

Kerala Transport Development Finance Corporation Limited

6th Floor (Level 8), "Trans Towers", Vazhuthacaud, Thiruvananthapuram

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TENDER No. KTDFC/MIS/AMC/2015-16/2 Dated 10.05.2018

**Tender Form for Sealed Competitive Bid for Annual Maintenance Contract for
Desktops, Laptops, Servers and Peripherals**

TENDER SCHEDULE

**Last Date and Time for the
submission of Tender**

: 25.05.2018 2:00 PM

Date of opening of Tender

: 25 .05.2018 2:30 PM

(Sd/-)

Managing Director

Notice Inviting Tender for Annual Maintenance Contract for Desktops, Laptops, Servers and Peripherals

Tenders in the prescribed form duly sealed are hereby invited by Kerala Transport Development Finance Corporation Ltd (KTDFC) for Annual Maintenance Contract (AMC) for Desktops, Laptops, Servers and Peripherals, more particularly described in the Schedule hereto, situated at the registered office of KTDFC for a period of three years from interested parties/firms having competence and skill and who can arrange supply of spare parts as per requirement.

Schedule of items:

Serial No.	Description of the item	Quantity
1	Desktops (including monitor, keyboard and mouse)	76
2	Laptops (Sony Vaio)	2
3	IBM Data Base Server	1
4	IBM Application Server	1
5	Sun Server	2
6	Dell Application Server	1
7	Dell Data Base Server	1
8	Laser Jet Printer	23
9	Multi Function Printer(HP MFP 1216)	2
10	Switch	8
11	Avocent Switch View KBM Switch Display	1

* *Interested parties/firms can inspect and verify the above mentioned items situated at the Head Office and Thiruvananthapuram Branch Office of KTDFC, during office hours with prior permission.*

SCOPE OF THE WORK

1. Successful tenderer (Contractor) shall take up the annual maintenance of the items mentioned above, as per the terms and conditions explained herein.
2. The AMC include free replacement/repair/updation of spares and materials, periodic inspections, routine maintenance and required skilled labourer/technicians for attending to the repairs/maintenance works. The objective/goal of AMC is trouble free performance/ output of the items mentioned above at the capacity/quality stipulated by the manufacturer. Even if any items within the overall office automation connectivity systems are not specifically listed in the schedule of items above, such items shall also be covered under the AMC. Similarly any subsequent variation of quantity/items referred above will also be included in the scope of this AMC and will be calculated in accordance with the quoted individual rates of such items and without altering any other terms and conditions.
3. The Contractor shall inspect the AMC items at least once a month and to attend routine maintenance and identify defects in operations, if any, and take effective and timely steps for rectification. Preventive measures and repairs shall be attended promptly in order to achieve zero defects and to prevent loss of work time. Proper log of the AMC items indicating maintenance/repair works done/replacement of parts shall be maintained by the Contractor and the same shall be made available to the officials of KTDFC as and when required, for inspection.
4. In case of any complaint during AMC period, the contractor must attend the complaint immediately and rectify the problem and/or replace parts on the same day, as far as possible. In case the call is made late in the afternoon, it can be attended on the next day morning. In case the problem is major in nature and there is need for prolonged repair work for a system or equipment, suitable standby arrangement shall be made by the Contractor in the manner mentioned in the terms and conditions.
5. Operating supplies and consumables such as paper, ink, cartridges, toners, ribbons, floppy disks, print heads, print head cables, microphones, speakers, battery, backups for operating systems, application software, drivers and such similar items will be provided by KTDFC and the AMC doesn't cover such items. The maintenance of all other items mentioned in the schedule of items above including the repair or replacement of parts, as and when necessary, of such items shall come under the AMC and shall be the responsibility of the Contractor and all expenses to be incurred in this regard shall be borne by the contractor.

