

**Shivamogga, Davanagere & Chitradurga Co-operative Milk
Producers Societies Union Ltd.**

Machenahalli, Nidige Post Shimoga. (KARNATAKA)-577 222



**Tender Document for Comprehensive Annual Maintenance
contract (AMC) for Computers, Printers & Camera's for
Two years**

(Through E-procurement Portal Only)
<https://www.eproc.karnataka.gov.in>

Shivamogga, Davanagere & Chitradurga Co-operative Milk Producers Societies Union Ltd.

Machenahalli, Nidige Post Shimoga (KARNATAKA)-577 222

Shivamogga, Davanagere & Chitradurga Co-operative Milk Producers Societies Union Ltd.

Machenahalli, Nidige Post Shimoga (KARNATAKA)-577 222

**Tender Notification
INVITATION FOR TENDER**

(ONLY THROUGH E- PROCUREMENT)

TENDER REFERENCE(IFT No)	:	Comprehensive AMC of Computers, Printers & Camera for Two Years ----- IFT No.SMU/MIS/E.Proc:Tender:20:3868:2015-16 Dt: 03-09-2015
DATE OF PUBLICATION OF TENDER	:	10-09-2015
LAST DATE AND TIME FOR RECEIPT OF TENDERS	:	05-10-2015 Time 17.30 hrs
TIME AND DATE OF OPENING OF TECHNICAL TENDER BID	:	07-10-2015 Time 14.30 hrs
OPENING OF COMMERCIAL BID		Will be intimated
ADDRESS FOR COMMUNICATION	:	Managing Director. Shivamogga, Davanagere & Chitradurga Co-operative Milk Producers Societies Union Ltd. Machenahalli, Nidige Post Shimoga (KARNATAKA)- 577 222 Contact No. 08182-246161/63

**Shivamogga, Davanagere & Chitradurga Co-operative Milk
Producers Societies Union Ltd.**

Machenahalli, Nidige Post Shimoga (KARNATAKA)-577 222

Phone; 08182-246161/63

Fax: 08182-246284

E Mail: md_shimul@yahoo.com

=====
IFTNo:SMU:MIS:E.Proc:Tender:20:3868:2015-16

Date:-03-09-2015

Sub: - Tender for Annual Maintenance Contract for computers, printers &
Camera's

Tenders are invited through e procurement portal for Annual Maintenance Contract (AMC) of computers, printers & Camera's for TWO years. The tender document may be downloaded from www.eproc.karnataka.gov.in website only.

For additional information, you may contact M.I.S/SYSTEM OFFICER
08182-246161, 246163.

Managing Director
**Shimoga,Davanagere & Chitradurga
Cooperative Milk Union Ltd.**

**Shivamogga, Davanagere & Chitradurga Co-operative Milk
Producers Societies Union Ltd.**

Machenahalli, Nidige Post Shimoga (KARNATAKA)-577 222

Contents

Section No.	Description	Page
PART-I		
1	INVITATION FOR TENDERS (IFT)	5-6
2	INSTRUCTIONS TO TENDERERS (ITT)	7-15
3.	FORM OF TENDER QUALIFICATION INFORMATION	16-18
4.	TERMS & CONDITIONS OF CONTRACT	19-21
PART-II		
1.	COMMERCIAL BID FORM	22

Shivamogga, Davanagere & Chitradurga Co-operative Milk Producers Societies Union Ltd.

Machenahalli, Nidige Post Shimoga (KARNATAKA)-577 222

INVITATION FOR TENDER (IFT)

(Two cover system)

(Only Through E-Procurement Process)

IFTNo:SMU:MIS:E.Proc:Tender:20:3868:2015-16

Date:-09-09-2015

1. The Managing Director, Shivamogga Co-operative Milk Union Ltd., invites tender from eligible tenderers, for **Comprehensive AMC of computers & Printers** through e-procurement process in TWO cover system i.e., **Technical** and **Commercial** separately.
2. The Tender documents may be downloaded free of cost from Government of Karnataka e procurement website **www.eproc.karnataka.gov.in** under login for contractors. Interested tenderers may obtain further information at the same address.
3. After login to contractors, please scroll down to the right side bottom to see list of tenders, please check there to find details of tender and download copy of the tender.
4. The tenderers need to register the e procurement portal to submit tenders on line.
5. The tenderers are required to pay the Earnest Money Deposit of Rs. 20,000/- only through e-procurement portal only using any of the four modes.
 - 1) **Credit Card**
 - 2) **Debit Card**
 - 3) **Remittance at the Bank Counter – in ICICI Bank**
 - 4) **NEFT (Offline payment).**

