

TENDER DOCUMENT

FOR THE SUPPLY & INSTALLATION OF DESKTOP COMPUTER SYSTEMS AND PRINTERS

Vaish Technical Institute Rohtak

(A Government Grant-in-Aid Institute)
Behind Railway Station
Rohtak (Haryana)-124001

Tel No. 01262-248572 Email: vtirohtakhry@gmail.com Website: <u>www.vtirohtak.edu.in</u>

INDEX

S. No.	Description	Page Nos.
1	Title	1
2	Index	2
3	Notice Inviting Tender	3 to 4
4	Instructions to the Tenderers	5 to 11
5	Details of requirements and technical specifications (Annexure – A)	12
6	Undertaking from Bidder (Annexure – B)	13
7	Format & Requirements for Submitting Technical Bid (Annexure –C)	14 to 15
8	Format & Requirements for Submitting Financial Bid (Annexure – D)	16 to 17

NOTICE INVITING TENDER

Vaish Technical Institute Rohtak, Haryana - 124001 invites sealed tender in Two bid system (Technical & Financial bid in two separate envelopes) from eligible and qualified Original Equipment Manufacturers/ Distributors/ Dealers dealing in Computer Systems & Printers for the Supply & Installation at site for the **Desktop Computer Systems and Printers**.

The details are summarized as below: -

a)	ne details are summariz Tender number	Reference number for inviting bids through this tender
		is VTI/02/2023
b)	Purchaser	Vaish Technical Institute Rohtak - 124001 (A Government Grant-in-Aid Institute)
c)	Scope of Tender	Supply & Installation of Computer Systems and Printers
d)	Specification/ details of machines	The detailed specifications of machines are specified in tender and placed at Annexure-A
e)	Web page for details of tender	Web page: http://www.vtirohtak.edu.in The prospective bidders are advised to remain in touch with the website for any update in respect of this tender.
f)	Locations of supplies	The machine(s) are to be supplied at Vaish Technical Institute, Behind Railway Station Rohtak, Haryana-124001
		It may be noted that Principal, Vaish Technical Institute Rohtak has full rights to cancel for supplies while placing the supply orders to selected bidder. The reason for cancellation of supply will not be disclosed.
g)	Earnest Money Deposit (EMD) along	The EMD of Rs. 20,000/- (Rupees Twenty Thousand only) shall be submitted in the form of D.D. in favour
	with Tender	of "Principal Vaish Technical Institute Rohtak" payable at Rohtak and to be placed in the Technical Bid envelope while submitting the tender. However the above EMD may be deposited online in the Institute Account No. 522102010051058 (IFSC Code UBIN0552216, Union Bank of India, VTI Rohtak). The proof of online deposit must be placed in the Technical Bid Envelope while submitting the tender.
h)	Collection of Tender Documents	The tender documents can be collected from the office of Principal, Vaish Technical Institute Rohtak (Haryana)-124001 in between the period from 14 th Feb 2023 to 06 th March 2023 (except Saturday & Sunday) between 9:30 hours to 16:00 hours. Alternatively, tender form can be downloaded from website www.vtirohtak.edu.in from 14 th Feb. 2023.

	T			
i)	Last date of	Tender must be delivered to the address below		
	submission of tender	on or before 06th March 2023 up to 17:00 hours.		
		Late bids will be rejected.		
		Vaish Technical Institute,		
		Behind Railway Station,		
		Rohtak, Haryana-124001		
j)	Date of opening of	The technical bid for the tender shall be opened		
	Technical Bid	on 09th March 2023 at 15:00 hours at the address		
	(Envelope-1)	as under:		
		O/o Principal Vaish Technical Institute,		
		Behind Railway Station,		
		Rohtak, Haryana-124001		
k)	Date of opening of	The financial bid of the qualified bidders for the		
	Financial Bid	tender shall be opened on 10th March 2023 at		
	(Envelope-2)	15:00 hours at the address as under:		
	,	O/o Principal Vaish Technical Institute,		
		Behind Railway Station,		
		,		
		Rohtak, Haryana-124001		

Note: In case of any further details required, the same can be collected from the office of Principal, Vaish Technical Institute Rohtak from **14**th **Feb 2023 to 06**th **March 2023** (except Saturday & Sunday) between 9:30 hours to 16:00 hours.