6. In case of replacement of parts, the warranty/guarantee for such parts as may be given by respective manufacturers/distributors shall be made available/applicable to KTDFC.
7. The Contractor shall be responsible for the security of proprietary and confidential information of KTDFC and maintaining programme and application data backup of repairing items for reconstruction of lost or altered files, data or programmes, if any. KTDFC will be responsible for shifting or relocating any of the installations/equipment mentioned in the schedule of items, including transport charges, transit damages, etc and the Contractor shall provide assistance for such relocation, if required, at additional charge payable at rates to be agreed mutually.
8. AMC by the Contractor doesn't cover repair of defects in the items caused by unauthorised modification, tampering, abuse or misuse of the items and also in cases where the said items are being/have been serviced by a party other than the Contractor or personnel authorised by the Contractor. Loss or damage caused due to improper site conditions, failure of air-conditioning, accident, natural disaster, fire or water damage, improper use, acts of war, riots, civil disturbances, transportation, modifications done by personnel not authorised by the Contractor will not come under the ambit of the AMC. However repair works, if required under the circumstances as above will be done by the Contractor at terms and conditions to be mutually agreed when the situation warrants.

TERMS & CONDITIONS

- 1) Prescribed tender documents can be obtained from the Head Office of Kerala Transport Development Finance Corporation Limited, Level 8 (6th Floor), Trans Towers Vazhuthacaud, Thiruvananthapuram-695014 or the same can be downloaded from the website of KTDFC (www.ktdfc.kerala.gov.in). Tender form is free of cost.
- 2) Sealed envelope containing the tender documents duly signed by the tenderer(s), other necessary documents as mentioned in this tender form as well as the financial bid in the prescribed format (Annexure A) should be sent to the Managing Director, Kerala Transport Development Finance Corporation Limited, Level 8 (6th Floor), Trans Towers Vazhuthacaud, Thiruvananthapuram-695014 with a superscription "**Tender for Annual Maintenance Contract for Desktops, Laptops, Servers and Peripherals**". Demand draft/Banker's cheque for Rs. 5,000/- as EMD in favour of The Managing Director, Kerala Transport Development Finance Corporation Ltd. payable at Thiruvananthapuram should be attached with the tender.
- 3) Tender duly completed in all respects should reach KTDFC either by Registered post/courier or by person on or before 25.05.2018 by 2 PM.
- 4) Any tenders received after due date & time stated above shall not be entertained under any circumstances. KTDFC will not be responsible for any postal delay or misplacement of Tender documents sent by post.
- 5) The Bids will be opened on 25.05.2018 at 2.30 PM, in presence of the tenderers or their authorised representatives whoever are present, at the Head Office of KTDFC.
- 6) In case the information submitted by the tenderer is found to be incorrect/false, at any stage, tender/contract of such party will be rejected/terminated and Earnest Money Deposit (EMD) will be forfeited. Such party will be debarred from participating in KTDFC's tenders for a period of 3 (Three) years.
- 7) KTDFC reserves to itself the right to reject any or all the tenders without assigning any reason thereof and / or to call for any other details or information from any of the tenderers.
- 8) The Managing Director, KTDFC shall have the right to postpone/extend the date(s) of submission/opening of bids.
- 9) The successful tenderer (Contractor) should deposit 5% of the quoted amount subject to a maximum of Rs. 10,000/- with KTDFC as interest free Security Deposit within 15 days of the date of award of contract and shall also execute an Agreement. The security deposit amount shall remain in the account of KTDFC till the satisfactory completion of the AMC period and thereafter security amount shall be refunded to the Contractor without any interest within 30 days, after deducting any amount that may be due to KTDFC.
- 10) If the selected tenderer fails to deposit the security amount within 15 days, KTDFC shall be entitled to cancel the award/offer given to the tenderer and forfeit the earnest money deposited by him/them along with the tender forms without giving any notice and without any obligation whatsoever.