The tenders shall be electronically submitted (online through internet) within due date and time published in e-procurement portal **www.eproc.karnataka.gov.in**. Cover-I (Technical details) will be opened at prescribed time and date in the e procurement portal and evaluated. The Commercial bid (Cover –II) of the Tenderer, who is found to be qualified to execute the tendered works, will be opened at prescribed date & time.

6. The Tenderers are advised to note the **minimum qualification criteria** specified in Clause 2 of the Instructions to Tenderers to qualify for award of the contract.
7. Earnest Money Deposit of Rs.20,000/- will have to be in any one of the forms as specified in the Tender document and shall have to be valid for 90 days beyond the validity of the tender.
8. The tenderer should have completed at least 3 similar works executing maintenance contract of computers, printers & Camera's.
9. The tenderer should have executed the AMC of 50 nos. of computers and 30 nos. of printers in any of the unit of KMF.
10. Bidders can access tender documents from **www.eproc.karnataka.gov.in** website only and upload the required details; that are mentioned in different sections in the bid document in to electronic tender on the website. Scanned documents that are required to be furnished as per Section(s) of the bid document through e- procurement.

11. The cost of the tender document once paid will not be refunded.
12. Further security deposit of **Rs.20, 000/-** should be deposited in the form of DD payable in favor of Managing Director, Shimoga Milk Union Ltd, or in Cash to the Union within 15 days from the date of **receipt of work order** which will be repaid after successful completion of the contract period.
13. The Services & Resources required for all offices of the Shimoga Milk Union should be provided at the risk & cost of Successful tenderers.
14. SMU reserve the right to cancel or annul the entire or part of this process of invitation at any time without assigning any reason.
15. For any additional information regarding the above tender, the firms who are interested to quote, may contact office of the undersigned at the office address given below on all working days during office hours (9:30 am to 05:30 pm).
16. List of documents to support qualification of bidder is to be uploaded to the e-procurement website **www.eproc.karnataka.gov.in**.
17. Other details can be seen in the tender documents.

Managing Director
Shimoga, Davanagere & Chitradurga
Co-operative Milk Union Ltd.

**Shivamogga, Davanagere & Chitradurga Co-operative Milk Producers
Societies Union Ltd.
Machenahalli, Nidige Post Shimoga (KARNATAKA)-577 222**

SECTION 2: INSTRUCTIONS TO TENDERERS (ITT)

Table of Clauses

A. General	Page No.
1. Scope of Tender	8
2. Qualification of tenderer Tender Capacity	8-9
B. Tender Documents	
3 Amendment of Tender documents	9
C. Preparation of Tenders	
4. Documents comprising the Tender	9
5. Tender prices	9
6. Tender validity	9-10
7. Earnest money deposit	10
8. Format and signing of Tender	10
D. Submission of Tenders	
9. Uploading & Submission of tenders	11
10. Deadline for submission of Tenders	11
11. Late Tenders	11
12. Modification and Withdrawal of Tenders	12
E. Tender opening and evaluation	
13. Opening of Technical Cover of all Tenders and evaluation to determine Qualified Tenderers	12
14. Opening of Financial Cover Tenders of qualified Tenders and evaluation	12
15. Process to be confidential	13
16. Clarification of Tenders	13
17. Examination of Tenders and determination of responsiveness	13
18. Correction of errors	13-14
19. Evaluation and comparison of Tenders	14
F. Award of contract	
20. Award criteria	14
21. Employer's right to accept any tender and to reject any Or all Tenders	14
22. Notification of award and signing of Agreement	14-15
23. Security deposit	15
24. Corrupt or Fraudulent Practices	15

A. General

1. Scope of Tender

1.1. The Managing Director, Shivamogga, Davanagere & Chitradurga Co-operative Milk Union Ltd., (Referred to as SMU in these documents) invites tenders following Two Cover e-procurement process, from eligible Tenderers, for the **AMC of Computers, Printers & Camera's** (as defined in these documents and referred to as "the work") detailed in the Table given in the Invitation for Tenders (IFT).