Principal Vaish Technical Institute Behind Railway Station Rohtak, Haryana-124001

INSTRUCTIONS TO THE TENDERERS

The Tender shall be submitted in accordance with these instructions, as under:-

1. Abbreviations:

Throughout this tender document, the word/ term:

- a) VTI means Vaish Technical Institute Rohtak
- b) Working day means Monday to Friday in week
- c) **Tender** means tender number VTI/02/2023
- d) **Machines** means the machines as detailed at Annexure-A.
- e) **EMD** means Earnest Money Deposit.
- f) **Purchaser** means Vaish Technical Institute Rohtak
- g) Bid means the document and financial details submitted by bidder.
- h) **Bidder** means the eligible and qualified Original Equipment Manufacturers/ Distributors/ Dealers dealing in Computer Systems & Printers
- i) Tenderer means the eligible and qualified Original Equipment Manufacturers/ Distributors/ Dealers dealing in Computer Systems & Printers
- j) **OEM** means Original Equipment Manufacturer

2. Eligible Bidder:

OEM/ Distributors/ Dealers dealing in Computer Systems & Printers

3. Location of supplies:

a) The details of location where the machines are to be supplied through this tender is as under:

#	Location	Address for supplies
1	Rohtak, Haryana	Vaish Technical Institute Rohtak,
		Behind Railway Station, Rohtak (Haryana)- 124001

- b) The bidder is free to inspect the location before submitting the bid under this tender.
- c) It may be noted that Principal Vaish Technical Institute Rohtak has full rights to cancel the Tender even after calling the offers from bidders but before the issue of supply order to execute the supply by the bidder. The reason for cancellation will not be disclosed.

4. Scope of Supplies:

- a)The machines shall be supplied in compliance to the specifications mentioned in Annexure- A of the tender.
- b)The specifications of the machines as mentioned in the Annexure- A are the requirements of tender.
- c) After the supply of machines as mentioned in the Annexure- A, the bidder has to execute its installation at Vaish Technical Institute Rohtak. No extra cost shall be paid for this reason.
- d) The bidder shall offer on-site warranty of machines as per Annexure - A from the date of supply of machines at Vaish Technical

Institute Rohtak. The purchaser is not liable to pay any extra charges on any account during warranty period.

5. Delivery

- a) The purchaser is interested for complete delivery of machines by the bidder within Fifteen (15) days from the date of issue of supply order. However, the bidders have an option to submit the best delivery time, but in any case the delivery should be before 15 days from the date of issue of supply order by purchaser.
- b) The material shall be inspected on receipt at site and bidder shall be responsible for any damage during the transit of machines.
- c) The bidder shall not arrange part shipments and/or trans-shipments without the permission of purchaser. The insurance cover, if any, including insuring the goods against the loss or damage incidental to manufacture or acquisition, transportation, storage, delivery & installation shall be obtained by the bidder in his own name and not in the name of purchaser. The purchaser will as soon as possible but not later than 30 days from the date of arrival of goods at destination shall notify the bidder of any loss or damage to the goods.

6. Warranty

- a) The bidder shall offer on-site warranty of machines as per Annexure - A from the date of supply of machines at Vaish Technical Institute Rohtak & shall cover each and every part of the machines. The purchaser is not liable to pay any extra charges on any account during warranty period.
- b) Any part or parts proved defective within the on-site warranty period specified above, owing to defect in design, material or workmanship; the bidder shall have to replace them at the place of installation without asking for any charges.
- c) During the warranty period, expert(s) shall be deputed at site by the bidder within three working days from the date of request from purchaser, to rectify and fixing the defects of machines at the location where machines are supplied. The cost of deputation of expert(s) and any other associated expenditure shall be borne by the bidder.

7. After Sales Services

- a) The bidder shall ensure to render after sales services during the warranty period to the satisfaction of purchaser.
- b) The bidder will depute their engineer within three working days to attend the service call received in writing from purchaser.

8. Tender documents:

a) The tender document can be collected from the office of Principal, Vaish Technical Institute Rohtak (Haryana)-124001 in between the period from **14**th **Feb 2023 to 06**th **March 2023** (except Saturday & Sunday) between 9:30 hours to 16:00 hours.