- 11) The earnest money of unsuccessful tenderers will be refunded within 15 days after the execution of Agreement with the successful tenderer. No interest will be given on E.M.D.
- 12) Acceptance or non-acceptance of any tender shall rest with the Managing Director, Kerala Transport Development Finance Corporation Limited at his/her discretion.
- 13) Non-compliance with any of the conditions given herein may be resulted in the rejection of tender.
- 14) KTDFC reserves the right to terminate the contract if the selected tenderer (Contractor) commits breach of any terms and conditions or if the performance of the Contractor is not satisfactory, by serving 7 days' notice in writing. In such cases, the loss and damage caused to KTDFC, if any, will be deducted from the security deposit and if the same is not sufficient, the balance amount will be recovered from the Contractor by taking legal actions including actions as per the provisions of the Kerala Revenue Recovery Act. Similarly KTDFC shall also have the right to recover any other amounts found due from the Contractor by taking recourse to the procedure above mentioned.
- 15) Contractor shall make payment of Security deposit by cash/demand draft/Banker's Cheque drawn on local banks. No outstation cheque shall be accepted in payment of security deposit, etc. In addition to Security deposit etc., Contractor is also liable to pay the required GST/other taxes as are applicable, as may be decided by Central/State Governments from time to time. The price quoted shall be inclusive of all applicable taxes and statutory dues, irrespective of the responsibility of the parties to the contract for the payment of the same. All such applicable taxes and statutory dues shall be deducted from the price payable to the contractor.
- 16) In the event of any default, failure, negligence, breach or violation, in the opinion of KTDFC, on the part of the Contractor in complying with all or any of the conditions, KTDFC will be entitled and be at liberty to terminate the contract, by serving 7 days notice in writing, without payment of any compensation or damages and also forfeit, for any loss or damage, in full or in part the amount deposited by the Contractor for due performance of the contract and if the same is not sufficient, the balance amount will be recovered from the contractor by taking legal actions including actions as per the provisions of the Kerala Revenue Recovery Act.
- 17) Only firms/individuals having at least three years experience in handling Annual Maintenance Contracts of the above/similar items in reputed companies/firms/establishments shall be considered for this tender. The tenderer should submit proof of their experience. This is subject to verification if necessary. Similarly they shall be able to arrange supply of spare parts as per requirement.
- 18) Incomplete tender will not be accepted. The tenderer should have to quote the amount in the prescribed performa ("**Annexure A**") . It shall be inclusive of all taxes. Overwriting of rates should be avoided. Tenderer must initial any cutting / rewriting / overwriting of rates. Nothing over and above the quoted amount would be payable to the successful bidder.
- 19) The tender will be rejected without assigning any reasons if the firm/company or its owner / partner/ director involves in any criminal case, declared black listed by any Govt./Semi Govt. department/ agencies, etc.

- 20) The tenderer shall have a service base in Thiruvananthapuram. In case of any complaint during AMC period, the contractor must attend the complaint immediately and rectify the problem and/or replace parts on the same day, as far as possible. In case the call is made late in the afternoon, it can be attended on the next day morning. In case the problem is major in nature and there is need for prolonged repair work for a system or equipment, suitable standby arrangement shall be made by the Contractor within 2 days. Otherwise penalty of Rs.200/- per day will be imposed on the Contractor. For penalty charges, the Working Hours would be from 10.00 AM to 5.00 PM (Monday to Saturday).
- 21) The maintenance of the items shall be done by qualified personnel. The Contractor shall be fully responsible for any loss, damage, expenses, if any, that may be caused to KTDFC due to any defective maintenance of the items and such amounts shall be recovered from the Contractor.
- 22) Payment at the agreed rates will be released by KTDFC to the Contractor on quarterly basis, within 7 days at the end of every three months, after receiving a quarterly certificate on the satisfactory performance from the Contractor of the service and the bill.
- 23) The Contractor cannot terminate the AMC before the expiry of the period of the contract except by giving 45 days' notice in writing, based on valid conditions. Otherwise the Contractor shall be liable to pay to KTDFC (without any demur or question) such amount of money as KTDFC may decide as damages.

