



Karnataka State Souharda federal Cooperative Ltd., Bengaluru.

(A Statutory Body in Cooperative Sector)

Nirman Bhavan Dr. Rajkumar Road, 1st Block Rajajinagar, Bengaluru-560010

TENDER DOCUMENT

Tender Document Fee-300/-

EMD Amount-5000/-

ANNUAL MAINTENANCE CONTRACT FOR COMPUTERS AND ITS PERIPHERALS

TENDER CALL NOTICE NO. KSSFCL-04/2021-22 DATED: 13.11.2021

1. Tender Document Download Start Date 13.11.2021 03:00 PM
2. Last date and time of Submission of Tender 20.11.2021 at 3:00 p.m.
3. Date of Opening of Technical Bid and Financial bid 20.11.2021 at 4:00 P.m.

NOTICE INVITING QUOTATION

Karnataka State Souharda Federal Cooperative Ltd., Bengaluru invites quotations in the enclosed format for Annual Maintenance Contract (AMC) for Desktop Computer, Laptop, Printer, Scanner, Peripherals operating in Bengaluru Head office, Division Office and Court Office.

The quotations are to be submitted in one part i.e. Technical Bid and Financial Bid in Single envelopes.

Instructions to Bidders

1. Vendor Eligibility Criteria:-

- a) The bidder should possess valid GST Number. Attested copies of the same must be submitted with the bid.
- b) Minimum 3 years" experience in business of providing AMC in Desktop Computer, Laptop, Printer, Scanner, Peripherals and UPS after registration.
- c) The intending bidder should have served at least 3 big Central /State Govt. Deptt./ Govt. Undertakings/PSUs who have taken AMC from them in the last 3 years.

- d) The company should be providing similar services to at least 2 (two) other Govt. Deptt. / PSU of same capacity in the current financial year. Copy of Current work order issued to them should be enclosed as proof.
 - e) The company should have at least Rs. 3,00,000/- of annual turnover from its AMC of Desktop Computer, Laptop, Printer, Scanner, Peripherals and UPS maintenance in last two financial years.
 - f) The bidder shall have to produce a signed undertaking to the effect that it has not been black listed by any of the Departments/ Ministries/ Organization of the Government of India.
2. The Bidder is expected to examine all instructions, forms, terms and specifications in Bid Documents. Failure to furnish all information required as per the Bid Documents or submission of bids not substantially responsive to the Bid documents in every respect will be at the bidder's risk and may result in rejection of the bid at the technical bid opening state.
 3. The Tender documents are not transferable.

4. **DOCUMENTS COMPRISING THE BID:**

The Technical and Financial Bid shall contain the following documents. The documents shall be arranged in the same order as mentioned below with the checklist being on the top

- (a) Authorization letter for attending the bid opening (format-Annexure II)
- (b) Bid Security (EMD) in the form of bank draft for Rs. 5000/-
- (c) Certificate Regarding Annual Turnover of more than 3 Lakhs from AMC of Desktop Computer, Laptop, Printer, Scanner, Peripherals and UPS for last two years
- (d) Valid Income Tax Clearance Certificate/Income Tax Return with PAN.
- (e) Copies of GST Registration.
- (f) Certificate of Incorporation/Firm Registration Certificate as the case may be.
- (g) Bid Application Cum Declaration Form as per Annexure-I.
- (h) Minimum 3 years' experience in business of providing AMC in Desktop Computer, Laptop, Printer, Scanner, Peripherals

5. **The Financial Bid shall contain:**

- (a) Price Schedule [as per Annexure – III]

6. **BID PRICES:** The bidder shall give the total **composite price inclusive of all taxes & levies as per price schedule given in Annexure-III**. The offer shall be in Indian Rupees. The rates quoted by the bidder shall remain fixed during the entire period of contract and shall not be subject to variation on any account. A bid submitted with an adjustable price quotation is likely to be treated as non-responsive and rejected. The price approved by the Competent Authority, KSSFCL for award of AMC will be the total composite price inclusive of all taxes & levies as per price schedule given in Annexure-III.