Alternatively, tender form can be downloaded from our website www.vtirohtak.edu.in from 14th Feb. 2023.

b) At any time prior to the deadline for submission of bids, the Purchaser may amend the Bidding Documents by issuing addendum/Corrigendum. The prospective bidders are advised to remain in touch with the Website for any update in respect of this tender.

9. Authorization for submission of tender:

- a) The original and all copies of the bid shall be signed by a person duly authorized to sign on behalf of the Bidder. The written confirmation of authorization (in form of letter on the bidder's letter head) to sign on behalf of the bidder confirming the signature as a person duly authorized to sign should be attached with the technical bid of the tender.
- b) The person signing the tender form or any other documents on behalf of the Bidder shall be deemed to warrant that he has authority to bind the Bidder. If subsequently comes to light that the person so signed had no authority to do so, the purchaser may without prejudice to any other civil & criminal remedies cancel the tender and hold the Bidder liable for all costs, charges and damages.

10. Earnest Money Deposit:

- a) The EMD shall be submitted in the first envelope super-scribed as "Technical Bid", of prescribed amount by way of Demand Draft drawn in favour of "Principal Vaish Technical Institute Rohtak", Payable at Rohtak. However the EMD may be deposited online in the Institute Account No. 522102010051058 (IFSC Code UBIN0552216, Union Bank of India, VTI Rohtak). The proof of online deposit must be placed in the Technical Bid envelope while submitting the tender. No cash towards EMD shall be accepted. The offers without EMD from the Bidders shall be rejected.
- b) The Purchaser shall not be liable for payment of any interest on EMD.
- c) The EMD will be returned to the unsuccessful bidders soon after the orders are placed on the successful bidder. In case of successful bidder, the EMD will be returned along with payment of machines supplied as per purchase order.

11. Submission of Tender:

- a) The bidder is to examine all instructions, forms, terms and specifications in the tender documents and to furnish with its bid all documents or information as required by bidding document.
- b) The language for all the correspondence and documents related to the tender shall be in English/ Hindi only.
- c) The tender must be placed in a properly sealed bigger envelope addressed to "Principal Vaish Technical Institute, Behind Railway Station, Rohtak, Haryana-124001". The said bigger envelope shall contain two sealed envelopes containing Technical & Financial bids. The bigger envelope must be super-scribed -Tender for the purchase of Computers and Printers. The two sealed envelopes inside the bigger envelope must be super-scribed as:

Envelope No-1: The said envelope is for Technical bid & shall be super-scribed as "Tender for the Supply & Installation of Computer Systems and Printers – Technical Bid"

Envelope No-2: The said envelope is for Financial bid & shall be super-scribed as "Tender for the Supply & Installation of Computer Systems and Printers – Financial Bid"

- d) If both or either of the envelopes are not sealed and marked as required, the Purchaser will assume no responsibility for the misplacement or premature opening of the bid.
- e) All the columns of the tender shall be duly, properly and exhaustively filled in. Any cutting/over writing etc. in the tender must be signed by the person who is signing the tender.
- f) Tenders received in open covers/ letters/ fax/ email will not be considered.

12. Financial Bid Submission:

- a) Bidder shall take into account all costs including Packing, Freight, Transportation Cost etc. as detailed at Para 3 of "Instructions to the Tenderer" before quoting the Price of Machines including GST/ Taxes in the Financial Bid.
- b) The Price of Machines shall remain firm & inclusive of all costs for the delivery to the destination which include the cost of Installation at destination.
- c) No extra payment or revision of Price of Machines including GST/ Taxes shall be accepted on account of any discrepancy in nomenclature of items. The Bidder is advised to seek clarification, if any, desired before submitting the tender.
- d) No representation for the revision of the quoted Price of Machines including GST/ Taxes shall be considered till the supplies are completed to the designated location.

13. Last date of submission of Tender:

- a) The tender should reach in the office of "Principal Vaish Technical Institute, Behind Railway Station, Rohtak, Haryana-124001" by 06th March 2023 up to 17:00 hours.
- b) The purchaser may, at its discretion, extend the deadline for the submission of bids by amending the Tender Documents, in which case all rights and obligations of the Purchaser and Bidders previously subject to the deadline shall thereafter be subject to the deadline as extended. The prospective bidders are advised to remain in touch with website for any update in respect of their tender.
- c) The purchaser shall not consider any bid that arrives after the deadline for submission of bids. Any bid received by the Purchaser after the deadline for submission of bids shall be declared late,

rejected and returned unopened to the Bidder.