Signature of Tenderer :

Name of the Tenderer :

Full Address :

Tender Form for Annual Maintenance Contract for Desktops, Laptops, Servers and Peripherals

Dated:

The Managing Director,

Kerala Transport Development Finance Corporation Limited,
Level-8 (6 th Floor), Trans Towers, Vazhuthacaud,
Thiruvananthapuram – 695 014.

Dear Sir,

1. I/We
..... hereby tender for the for
Annual Maintenance Contract for Desktops, Laptops, Servers and Peripherals in KTDFC.
2. I/We have quoted my/our rates as per proforma for price schedule “**Annexure A**” attached to this tender form.
3. In the event of acceptance of this tender, I/We agree to observe and be bound by the terms and conditions mentioned in this tender form and attached documents which is subject to such modifications from time to time as deemed necessary by the Managing Director, KTDFC and the same shall always be construed as agreed to be complied by me/us.
4. I/We agree to abide by the conditions and stipulations explicitly or implicitly laid down in the tender form/given by KTDFC from time to time.
5. The tender documents received from Kerala Transport Development Finance Corporation Limited are returned herewith duly accepted and signed by me/us on each page of the tender documents in acceptance of the terms and conditions.

Enclosures:

1. The Demand draft/Banker's cheque of Rs. 5,000/- being the E.M.D in favour of the Managing Director, Kerala Transport Development Finance Corporation Limited.
2. Proof of experience as per clause 17 of the terms and conditions.
3. Tender documents duly signed with seal, in token of acceptance of terms and conditions.
4. Declaration to the effect that the tenderer is neither blacklisted by any Govt. Department nor any Criminal Case is registered against the firm/company or its owner/partners/directors anywhere in India.

5. Certified copy of the PAN Card/ GST Registration No.
6. Authorisation Letter/Power of Attorney if any other person is authorised to sign the tender documents for partners/directors in the case of partnership firm/company
7. Rate quoted by the tenderer in the proforma for price schedule (Annexure A)
8. All other supporting documents as required in the tender .

Yours faithfully,

Signature of the Tenderer (Seal if any) :

Name of the Tenderer & Full Address :

Witnesses with address:

1.

2.

**Tender for Annual Maintenance Contract for
Desktops, Laptops, Servers and Peripherals in
Kerala Transport Development Finance Corporation Ltd.**

1. Name of the Firm :

2. Correspondence address with :
Telephone No. and Fax No.

3. Local address with Telephone No. :
and Fax No.

4. PAN :

5. GST Registration No. :

6. Details of Earnest Money Deposit :

7. Whether the documents mentioned in : Yes / No
the tender application are enclosed
with the tender

Signature of the Tenderer with Seal

Signature of the Tenderer:

ANNEXURE – A

PROFORMA FOR PRICE SCHEDULE

Tender for Annual Maintenance Contract for Desktops, Laptops, Servers and Peripherals

I/We

..... offer to take annual maintenance contract of the items mentioned in the tender, at the amounts indicated below:

SI No.	Description of the item	Quantity	Rate per each Unit (inclusive of all taxes) for 3 years	Total Rate for the whole item (inclusive of all taxes) for 3 years
1	Desktops (including monitor, keyboard and mouse)	76		
2	Laptops (Sony Vaio)	2		
3	IBM Data Base Server	1		
4	IBM Application Server	1		
5	Sun Server	2		
6	Dell Application Server	1		
7	Dell Data Base Server	1		
8	Laser Jet Printer	23		
9	Multi Function Printer (HP MFP 1216)	2		
10	Switch	8		
11	Avocent Switch View KBM Switch Display	1		
Grand Total				

It is hereby certified that I/we have understood all the terms and conditions specified in the tender documents and are thoroughly aware of the nature of job required to be done. We agree to abide by all the tender terms and conditions. I/We hereby offer to carry out the job detailed above as per the tender terms and conditions. The above offer shall stand firm and valid for 180 days from the date of opening of the tender.

(Signature and seal of Bidder)

Date: