients. This Letter will also serve as authorization for any individual or authorized representative of any institution referred to in the supporting information, to provide such information deemed necessary and as requested by the Managing Director, MTDC, Mumbai.
- v. We hereby state that we have read and understood the terms and conditions of the bid documents and agree to abide by them. We further agree to undertake the said project / work to the satisfaction of the Managing Director, MTDC, Mumbai and as per the terms and conditions of the EOI.
- vi. We have uploaded the **Original Bid Documents** duly initialled on all pages as a token of our acceptance of the terms and conditions of the bid documents.

The required information relating to my/our/establishment is furnished as below:

1	Name of the Tenderer									
	Address of Organisation									
2	Type of Company/Firm/any other									
	a).Details of Registration									
	b).Business / Office Address									
	c)Name of the Proprietor/Owner/Manager									
3	Correspondence Address									
	a).Telephone No:									
	b).Fax No.									
	c).Website									
	d) Email-Id									
4	i) Shop & Establishment Certificate attached	Yes/No								
	ii)Copy of Documentary evidence of the company/firm/partnership registration (specify) attached	Yes/No								
5	Tender Fee	YES/NO								
6	EMD	YES/NO								
7	i) Service Tax Registration Certificate No.									
	(ii) Details of the Service Tax paid for the year 2014-2015									
	iii) VAT Registration No :									
8	Copy of Pan Card attached	Yes/No								
9	Copy of Income Tax Returns for last three years i.e.,									
	<table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Financial Year</th> </tr> </thead> <tbody> <tr> <td>2012-13</td> </tr> <tr> <td>2013-14</td> </tr> <tr> <td>2014-15</td> </tr> </tbody> </table>	Financial Year	2012-13	2013-14	2014-15	<table border="1" style="margin-left: auto; margin-right: auto;"> <tbody> <tr> <td>Attached</td> </tr> <tr> <td>Yes/No</td> </tr> <tr> <td>Yes/No</td> </tr> <tr> <td>Yes/No</td> </tr> </tbody> </table>	Attached	Yes/No	Yes/No	Yes/No
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Yes/No										
Yes/No										
Yes/No										

10	Turnover for last Three Years  (Audited Balance Sheet) along with <b>Chartered Accountant Certificate.</b>	2012-2013	2013-2014	2014-2015
11	Experience in years (Details attached in Annexure D)	No of Yrs		
12	Registration with RBI (Registration Number)	Yes / No		
13	Certificate for IEC Code	Yes / No		
14	Other Relevant Documents, if any			

**I have read and agreed to all terms and conditions mentioned in tender notice**

Yours faithfully,

(Signature)  
Signature of Tenderer with  
Name and Designation where applicable

Place:

Date