The scope of the work includes the following:-

- 1) Attending & Rectification of all defects & problems pertaining to Server's, Printer's, and Desktop Systems within stipulated period of time (Server & Desk top problems need to be attended within 4 hours and printers, Switches & Camera's problems need to be attended within 8 hours of logging the complaints).
- 2) Installation of Server & Desktop Operating Systems, Office Applications, all necessary drivers, printer drivers, Anti-Virus & resolving the network issues.
- 3) Immediate Repair or Replacement of defective parts with genuine hardware parts of equivalent or higher specifications. A standby arrangement is mandatory in this case.

2. Services to all offices of Shivamogga, Davanagere & Chitradurga Co-operative Milk Union Ltd.,

3. Qualification of the Tenderer & Tender Capacity:

3.1. All Tenderers shall provide the required information accurately and with sufficient details.

3.2. The firm should have minimum **TWO** years of experience in providing AMC for computers, printers & camera's for reputed firms.

3.3. Satisfactorily completed as prime contractor, at least 2 AMC of computers, printers & camera's. The proof of satisfactory maintenance is to be supported by the certificates issued by the Organization for having satisfactorily maintained the computers, printers & camera's. The firm should have **minimum three qualified engineers**. The firm should provide details of their qualification and experience.

3.4. The firm should have executed the AMC of at least 50 no's of Computers and 30 no's of printers in any of the unit of KMF.

3.5. The firm should have the following registration with statutory departments and should furnish copy of certificates along with technical tender. On demand original shall be produced for verification.

3.5.1.1. Registration of establishment/firm/company/Individual/Small scale Industry.

3.5.1.2. Service tax registration

3.5.1.3. PAN number

3.6. Those contractors, who are service base out side Shimoga, **must establish a service centre in Shimoga** with service engineers and with sufficient spares.

3.7. Tenderers shall not be under a declaration of ineligibility for corrupt and fraudulent practices issued by the Government of Karnataka

3.8. Tender Capacity

- a. Tenderers, who meet the above specified minimum qualifying criteria, will only be qualified.
- b. Even though the Tenderers meet the above criteria, they are liable to be disqualified if they have:
 - i. Made misleading or false representations in the forms, statements and attachments submitted in proof of the qualification requirements; and/or
 - ii. Record of poor performance such as abandoning the works, not properly completing the contract, inordinate delays in completion, litigation history, or financial failures etc.; and/or
 - iii. Participated in the previous Tender for the same work and had quoted unreasonably high tender prices and could not furnish rational justification.

B. Tender document

The set of tender documents shall have all the sections given in page 4.

4. Amendment of Tender documents

- 3.1 Before the deadline for submission of tenders, the Employer may modify the tender documents by issuing **addenda**.
- 3.2 Any **addendum** thus issued shall be part of the tender documents and shall be uploaded in the e-procurement web-portal.
- 3.3 To give prospective Tenderers reasonable time in which to take an **addendum** into Account in preparing their tenders, the Employer shall extend time as necessary the Deadline for submission of tenders, in accordance with **Clause 10 below**.

C. Preparation of Tenders

5. Documents comprising the Tender

- 4.1 The tender submitted in e- procurement web-portal by the Tenderer shall contain the documents as follows:
 - a) Earnest Money Deposit.
 - b) The Tender (in the format indicated in Section 2).
 - c) Qualification Information Form & Documents if applicable; and any other Materials required for completing and submitting by tenderers in accordance with these instructions. **The documents listed under Sections 2 and 4 shall be filled in without exception.**

6. Tender prices

- 5.1 The contract shall be for the whole works as described in Sub-Clause 1.1.
- 5.2 The Tenderer shall fill in rates & prices for each & every items (as specified in price schedule) along with **total tender price (both in figures and words) for the whole work**.
- 5.3 All duties, taxes, and other levies payable by the contractor under the contract, or for any other cause, shall be included in the rates, prices and total Tender Price submitted by the Tenderer.
- 5.4 The rates and prices quoted by the Tenderer shall be fixed for the duration of the Contract and shall not be subject to adjustment on any account.