7. **EMD:** The Quotations should be accompanied with an EMD of Rs. 5000/- (Rupees

Five Thousand only) in the form of Demand Draft issued by any Scheduled Commercial Bank drawn in Favour of “ Karantaka State Souharda Federal Cooprtive Ltd” payable at “Bengaluru” without which the quotations will not be considered. The EMD (without interest) will be returned to all but the successful bidder after the award of the contract.

8. **PERIOD OF VALIDITY OF BIDS:** Bid shall remain valid for 90 days after the date of opening. A bid valid for a shorter period shall be rejected by this office as non-responsive.

9. **TECHNICAL EVALUATION/TECHNICAL BID OPENING:**

- i) Tender Evaluation Committee shall evaluate the bids to determine whether they are complete, whether required sureties have been furnished, whether the documents have been properly signed and whether the bids are generally in order as per checklist given.
- ii) Prior to the financial Bid opening, Tender Evaluation Committee will determine technical qualification of each technical bid. For the purposes of these clauses, a technically qualified bid is one which conforms to all the terms and conditions of the Bid Documents without requirement deviations. Tender Evaluation Committee’s determination of bid’s technical qualification is to be based on the contents of the bid itself without recourse to extrinsic evidence.
- iii) A bid determined as technically non-qualified, will be rejected by Tender Evaluation Committee and shall not subsequently qualify for the financial bid opening.

10. **FINANCIAL EVALUATION/FINANCIAL BID OPENING OF**

TECHNICALLY QUALIFIED BIDDERS:

- i) Tender Evaluation Committee shall open financial bids and evaluate the bids previously determined to be technically qualified pursuant to clause 13. Only technically Qualified successful bidders or his authorized representatives would be called to attend opening of financial bids. The financial bids of non-qualified technical bidders shall not be opened.
- ii) Arithmetical errors shall be rectified on the following basis. If there is a discrepancy between the unit price and total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected by Tender Evaluation Committee. If there is a discrepancy between words and figure, the amount in words shall prevail. If the Supplier does not accept the correction of the errors, his bid shall be rejected.

11. **AWARD OF CONTRACT:** Tender Evaluation Committee shall consider placement of orders for the CAMC on that bidder whose offers have been found technically and financially acceptable.
12. **RIGHT TO VARY QUANTITIES AT TIME OF AWARD:** This Office reserves the right at the time of award of contract or during the continuance of the contract to decrease or increase the quantity of items offered for CAMC on the basis of reduction by virtue of expiry of life of the asset or addition after expiry of warranty period and services specified in the schedule of requirement without any change in unit price for similar configured items on the same terms and conditions.
13. **RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS:** This Office Reserves the right to accept or reject any bid, and to terminate the bidding process and reject all bids, at any time prior to award of contract without assigning any reason whatsoever and without thereby incurring any liability to the affected bidder or bidders on the grounds for the this office's decision.

GENERAL (COMMERCIAL) CONDITIONS OF CONTRACT

1. The General Conditions shall apply in contracts made by this office for the CAMC services rendered by the bidder. The services provided under this contracts shall conform to the standards prescribed in the schedule of requirements as mentioned in **Section-!!!**.
2. **INSPECTION & WARRANTY:** If any spare/equipment or any part thereof supplied by the CAMC vendor is found defective, the same shall be got replaced from an outside source and the cost of any such replacement shall be paid by CAMC Vendor. The contractor shall provide the warranty for one year that items supplied/replaced shall be new and free from all defects and faults in material.
3. **PAYMENT TERMS:** The payment will be made through E-payment on satisfactory completion of each Quarter after receipt of bills
4. **DELAYS IN THE AMC VENDOR'S PERFORMANCE:** Delay in performance of services shall attract penalty for the CAMC vendor in accordance with clause 12 of section-IV.
5. **TERMINATION FOR DEFAULT:** The competent authority of this office reserves the right to terminate the maintenance contract in full or part of the contract at any time, if service is found unsatisfactory or without assigning any reason by serving one month's notice. The contractor will not be entitled to claim any compensation against such termination. However, while terminating the contract, if any payment is due to the

contract or for maintenance service already performed in terms of the contract, the same would be paid to him as per the contract terms on pro-rata basis. This office also reserves the right to deduct the amount from contractor's payment if any negligence of works occurs or is found.