14. Opening of Technical Bid:

The technical bid for the tender shall be opened on 09th March 2023 at 15:00 hours in the O/o Principal Vaish Technical Institute, Behind Railway Station, Rohtak, Haryana-124001. The Bidder or their authorized representative (One person only) may be present at the time of opening of the tender and Technical bid.

15. Opening of Financial bid:

The Financial bid of only technically qualified bidders shall be opened on 10th March 2023 at 15:00 hours in the O/o Principal Vaish Technical Institute, Behind Railway Station, Rohtak, Haryana-124001. The Bidder or their authorized representative (One person only) may be present at the time of opening of the Financial bid.

16. Validity of tender:

The tender shall be valid for a period of 30 days from the date of opening of the Technical Bid of tender. Terms and Financial details submitted in the bid shall be treated as firm during the said period of 30 days.

17. Evaluation of Bids:

- a) To assist in the examination, evaluation, comparison of the bids and qualification of the Bidders, the Purchaser may, at its discretion, ask any Bidder for a clarification of its Bid. Any clarification submitted by a Bidder in respect to its Bid and that is not in response to a request by the Purchaser shall not be considered. The Purchaser's request for clarification and the response shall be in writing only.
- b) If a Bidder does not provide clarifications of its bid by the date and time set in the Purchaser's request for clarification, its bid may be rejected.
- c) The Purchaser reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to supply order, without thereby incurring any liability to Bidders. In case of annulment, EMD deposits shall be promptly returned to the Bidders.
- d) The Purchaser shall compare the evaluated prices of all substantially responsive bids to determine the lowest evaluated bid.
- e) At the time the Contract is awarded, the Purchaser may increase the Quantity of machines without any change in the unit prices or other terms & conditions of the bid and the Bidding Documents subject to the acceptance of bidder in writing for the same.
- f)The purchaser have right to verify the particulars furnished by the bidder independently.

18. Earnest money forfeit:

The EMD will be forfeited in following cases:

• If the bidder fails to accept the order based on his offer (bid) and within the prescribed time.

- If the bidder fails to supply the Machines with specifications as mentioned in Annexure–A
- If the bidder delays supplies beyond a reasonable time.
- If the bidder for any reason whatsoever, withdraws the tender after it is accepted or become unable or fails to execute the orders within stipulated delivery period.
- Submission of misleading/ contradictory/ false statement or information and fabricated/invalid documents detected before or after the issue of order to execute the supplies.

19. Notification of award:

Prior to the expiry of the period of bid validity, the purchaser shall notify the successful Bidder, in writing, that its Bid has been accepted. The notification letter shall specify the sum that the Purchaser will pay to the bidder in consideration of the supply of Machines at **Vaish Technical Institute Rohtak**, **Haryana-124001**.

20. Packing:

- a) The bidder shall provide packing of the machines as is required to prevent their damages or deterioration during the transit to their final destination. The packing shall be sufficient to withstand, without limitation, rough handling during transit. In case the consignment received with damaged packaging, the purchaser will not accept the delivery.
- b) The machines shall be securely boxed, crated and protected from mechanical damage, moisture etc. suitable for both storage and transit according to the nature of the material and mode of transport. The bidder shall be responsible for any loss/ damage to material during transportation to the designated location i.e. Vaish Technical Institute Rohtak, Haryana-124001.

21. Delivery Time:

a) The purchaser is interested for complete delivery of machines by the bidder within Fifteen (15) days from the date of issue of supply order. However, the bidders have an option to submit the best delivery time, but in any case the delivery should be before 15 days from the date of issue of supply order by purchaser. In case bidder fails to supply within the period of delivery indicated above, penalty @ 1% of value of the order per week of delay would be levied subject to maximum 4 weeks. It means, the bidder shall have the liability of delayed supply to the maximum of 4 weeks after expiry of scheduled delivery date. After that the supply order shall be cancelled and EMD will be forfeited and bidder will be debarred from participation in any future tenders.

22. Payment:

The payment of total bill along with EMD will be made by the purchaser by crossed account payee Cheque/RTGS/NEFT for which the bidder shall send bills at the time of Supply & Installation.