7. Tender validity

- 7.1. Tenders shall remain valid for a period not less than ninety days after the deadline date for tender submission specified in Clause 10. A tender valid for a shorter period shall be rejected by the Employer as non-responsive.
- 7.2. In exceptional circumstances, prior to expiry of the original time limit, the Employer may request that the Tenderers may extend the period of validity for a specified additional period. The request and the Tenderers' responses shall be made in writing or by cable. A Tenderer may refuse the request without forfeiting his earnest money deposit. A Tenderer agreeing to the request will not be required or permitted to modify his tender, but will be required to extend the validity of his earnest money deposit for a period of the extension, and in compliance with Clause 7 in all respects.

7. Earnest money deposit

- 7.1 Earnest Money Deposit only through e-procurement portal only using any of the following four modes.
- 1) **Credit Card**
 - 2) **Debit Card**
 - 3) **Net Banking**
 - 4) **Remittance at the Bank Counter - Challan (Offline Payment)**
 - 5) **NEFT (Offline payment).**
- 7.2 Instruments having fixed validity issued as earnest money deposit for the tender shall be valid for 45 days beyond the validity of the tender.
- 7.3 Any tender not accompanied by an acceptable earnest money deposit and not secured as indicated in Sub-Clauses 7.1 and 7.2 above shall be rejected by the Employer as non-responsive.
- 7.4 The earnest money deposit of unsuccessful Tenderers will be returned within 30 days of the end of the tender validity period specified in Sub-Clause 6.1.
- 7.5 The earnest money deposit of the successful Tenderer will be discharged when the Tenderer has signed the Agreement and furnished the required Performance Security.
- 7.6 The Earnest money deposit may be forfeited:
- a) If the Tenderer withdraws the Tender after tender opening during the period of tender validity;
 - b) If the Tenderer does not accept the correction of the Tender Price, pursuant to Clause 20; or
 - c) In the case of a successful Tenderer, if the Tenderer fails within the specified time limit to
 - (i) Sign the Agreement; or
 - (ii) Furnish the required Security deposit.

8. Format and signing of Tender

- 8.1 The completed bid comprising of documents should be uploaded in the e-procurement portal along with scanned copies of requisite certificates those are mentioned in different sections in the bid document and scanned copy of Bid Security / EMD.
- 8.2 All the documents should be uploaded in e-procurement portal. Tenderer should take a print out of the declaration letter provided in the website on company letter head and should sign, stamp and upload the same to the tender.

D. Submission of Tenders

9. Up-loading & submission of tenders.

9.1 The tenders should be uploaded only through e-procurement portal Tender should contain

A. Technical Tender consisting of following:

- a. Firm/Institution details.
- b. KVA/CST registration certificates
- c. Income tax PAN

1. All the above documents with required details in prescribed format; those are mentioned in different sections in the Tender. etc., shall be downloaded, filled with required details, signed, scanned & uploaded to the e-procurement portal (www.eproc.karnataka.gov.in).
2. The above documents along with the forms indicated Section-3 of Tender shall be scanned and uploaded to the website compulsorily, failing which tender will be rejected in view of incomplete bid document.

B. Financial Tender

The tenderer shall quote the final value obtained in the financial breakup sheet in the financial section in e-procurement portal only.

10. Deadline for submission of the Tenders

10.1 The Employer may extend the deadline for submission of tenders by issuing an amendment in accordance with Clause 3, in which case all rights and obligations of the Employer and the Tenderers previously subject to the original deadline will then be subject to the new deadline.

11. Late Tenders

11.1 The software of e-procurement system will not allow the Bidder to upload the documents after expiration of the stipulated date & time of Bid submission. The Bidder shall refer the server time, which will be displayed in the e-proc portal. SMU will not be responsible for non-receipt of bids with in the stipulated date & time prescribed, due to Internet Problems, improper uploading or any other related problems. In case of connectivity problems, Tenderer may contact Helpdesk of the e-procurement web-portal service provider and may also draw the attention of tender inviting authority.

12. Modification and Withdrawal of Tenders

12.1 Tenderers may “modify” and “withdraw” their tenders multiple numbers of times, until the deadline for submission of tenders by operating the relevant provision made in e-procurement. If the Tenderer withdraws the tender before the deadline for submission of tenders and later if he is interested to submit the tender once again, may do so within the stipulated date & time as mentioned in page # 2 before opening date of the tender.

12.2 No Tender may be modified/accepted after the deadline for submission of Tenders.

- 12.3 Withdrawal or modification of a Tender between the deadline for submission of Tenders and the expiration of the original period of Tender validity specified in Clause 10.1 may result in the forfeiture of the earnest money deposit pursuant to Sub- Clause 7.6.

E. Tender opening and evaluation

13. Opening of Technical portion of Tenders and evaluation to determine qualified Tenderers:

- 13.1 The Employer will open the **Technical details** of all the Tenders received (except those withdrawn), including modifications made pursuant to Clause 12, after 14.30 hrs on the date and the place specified in page # 2(IFT).
- 13.2 The Price Tenders of all the Tenderers including modifications for financial tenders will be opened on the same day or future days after evaluating the technical criteria as per date & time mentioned in page # 2(IFT).
- 13.3 The Employer will evaluate and determine whether each tender
- a) meets the eligibility criteria defined in ITT Clause 2.
 - b) is accompanied by the required earnest money deposit as per stipulations in ITT Clause 7.
 - c) meets the minimum qualification criteria stipulated in ITT Clause 2. The Employer will draw out a list of qualified Tenderers.

14. Opening of Price Tender of qualified Tenderers and evaluation:

- 14.1 The Employer will open the price tender of Qualified Tenderers as per the scheduled date and time as specified in page 2#. In the event of the specified date of Price tender opening being declared a holiday for the Employer, the price tenders will be opened on the next working day.
- 14.2 The Tenderers' names, the Tender prices, the total amount of each Tender, any discounts, and withdrawals, and such other details as the Employer may consider appropriate, will be announced by the Employer at the opening. No Tender shall be rejected at Tender opening.
- 14.3 The Employer shall prepare minutes of the Price Tender opening.

15. Process to be confidential

- 15.1 Information relating to the examination, clarification, evaluation, and comparison of Tenders and recommendations for the award of a contract shall not be disclosed to Tenderers or any other persons not officially concerned with such process until the award to the successful Tenderer has been announced. Any effort by a Tenderer to influence the Employer's processing of Tenders or award decisions may result in the rejection of his Tender.

16. Clarifications of Tenders

- 16.1 To assist in the examination, evaluation, and comparison of Tenders, the Employer may, at his discretion, ask any Tenderer for clarification of his Tender, including breakdowns of unit rates. The request for clarification and the response shall be in writing or by cable, but no change in the price or substance of the Tender shall be sought, offered, or permitted

except as required to confirm the correction of arithmetic errors discovered by the Employer in the evaluation of the Tenders in accordance with Clause 18.

- 16.2 Subject to sub-clause 16.1, no Tenderer shall contact the Employer on any matter relating to its Tender from the time of the Tender opening to the time the contract is awarded. If the Tenderer wishes to bring additional information to the notice of the Employer, it should do so in writing.
- 16.3 Any effort by the Tenderer to influence the Employer in the Employer's Tender evaluation, Tender comparison or contract award decisions may result in the rejection of the Tenderers' Tender.

17. Examination of Tenders and determination of responsiveness

- 17.1 Prior to the detailed evaluation of Tenders, the Employer will determine whether each Tender; (a) has been properly signed; and; (b) is substantially responsive to the requirements of the Tender
- 17.2 A substantially responsive Tender is one which conforms to all the terms, conditions, and specifications of the Tender documents, without material deviation or reservation. A material deviation or reservation is one (a) which affects in any substantial way the scope, quality, or performance of the Works; (b) which limits in any substantial way, inconsistent with the Tender documents, the Employer's rights or the Tenderer's obligations under the Contract; or (c) whose rectification would affect unfairly the competitive position of other Tenderers presenting substantially responsive Tenders.
- 17.3 If a Tender is not substantially responsive, it will be rejected by the Employer and may not subsequently be made responsive by correction or withdrawal of the nonconforming deviation or reservation.

18 Correction of errors

- 18.1 Tenders determined to be substantially responsive will be checked by the Employer for any arithmetic errors. Errors will be corrected by the Employer as follows:
- a) Where there is a discrepancy between the rates in figures and in words, the lower of the two will govern: and
 - b) Where there is a discrepancy between the unit rate and the line item total resulting from multiplying the unit rate by the quantity, the unit rate as quoted will govern.
- 18.2 The amount stated in the Tender will be adjusted by the Employer in accordance with the above procedure for the correction of errors and, with the concurrence of the Tenderer, shall be considered as binding upon the Tenderer. If the Tenderer does not accept the corrected amount the Tender will be rejected, and the earnest money deposit may be forfeited in accordance with Sub-Clause 7.6 (b)

19 Evaluation and comparison of Tenders

- 19.1 The Employer will evaluate and compare only the Tenders determined to be substantially responsive in accordance with Clause 16.

19.2 In evaluating the Tenders, the Employer will determine for each Tender the evaluated Tender Price by adjusting the Tender Price as follows:

- (a) Making any correction for errors pursuant to Clause 18; and
- (b) Making appropriate adjustments to reflect discounts or other price modifications offered in accordance with Clause 12.

F. Award of Contract

20 Award criteria

20.1 Subject to Clause 22, the Employer will award the Contract to the Tenderer whose Tender has been determined to be substantially responsive to the Tender documents and who has offered the lowest evaluated Tender Price, provided that such Tenderer has been determined to be and qualified in accordance with the provisions of Clause 2.

21 Employer's right to accept any Tender and to reject any or all Tenders

21.1 The Employer reserves the right to accept or reject any Tender, and to cancel the Tender process and reject all Tenders, at any time prior to the award of Contract, without thereby incurring any liability to the affected Tenderer or Tenderers or any obligation to inform the affected Tenderer or Tenderers of the grounds for the Employer's action.

22 Notification of award and signing of Agreement

22.1 The Tenderer whose Tender has been accepted will be notified of the award by the Employer prior to expiration of the Tender validity period by cable, telex, e-mail or facsimile confirmed by registered letter. This letter (hereinafter and in the Conditions of Contract called the "Letter of Acceptance") will state the sum that the Employer will pay the Contractor in consideration of the execution, completion, and maintenance of the Works by the Contractor as prescribed by the Contract price.

22.2 The work order will be issued only after furnishing of Security deposit in accordance with the provisions of Clause 23.

22.3 The Agreement will incorporate all agreements between the Employer and the successful Tenderer. It will be kept ready for signature of the successful Tenderer in the office of Employer within 30 days following the notification of award along with the Letter of Acceptance. Within 20 days of receipt, the successful Tenderer will sign the Agreement and deliver it to the Employer.

23 Security deposit

23.1 Mentioned in IFT Sl. No 7 , payment of security deposit Rs. 20,000/- in the form of DD payable in favor of Managing Director, Shivamogga, Davanagere & Chitradurga Milk Union Ltd, or in Cash to the Union within 15 days from the date of receipt of work order which will be repaid after successful completion of the contract period.

23.2 Failure of the successful Tenderer to comply with the requirements of clause 22 & submission of supporting contract documents shall constitute sufficient grounds for cancellation of the award and forfeiture of the earnest money deposit.

24 Corrupt or Fraudulent practices

24.1 The SMU requires that the Tenderers/Contractors, observe the highest standard of ethics during the procurement and execution of such contracts. In pursuance of this policy, SMU:

- a) Will reject a proposal for award if it determines that the Tenderer recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.
- b) will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a SMU contract if it at any time determines that the firm has engaged in corrupt or fraudulent practices in competing for, or in executing, SMU contract.

SECTION 3:

FORMS OF TENDER AND QUALIFICATION INFORMATION

-Firm/ Institution details:

Page No. 17-18

Firm/ Institution details

S.N.	Details of the firm				
1	Name of the firm				
2	Office Address				
3	Telephone No.				
4	Fax No.				
5	Office Address				
6	Telephone No.				
7	Fax No.				
8	Name of the Authorized Signatory				
9	Phone No/Mobile No.				
10	Name of the Contact person				
11	Phone/Mobile no. of the contact person				
12	Valid e-mail of the firm				
13	Registration details - Establishment/firm/company/Individual / Small scale Industry				
14	Service tax Registration				
15	Permanent Account No.				
16	CST No.				
17	Details of evidence of having rendered service during the past orders placed for AMC of minimum 50 computers , 30 printers & 20 camera's (Furnish copies of work order as proof)				
S.N.	Name of the firm	PO No. & Date	Qty	Contact person	Mobile No.
1					
2					
3					
4					

S.N.	Details of the firm	
18	Name of the three service Engineers who shall have sufficient experience at higher level to maintenance and servicing of computers, printers, servers, OS, Network	1) 2)

	independently.	3)
19	Documents attached in electronic mode Fill Yes/ No)	
190.1	Details of firm	
19.2	Firm registration details	
19.3	Service tax registration certificate	
19.4	VAT registration certificate	
19.5	Copies of PO for having rendered AMC of at least 3 firms.	