6. All disputes and differences arising out or in connection with the tender/contract shall be Subject to the exclusive jurisdiction of courts at Bengaluru

SCHEDULE OF REQUIREMENTS

1. Along with the Desktop Computer, Laptop, Printer, Scanner, Peripherals and UPS, the Vendor will maintain operating Software to the systems. They will also maintain basic software support, if required. The firm shall have the required drivers (CDs etc.) for maintaining the Desktop Computer, Laptop, Printer, Scanner, Peripherals for configuring the machines.
2. The AMC vendor shall maintain a log book in which separate pages should be allotted to each Desktop Computer, Laptop, Printer, Scanner, Peripherals The firm shall record the calls attended and quarterly regular services rendered and get the signature of the user along with User's name, Designation, stamp and section Name.
3. The AMC vendor shall do the maintenance of all the items as specified in **Section -III**. The consumable items like CD, toner, cartridges, batteries and adaptor shall not be covered under this contract. Consumable items listed herein and antivirus packages for removal of virus shall be provided by this office or by vendor at cost. **In addition to these, the AMC provider will arrange to repair (without any extra cost) any other IT hardware/operating software items which are not covered under section V due to any reason, however spares for such items, if any, shall be provided by this office.**
4. The AMC includes removal of virus, software patch updating, HDD crash recovery, data backups, system administration (software installation and other system maintenance) troubleshooting to keep the system fully operational.
5. Preventive maintenance will, be carried out during the last month of each quarter. Preventive maintenance will include inspection of each system, scanning hard disk for any defects/problems therein and obtain a satisfactory working certificate from the user after cleaning of the system i.e. PC/ Monitor/ printer/ Key Board /CD ROM Drive/ FDD and other accessories with a blower/ vacuum cleaner as per requirement and wiping the surface of the systems with a good quality cleaning liquid, cloth and brush etc. On no account, equipment or its accessories shall be allowed to be taken out of its normal installed location. Only replacement of sub-assemblies of the whole unit on a like-by-like or later version basis will be permissible and the replacement of such assemblies should be done with the written approval of maintenance In-charge of this office. Before taking up preventive maintenance, the contractor will submit a schedule of preventive maintenance.

6. The Vendor shall have to depute one well qualified engineer in the field of hardware maintenance with sufficient knowledge of software also at the client site on full time basis for the service of the systems. The engineer will follow the rules, regulations, timings as per the client.
7. In the absence of any engineer/personnel, it shall be the responsibility of the contractor to depute another competent and experienced engineer during the period of absence of the designated engineer/personnel.
8. The Comprehensive AMC includes formatting of Desktop computers, Laptops, data recovery and reinstallation of drivers including the operating software used in the office and covers repair and free replacement of all spare parts of the Desktop Computer, Laptop, Printer, Scanner, Peripherals excluding damage/broken parts and consumables like cartridge, tonners, batteries, adaptor etc.
9. The resident engineers deployed shall be responsible for preventive and corrective maintenance of all Desktop Computer, Laptop, Printer, Scanner, Peripherals. Any complaint will have to be attended within Six (6) hour of logging time. If any faulty system is not repairable within 48 hours from the time of reporting of fault, a stand-by/back-up support of the faulty system shall be provided immediately. If the firm fails to make the system working by any of the two options, **penalty of Rs. 50/- (Rupees fifty only)** will be imposed per working day per system (i.e. Desktop Computer, Laptop, Printer, Scanner, Peripherals and UPS alone) after the next two working days (i.e. 48 hours) of the booking of the fault. Fault booked will be treated as rectified only if the AMC Contractor gets satisfactory report from the user on the date of rectification.
10. In case of non-adherence to preventive maintenance schedule, a penalty of 10% of the total of AMC charges for the Quarter for every such failure in a quarterly schedule will be recovered.
11. Frequent faults of same nature in the same Desktop Computer, Laptop, Printer, Scanner, Peripherals and UPS will be considered inefficient attendance by the AMC contractor and if repeated faults of same nature in the same Desktop Computer, Laptop, Printer, Scanner, Peripherals are noticed frequently, notice of termination for the company may be issued.
12. This office reserves the right to disqualify such bidders who have a record of not meeting contractual obligations against earlier contracts entered into with this office. This office also reserves the right to blacklist a bidder for a suitable period in case if he fails to honor his/her bid without sufficient grounds.
13. Bids shall be evaluated as per package AMC cost given by bidder in price schedule. Rates for the annual maintenance should be quoted for all the items and bidders quoting partial rates for selective items will be summarily rejected.