23. Causes of rejection of tender:

- a) While submitting the tender, if any of the prescribed conditions are not fulfilled or are incomplete in any form, the tender is liable to be rejected.
- b) If any Bidder stipulates any condition of his own, such conditional tender is liable to be rejected.

24. Claims:

- a) If the material supplied are found to be off size and shape different than those in the accepted offer and are of specifications lower than those stipulated in the accepted offer, the purchaser shall have right to totally reject the machines.
- b) The bidder shall be responsible for arranging the rejected machines to be removed at his cost from purchaser premises.

25. Address for communication:

All the communication with respect to the tender shall be addressed to: Principal, Vaish Technical Institute, Behind Railway Station, Rohtak, Haryana-124001

26. Code of Ethics:

The Purchaser as well as the Bidder shall observe the highest standard of ethics including laws against fraud and corruption in force in India, during the procurement or execution of such contracts. If the bidders are found in Bid pooling or against law, then their firms may be blacklisted.

27. Jurisdiction:

In the event of any dispute the legal matter shall be subjected to the jurisdiction of Court in Haryana State only.

We confirm with our acceptance to the instructions (S.No-1 to 27 above) as given above.

BIDDER NAME & SIGNATURE WITH SEAL

These duly signed "Instructions to the Tenders" shall be attached with technical bid of the tender as a mark of acceptance of bidder and any tender not confirming the instructions is liable to be rejected.

ANNEXURE-A

<u>Details of requirements and technical specifications of Computer Systems and Printers</u>

Name of the Machines : **Desktop Computer Systems & Printers**

Sr. No.	Item	Description	Qty.
1	Desktop Computer System	Specifications: Processor - Intel - I3-12th Generation RAM- 8GB DDR4 SSD - 512 GB Operating System - Windows 11 20" Display TFT LED USB Keyboard USB Mouse Wi-Fi MS-Office Three Year Onsite Warranty	17
2	Printer	Specifications: A4 Black and White Laser Printer Print Speed upto 21 ppm (black) Print, Copy, Scan USB, Wireless Direct Printing One Year Warranty	05

ANNEXURE -B

(Undertaking from Bidder)

To The Principal Vaish Technical Institute Behind Railway Station, Rohtak, Haryana-124001

Sir,

Subject: Undertaking for the participation to the tender No. **VTI/02/2023** due for opening of technical bid on 09th March 2023

Dear Sir,

HAVING EXAMINED AND PERUSED THE FOLLOWING DOCUMENTS

- 1. Notice Inviting Tender
- 2. Instruction to The Tenderer
- 3. Technical Specifications of machines (Annexure-A)
- 4. Annexure C (Technical Bid)
- 5. Annexure- D (Financial Bid)

I/Wedo hereby submit the above tender in prescribed formats duly completed in all respects in accordance with the conditions applicable. If this tender is accepted, I/We agree to abide by and fulfill all the terms and conditions in the tender documents

I/We hereby distinctly and expressly declare and acknowledge that before the submission of this tender, I/We have carefully followed the instructions and I/We have understood the existing system of supply at the location i.e. Vaish Technical Institute, Behind Railway Station, Rohtak, Haryana-124001, of purchaser including the scope and nature of duties expected from the Bidder.

I/We distinctly agree that I/We would hereafter make no claim or demand upon the purchaser based upon or arising out of any alleged misunderstanding or misconceptions or mistake on my/our part of the said stipulations, restrictions and conditions.

Any notice required to be served on me/us shall be sufficiently served on me/us by post (registered or ordinary) or courier or left at my/our address furnished herein.

Address	 	

 $\ensuremath{\mathrm{I/We}}$ fully understand the terms and conditions in the tender documents.

I/We understand that the purchaser is not bound to accept any proposal that it may receive without assigning any reason.

Dated this	day	of	20	23
------------	-----	----	----	----

Authorized Signatory with Seal

TENDER NO.: **VTI/02/2023**

ANNEXURE-C FORMAT & REQUIREMENTS FOR SUBMITTING TECHNICAL BID

	der Ref. No: VT			
4. Conf	-	dress of Biddereptance of Technical Sp		
	Item	Acceptance to the Specification as placed Annexure-A and agreed supply with required Quarte YES/ NO only YES write make and model	to antity y). If	If marked "NO" in the column before, specify the deviation in specification of the machines offered for the supply. (Write make and model no.)
(Desktop Computer Systems			
ı	Printers			
	T.	ipply to the location:	ı	
#	Details			Location Vaish Technical Institute Behind Railway Station, Rohtak, Haryana-124001
1	Tentative quant		As per	Annexure-A
2	Consent to supp	ly: (Write YES/ NO only)		
Deta The I	EMD of Rs. 20,00	NEFT by which EMD paid	be encl	osed)
				n purchaser: The purchaser

is interested for complete delivery of machines by the bidder within Fifteen (15) days from the date of issue of supply order. However, the bidders have an option to submit the best delivery time, but in any case the delivery should be before 15

days from the date of issue of supply order by purchaser.

10. Documents Details to be enclosed with the Technical bid by bidder are as under:

- a) In case the bidder is Original Equipment manufacturers, the bidder is to submit a self-declaration on their letter-head, confirming that they are regular in manufacturing & supplying the similar machines, as asked in this tender.
- b) In case the bidder is Distributor/ Dealer dealing in Computer Systems & Printers, the bidder is to attach self-certified valid copy of GST certificate.
- c) Undertaking as per annexure-B.
- d) Duly signed all pages of Instructions to Tenderers of the tender document as a mark of acceptance.
- e) Authorization letter in favor of person to sign the tender on behalf of bidder, if the bidder himself does not sign the Tender.
- f) Self-attested copy of valid GSTIN registration.
- g) Self-attested copy of valid PAN number.

I/We as bidder certify that:

- a. The tender shall remain valid for acceptance for 30 days from the date of opening the Technical Bid of the tender.
- b. Agree to offer services for onsite warranty as per Annexure A on the machines supplied through this tender.
- c. No price of any Machines has been given in Technical Bid.

Name & Signature of the bidder with stamp
Contact details of authorized person of bidder who have signed the tender.
Name
Designation
Phone (office)
Phone (Mobile)
E mail

Annexure - "D"

FORMAT FOR SUBMITTING FINANCIAL BID

Tender Ref. No: VTI/02	/2023
1. Name of the Bidder:	

2. The financial offer to execute the supply as per the tender: **Supply of Machines** to Vaish Technical Institute Rohtak- 124001,(Haryana):

#	Details	Unit Price of Machines including GST/ Taxes of single unit (In Rs.)	Quantity to be supplied (In No.)	Total Price (Multiply column no 2 and 3) (In Rs.)
	1	2	3	4
a.	Offered financials for the Supply & Installation at site with commitment to offer on site after sales Services in the period of Warranty, as agreed in the technical bid of the tender No. VTI/02/2023 1. Desktop Computer System 2. Printer Total Price			
b.	Total Price of Machines including GST/ Rohtak (Haryana) (In words)	Taxes to the locat	tion at the Vais	sh Technical Institute

The followings to be noted while submitting financial details for the supply of machines to Vaish Technical Institute Rohtak:

- **a.** The Total Cost quoted above should be inclusive of Basic Price, Transportation, Incidental Services (including Transit Insurance, Loading/ Unloading, Packing & Forwarding charges etc.), Installation & on-site warranty.
- **b.** The purchaser will not issue any form towards rebate/ exclusion of GST/ Taxes etc
- **c.** The bidder will not be entitled to any increase in Unit Price of the machines including GST/ Taxes occurring during the period of delivery even if there is delay in supplies/ completion attributed to him.
- **d.** The Unit Price of the machines including GST/ Taxes should be inclusive of all costs involved for the delivery to the destination which include the cost of Installation.
- **e.** No extra payment or revision of Price of machines including GST/ Taxes shall be accepted on account of any discrepancy in nomenclature of items. The Bidder is advised to seek clarification, if any, desired before submitting the tender.

I/We as bidder certify that:

a. The tender and offered price shall remain valid for acceptance for 30 days from the date

of opening the Technical Bid of the tender.

b. Agree to offer services for onsite warranty on the machines supplied through this tender.

Further confirm that we agree with the terms and conditions specified in Instructions to Tenderers and if selected, the execution of supplies would be made in compliance.

Name & Signature of the bidder with stamp Contact details of authorized person of bidder who have signed the tender.

Name
Designation
Phone (office)
Phone (Mobile)
E mail