Signature of the tenderer

ANNEXURE - A**Agreement****Terms and Conditions of Contract**

- 1) The contractor should provide the maintenance service for **two years** between 9.30 AM to 5.30 PM and in exigencies before or after these timings as the applications running on these machines are online applications at Shivamogga/Davanagere Dairy and Chilling centers. The successful tenderer shall attend the emergency calls even during holidays and Sundays or whenever is required.
- 2) The contractor shall not subcontract the maintenance of computers, printers & camera's to any other agencies. If the contractor found to have sub contracted the work, the AMC will be terminated and security deposit and any bills due will be forfeited.
- 3) The comprehensive Bi-Annual maintenance contract shall include all the spares of computers, server, switches and printers inclusive of monitors. All internal spare parts of computers, server and printers and cables, camera spare parts, Teflon sheets of laser jet printers/Inkjet Printers and other Printers are also included under AMC. LAN-OFC cable Splicing work is also included. The following parts are not included under AMC
 - i. Keyboard and mouse
 - ii. Outer covers of printers
 - iii. Printer head
 - iv. Refill packs and cartridge
 - v. Power cable
 - vi. Printer cable
 - vii. Printer Knob.
 - viii. OFC cable & trenching work
 - ix. Camera's
 - x. 3+1 cable, RG 6 cable and other accessories
- 4) Those contractors, who are service base other than Shimoga, must have a service centre in **Shimoga** with service engineers and with required enough spares. The contractor should always be in a position to replace defective parts of all brands of Desktops, Servers, Printers, and switches, etc without any delay.
- 5) The contractor should provide **one service engineer** daily and he should maintain the computers, printers & camera's in dairy premises . The deputed engineer can be changed with the prior written permission of the concerned officer, SMU. Frequent changes of the engineer shall not be permitted.
- 6) The deputed service engineer should have sufficient technical qualification & experience to handle hardware, software & communication issues that may arise during the usage of the system. The deputed engineer should be well versed with computer, printer, camera's and

networking maintenance and shall have knowledge of Kannada and English language. The deputed engineer shall attend on all working days and be available from 9.30 AM to 5.30 PM. However, in case of emergency they shall work as per instruction of M.I.S Officer (Systems).

- 7) The resident engineer shall mark their daily attendance at MIS section. If the service engineer wants to be on leave, then he shall have to inform the M.I.S (Systems) and the AMC vendor. The vendor on such request from engineer shall arrange a suitable substitute for the relieved engineer. If the AMC vendor fails to provide a suitable substitute for the relieved engineer or the engineer remains absent from his/her duty or do not adhere to duty as mentioned in the clause 6 above, then management has discretion to impose suitable penalty to the contractor.
- 8) The service engineer shall maintain complaint log book for complaints received and attended. All the repairs done must be recorded. At the end of every day, the log book should be brought to the notice of M.I.S Officer (Systems). In the absence of M.I.S Officer the report should be brought to the notice of concerned section.
- 9) If SMU asks the contractor to remove the service engineer stating the reasons, the contractor shall ensure that the person leaves the site within three days and has no further connection with the work in the contract. The contractor shall arrange replace the service engineer within three days.
- 10)The contractor should depute a service engineer to chilling centers Atleast once in a month. The service engineer shall maintain complaint log book for complaints received and attended
- 11)The contractor should insist their service engineers to carry mobile phones to facilitate immediate contact.
- 12)If any problems are found with operating system/drivers/Antivirus software, the same shall be replaced /reloaded after taking concurrence from the systems department. The necessary software/drivers/antivirus will be provided by the systems department.
- 13)The contractor should carry out the **preventive maintenance** every quarter in the beginning of the quarter and a report to be submitted to the M.I.S Officer (Systems), along with quarterly bill addressed to Managing Director. Preventive maintenance includes the following
 - a. Defragmentation of disk drives & scanning for disk errors
 - b. Checking and cleaning all the computer, printer,camera's.
 - c. Checking & fixing the network connectivity problems at client side such as IP addressing, finding loose contacts & fixing them.
 - d. Provide support for trouble shooting for day-to-day applications such as operating system, MS office & other software's.
- 14)SMU will inform complaints to the firm on telephone/email/fax and allot complaint no. The firm should mention the complaint no. & date on the call report at the time of attending the complaint.
- 15)The contractor should provide a standby of similar configuration of computer/server/printer, if any machine is not repaired within 24 hours of registering the compliant.
- 16)Any damages while servicing the computers, server and printer by the contractor or its service personnel should be made good by the contractor. The firm shall take allmost care while service/maintaining the computers, server and printers.