14. The firm shall not further sublet the AMC under any circumstances to a third party/sub-contractor for the maintenance.

15. **ARBITRATION CLAUSE:** In case of any disputes between the parties viz. the Office on one hand and the agency/firm awarded the Contract on the other hand, arising out on account of scope of the work and other mandatory liabilities as stated in the Tender Document/Contract Agreement, the dispute shall be referred to an Arbitrator as per Arbitration and Reconciliation Act 1996, in Kolkata jurisdiction.

ANNEXURE-I

BID APPLICATION CUM DECLARATION FORM

To,
The Managing Director
KSSFCL Bengaluru

Sir,

With reference to your tender notice, I am to submit my tender documents for Annual Maintenance Contract for Desktop Computer, Laptop, Printer, Scanner, Peripherals for the one year along with annexure of Tender Notice.

Declaration:

1. I/We, the undersigned affirm and certify that I have examined the terms & conditions Mentioned in the Tender Notice and agree to abide by all the terms and conditions laid therein; which are being signed in token of my acceptance
2. The rates quoted by me/us are valid for 90 (Ninety) days from bid opening and binding upon me for the entire period and it is certified that the rates quoted are minimum and rational as per existing market rate.
3. Until a format Work Order of Contract is prepared and executed, this Bid together with your acceptance thereof in your notification of award shall constitute a binding contract between us.
4. I/We hereby undertake to execute the work as per direction given in the tender document within stipulated period. In case, I fail to abide by any terms and conditions or to carry on the contract satisfactorily, I will be liable to the termination of contract as mentioned in the terms and conditions.
5. I/We understand that you are not bound to accept the lowest or any bid, you may receive.

Date;

Signature of Bidder (s)

Telephone

No.-Fax

No.-

Email Address-

ANNEXURE-II

LETTER OF AUTHORISATION FOR ATTENDING BID OPENING

Subject: Authorization for attending bid opening on _____(date) in the tender of _____

Following persons are hereby authorized to attend the bid opening for the tender mentioned above on behalf of _____(Bidder) in order of preference given below.

Order of Preference

Name

Specimen signature

I

II

Signatures of bidder (s)

with sealNote:

1. Maximum of One representative will be permitted to attend bid opening. In case where it is restricted to one, first preference will be allowed. Alternate representative will be permitted when regular representative is not able to attend.
2. Permission for entry to the hall where bids are opened may be refused in case authorization as prescribed above is not received.

Annexure-III
Proforma for Financial
Bid

Sl. No.	Equipment Name	Equipment Make	Model	AMC Charges per unit	Total amount (Incl. All Taxes etc.)
1	Desktop	Assembled/HP/Dell	i3 Processor/500 GB HD Intel Mother Board 4 GB Ram/ windows 10/7	41	
2	Laptop	HP/Lenovo	i3 Processor/500 GB HD 4 GB Ram/ windows 10/7	15	
3	Printer	HP/Samsung LaserJet	Laser jet Pro	10	
4	Scanner	HP	Feeder Scanner	3	
5	Other				
6	Other				
7	Other				
	Total				
Total Composite Price (Desktop + Laptop + Printer + Scanner)					

Signature with seal