- 17)SMU is not responsible for any accidents/injury to the service engineer while attending the repair/servicing at any of our locations and not liable for any sort of compensation to the service engineer or to the firm.
- 18)SMU may at its own discretion may add more equipment to the AMC or withdraw some of the equipment from AMC. In such cases, payment shall be made on prorata basis at the rate agreed to in the tender for similar equipment.
- 19)SMU shall not make any payment or incidental charges towards transportation of systems for repairs from dairy/CC's its offices to their firm. The firm has to make their own arrangement for transportation.
- 20)The Payment after completion of each quarter will be made after deductions of the applicable taxes. The contractor has to submit the bills quarter wise. The bill should be accompanied by satisfactory (WORKING) certificate from MIS Officer (systems).
- 21)The service engineer should register the complaints with the supplies/call centre pertaining to the systems/server which is under warranty.
- 22)SMU is having full rights to terminate the contract by giving one month notice to the successful tender if the work carried out is not satisfactory. In such case, SMU is not liable to pay security deposit/any losses/compensation to the firm.

Penalty clause

1. In case of breakdown for more than 48 hours, the firm should provide standby unit until the system is repaired and put back to work. In case the firm fails to provide backup system or fails to attend to it for more than 48 hours, a penalty of Rs. 50/- per day per unit would be levied till the computer/printer/camera is set right & put to work.
 2. In case, the firm takes more than 7 days to rectify the problem and fail to provide standby unit, the SMU reserves the right to employ another firm to get the fault rectified early. The expenses so incurred in rectifying the fault including spare parts cost if any will be recovered from the contractor or adjusted in the AMC payment for the subsequent period.
- 23)The Contractor shall be required to handover all the equipment in working condition at the time of termination/completion of contract. Otherwise, the same shall be rectified from the external agencies and whole replacement/repair cost will be borne by the contractor only
 - 24)Any disputes or difference arises between SMU and the contractor on any matter within the scope of the contract shall be subjected to jurisdiction in law courts at Shimoga, Karnataka only. It is agreed that no other court shall have jurisdiction to entertain any suit or proceedings even though part of the cause of action might arise within the jurisdiction of any such courts.

**PRICE QUOTE
PART-II**

The Managing Director.,
Shimoga Milk Union Ltd.,
Shimoga.

Sir,

Sub:-Tender for Bi-Annual Maintenance Contract for **Computers, Printers & Camera's**
Ref:-IFTNo:SMU:MIS:E.Proc:Tender:20:3868:2015-16 Date:03-09-2015.

With reference I/We herewith submitting my/our Tender Particulars indicated below.

S.N	Particulars	AMC Rate Quoted per month.
1	Bi-Annual maintenance Contract of Computers, Printers & Camera's in Shimoga,Davanagere & chitradurga milk Union. (Applicable Taxes)	Rs. Rs(In Words)

I/We hereby once again confirm that, I/We have thoroughly studied the Tender Document and understood the tender conditions, and tender specifications. I/We fully understand the nature of Particulars, I/We have Quoted for, the Bi-Annual maintenance Contract of Software in Shimoga, Davanagere & chitradurga milk Union. I/We hereby agree that, the decision of Managing Director, SHIMUL shall be final as per the terms & conditions of this tender.

SIGNATURE OF TENDERER

DATE:

Name & Address: