

	<p><b>BHOPAL SAHAKARI DUGDH SANGH MARYADIT</b></p> <p><b>HABIBGANJ, BHOPAL 462024</b></p> <p>AN ISO 9001 : 2000 Certified Organization</p> <p>E-mail: bsdsim@gmail.com</p> <p>Phone 0755-2478250 Fax : 0755-2450896</p>
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Ref No: 44

Dated: 24/12/2019

**NOTICE INVITING TENDER**

Online Tenders are invited for annual maintenance contract of **Computer, Printer & Other peripheral items & Rate contract for new peripheral items** at Bhopal Sahakari Dugdh Sangh from reputed service provider or authorised service centres/Channel partner . The tender documents containing the terms and conditions can be purchased online & downloaded through following website <http://www.mptenders.gov.in> from 26/12/2019 11:00 AM onwards. The tender will be opened in the office of the undersigned as mentioned in tender time schedule(key date). The detailed Tender Form can be seen (only for reference) at our H.O website: [www.mpcdf.nic.in](http://www.mpcdf.nic.in)

Name of item	EMD (Rs)	Tender Fee (Rs)	Bid submission due date & time	Technical Bid opening Date & time
<b>Annual Maintenance of Computer, Printer &amp; Other peripheral items&amp; Rate contract for new peripheral item</b>	5000/-	500/-	15/01/2020 03:00 pm	16/01/2020 03:00 pm

**CHIEF EXECUTIVE OFFICER**

**BHOPAL SAHAKARI DUGDH SANGH MARYADIT**  
**HABIBGANJ, BHOPAL 462024**

*Ref No:*

*Date:*

**TENDER DOCUMENT**

Schedule I	:	General Terms & Conditions.
Schedule II	:	Scope of work
Schedule III	:	Form A & B
(To be downloaded filled manually & scanned copy uploaded online.)		
Schedule IV	:	Price Bid(Online)
Online Tender Fee	:	Rs.500/-(Rupees Five hundred only)
Place of opening of Tender	:	Meeting Hall of The Bhopal Sahakari Dugdha Sangh Maryadit, Bhopal.
Address for Communication	:	The CEO, Bhopal Sahakari Dugdha Sangh Maryadit, Bhopal 462024

**CHIEF EXECUTIVE OFFICER**

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## **SCHEDULE - I**

### **General Terms & Conditions for tender submission**

Bhopal Sahakari Dugdha Sangh Mydt, Bhopal (BSDS), an ISO certified cooperative organization, invites e-tenders from reputed service provider or authorised service centres/Channel partner for annual maintenance of **Computer, Printer & Other peripheral items** strictly in adherence to the detailed specifications given in the schedule II of the tender documents.

Bhopal Sahakari Dugdha Sangh Mydt., Bhopal reserves the right to accept or reject any or all tenders, which in their opinion justify such actions, without further explanation to the tenderers.

#### **1.0 TECHNICAL QUALIFICATION**

1. The firm should have successfully undertaken similar work in Govt. Department /Ministries/ renowned organization.
2. List of customers along with copies of order of AMC executed within last 2 years.
3. Income Tax Return for the last 3 financial years i.e. FY 2016-17, 2017-18 and 2018-19 must be attached.
4. The company should produce the self- attested photocopies of documents related to allocation of Registration Number, PAN number, GST number

#### **2.0 DECLARATION :**

The submission of a tender by a tenderer implies that he/she has read the notice and conditions of the tender and the terms and conditions of contract and has made himself/herself aware of scope and specifications of the supplies to be made and the destination where the supplies have to be made and satisfied himself/herself regarding the quality and specifications of the articles.

#### **3.0 TENDER SUBMISSION:**

3.1 Tenders received by e-mail will not be considered. However, amendments by e-mail to a tender sent will be considered, provided the same are received before the opening of the tender and confirmed by post.

3.2 The tenderer(s) should clearly state in their offer the address, telephone, fax, e-mail, PAN and GST Numbers. Any change in the address should immediately be communicated to the Chief Executive Officer, Bhopal Sahakari Dugdha Sangh Mydt, Bhopal and correspondence thereafter will be made at the changed address.

3.3 Negligence on the part of tenderer in filling the tender form offers him/her no right to withdraw the tender after it has been opened.

3.4 The acceptance of the tender and award of the purchase order will be the sole right of the Chief Executive Officer, Bhopal Sah. Dugdha Sangh Mydt. who does not bind himself to accept a tender in whole or in part or reject any or all the tenders received without assigning any reasons and no explanation can be demanded of the cause of rejection of the tender by any tenderer.

3.5 The Chief Executive Officer, BSDSM reserves the right to place order for whole requirement with any tenderer or split the orders among one or more tenderers or not to purchase at all any item even after rate approval.

3.6 The tenderers should submit the rates online only. The conditional tenders are liable to be rejected.

3.7 No person or firm is permitted to submit more than one tender under different names.

3.8 The tenderer shall not sublet the contract or assign to any other party or parties, the whole or any portion of the contract without prior written permission of Chief Executive Officer, BSDSM.

## Schedule II

### Scope of work

1. **AMC covers 76 desktops, 06 laptops, 04 line printers, 06 dot matrix printers, 32 laser printers & 20 installations in cattle feed plant, Mini dairy plant & different milk chilling centers.**
2. Resolve Network issues related to LAN terminals.
3. Handle, diagnose and rectify the taunts in network switches and router.
4. Restore the power supplies from the various UPS Systems when there is a power failure.
5. Repair of desktop/CPU Monitors at the site itself and if beyond his control, should get repaired from workshop.
6. Retrieve the lost data if any from computers/servers immediately.
7. Replace/repair desktop keyboards, mouse etc. Scan all the machines for presence Of any virus and if detected must be removed immediately.
8. The agency may visit the site physically see the equipment between 02.00 PM to 04.00 PM till the last date of tender document except holidays.
9. The successful bidder will have to deposit a "Performance Security Deposit off 10% of the contract amount, in favor of Bhopal Sahakari Dugdh Sangh payable at Bhopal and may be paid in the form of FDR or Bank Guarantee :-
10. The performance security deposit shall remain valid up to a period of 60 days /beyond the completion of all contractual obligations. In case the contract is further extended beyond the initial period fixed deposit receipts performance guarantee will have to be accordingly extended/ renewed by the successful bidder covering the period of contract. No interest whatsoever will be payable on such security deposit.
11. Conditional bids shall not be considered and will be out-rightly rejected.
12. The bids shall be opened on the scheduled date, time and venue as prescribed in the front page in the presence of the representative of the companies/ firms / agencies, if any, who are present on the spot at that time. Even if no representative of any of the bidder is present, the bids will be opened as per schedule. Only the bids fulfilling the conditions as laid down herein will be evaluated for selection..
13. The Competent authority appointed by the BSDS reserves the right to cancel any or all bids without assigning any reason.
14. Refilling of printer cartridge.

**15. Termination of contract**

- (a) BSDS reserves the rights to terminate this AMC at any time during the contract by giving one month's notice without assigning any reason whatsoever, if the services are found to be unsatisfactory.
- (b) It may be ensured that rates for parts of authorized brand only should be quoted and supplied for repair and AMC accordingly. In case if it is found at any stage during the tenure of the contract that sub-standard/inferior quality items Supplied necessary action will be taken against such tenderer, including forfeiture of their Performance Security and debarring them for quoting future tenders.
- (c) If the tenderer fails to undertake the job satisfactorily at any period of time during the contract or withdraw his services permanently for more than two Consecutive weeks, BSDS has every right to cancel the contract and forfeit the Performance Security Deposit.
- (d) If the tenderer fails to attend any complaint within 10 days. BSDS has every right to cancel the contract and forfeit the Performance Security Deposit.

**16. Preventive Maintenance Terms and Conditions:-**

- (i) The firm shall carry out preventive maintenance regularly and shall plan, as per schedule of quantities, such that maintenance is carried out in each equipment at least once in three months. A separate logbook should be maintained to record the preventive maintenance carried out on each equipment.

**(ii) The schedule of preventive maintenance shall be as follows:-**

Cleaning of all equipment using dry vacuum air, brush soft Muslin clothes. Running of test programmers to ensure quality print / date reliability. Checking of power of test program to ensure quality print /date reliability. Checking of power supply source for proper grounding and safety of equipment. Ensuring that the covers, crews, switches etc. are firmly fastened in respect of each equipment. Shifting of equipment as and when required. Running of diagnostic software for system performance on monthly basis.

**17. The Scope of software maintenance covers.**

All the complaints received shall be attended immediately as follows:  
Minor faults immediately.

(i) Major faults within 4 working days by replacement method, with the available spares, if instructed by Purchase office (Purchase section) , falling which Rs. 500/- per day of delay would be deducted from the AMC quarterly Bill.

(ii) The firm shall be responsible for taking backup data and programs available in PC. before attending the fault and shall be responsible for reloading the same. The backup copies are to be returned to the users.

(iii) If the equipment is required to be transported to the firms/manufacturer service workshop for repairs, the same shall be undertaken at the risk and cost of the firm.

a) Maintenance of all preloaded software's in the PCs and peripherals and ensuring loading the software, if not preloaded, at later stages. The following software's are presently in use.

- i) MS-Office (all version)
- ii) Window(all version)
- iii) Anti-virus (all version)
- iv) Hindi software (all version)
- v) Software support for exchange.

b) The firm must provide necessary support for maintaining VIRUS free computer environment in BSDS.

c) Data recovery from crashed hard disc drives from specialized firms, all expenditure, in this regard, shall be borne by the firm.

d) Handling, Maintenance and repair work related to LCDs.

**18. Penalty**

a) If the firm does not attend the complaint within 2 working days from the time of registration of complaints with the engineer deployed by the firm or on the telephone no. [Given by the firm for lodging complaints], a penalty of Rs. 500/- per day (from the third day after lodging the complaint) shall be levied.

b) If the fault is set right by replacing the defective sub assembly and equipment, the same should be re-installed after servicing within 7 days [if 7th day falls on holiday, the next working day]. In case of default, the penalty as prescribed above shall be levied.

- c) The contract would be initially for one year from the date of commencement of Contract. Further extension may be considered on mutual agreement for maximum of two extensions of one year each.

**Bid Validity**

Bid shall be valid for a period of 90 days from the date of opening.

**Documents composing the Bid**

**Technical bid:** (To be uploaded online –mandatory)

1. Form-A & B filled (with copy of PAN, GST Regn.)
2. Online EMD transaction acknowledgement
3. All documents mentioned in technical qualification.

**Commercial Bid**

- Commercial Bid form Online

**Bid price**

Price indicated on the price schedule shall be inclusive of pkg & frdg & freight.

GST (shall be extra)

**EARNEST MONEY DEPOSIT (RS.5000/-)**

- a) EMD should be submitted online only and attach copy of proof for payment of EMD in technical bid.
  - b) Any tender which is not accompanied by Earnest Money deposit are liable to be rejected. Earnest money deposit of unsuccessful tenderers will be returned within 90 days from the date of opening of the tender. The earnest money deposit of the successful tenderers will be released on completion of supply/work as the case may be within the stipulated period.
  - c) No interest will be paid on the earnest money for the period during which (the EMD) lies in deposit with Bhopal Sahakari Dugdha Sangh.Maryadit.
- EMD may be forfeited :
    - If successful Bidder/supplier fails/denies to perform work
    - If any bidder/supplier withdraw its bid during the bid validity period

**PRICES:**

- a) Prices offered by the tenderers should be firm and free from all escalations and shall be valid at



least for a period of 12 months from the date of approval of rates. BSDS will have the right to extend the validity of the tender approval by 3 months. We would communicate our rate approval within 60 days of opening of tender.

- b) The tenderer should quote rate on FOR dairy plant, Bhopal basis, GST shall be extra.
- c) If need be, negotiations will be done for prices and as well as terms & conditions of material supply only with the party which offers the lowest rate.
- d) Wharfage /Demurrage etc. on account of incorrect or delayed dispatch of material/documents shall be the responsibility of supplier and shall be recovered from the bills.

**CONSEQUENCES OF BREACH OF AGREEMENT:**

If any firm under the contract commits breach of any of the conditions, it shall be lawful for the Chief Executive Officer, Bhopal Sahakari Dugdha Sangh Mydt. to cancel the contract and to purchase material from any other alternate sources on the risk and cost of the defaulting unit.

**DISPUTE ARBITRATION & FINAL AUTHORITY:**

- a) It should be clearly understood that in the event of a successful tenderer failing to accept and execute the supply order, then decision of the Chief Executive Officer, Bhopal Dugdha Sangh Mydt., in this respect will be final and binding on the successful tenderer.
- b) For all matters of dispute, the decision of the Honourable Chairman, Bhopal Sah. Dugdha Sangh Mydt. Under Arbitration and Conciliation Act. 1996 shall be final and binding on all the concerned.
- c) For all disputes, the venue for legal course shall be at Bhopal.

**PAYMENT TERMS:-**

- i) Payment shall be made at the end of each quarter after successful completion of job.
- ii) TDS as per rules will be deducted from the bills of the contractor.

**BHOPAL SAHAKARI DUGDHA SANGH MARYADIT, HABIBGANJ,  
BHOPAL 462024**



**SCHEDULE – III**

**Form – A**

**(To be uploaded - mandatory)**

To,  
Chief Executive Officer  
BSDSM, Bhopal

Dear Sir,

Please find enclosed herewith scan copy of Online EMD transaction acknowledgement vide no.....dtd.....Rs.....towards EMD deposit.

**Seal & Signature of the of the tenderer**

**BHOPAL SAHAKARI DUGDHA SANGH MARYADIT, HABIBGANJ,  
BHOPAL 462024**



**SCHEDULE – III**

**Form – B**

**(To be uploaded -mandatory)**

**To,**

Chief Executive Officer

Date:

BSDSM, Bhopal

Dear Sir,

I/We hereby furnish below some particulars about our company/unit which will form a part of our offer submission:

1. Name of the Co./Unit : \_\_\_\_\_
2. Address of the Co./Unit : \_\_\_\_\_  
\_\_\_\_\_
3. Telephone Nos.(with STD Code): \_\_\_\_\_  
FAX No. : \_\_\_\_\_  
Email ID : \_\_\_\_\_
4. Name of the CEO/Proprietor/ Partner : \_\_\_\_\_
5. Name and designation of other Authorized signatory of the Co./Unit : \_\_\_\_\_
6. Particulars of Regn. Certificate Issued by the competent authority (Regn No. & Date) : \_\_\_\_\_
7. We are manufacturer/distributor/dealer/supplier of .....Co.(with proof)
8. GST NO. \_\_\_\_\_ dated \_\_\_\_\_
9. PAN Number(Permanent Account Number- Income Tax) :
10. Have your Co./Unit or its sister concern ever been black listed/ debarred by BSDSM or its sister Milk Unions or GOI /GOMP & its undertaking ? YES / NO.

**Seal & Signature of the  
Authorized Signatory of the Co./Unit**

**BHOPAL SAHAKARI DUGDHA SANGH MARYADIT HABIBGANJ,  
BHOPAL 462024**



**SCHEDULE – IV**

**Form – C**

**(To be submitted Financial Bid Online only)**

<b>NIT Ref. No.</b>	
<b>NAME OF TENDERER:</b>	

S. No.	DESCRIPTION	Charges per year
1.	<b>Annual Maintenance of Computer, Printer &amp; Other peripheral items.</b>	

**2. Rate contract for new peripheral item.**

S. No.	Description	Rate per Unit FOR Bhopal Dairy
1	<b>Printer Cartridge</b>	
	Canon 2900 B/303	
	HP 1150/24 A/12A	
	HP 1505/36A	
	HP 1136/88A	
	Printronix 7010	
	Spool 7000	
	<b>LQ-DSI 5235 Printer Refill Cartridge (Wep make/OEM)</b>	
	<b>LQ-DSI 5235 Refill Ribbon (Wep make/OEM)</b>	

### 3. Computer Parts

S.No.	Description	Rate per Unit FOR Bhopal Dairy
1	USB Keyboard (hp,dell,iball make)	
2	USB optical mouse (hp,dell,iball make)	
3	Wireless keyboard (hp,dell,iball make)	
4	Wireless keyboard ,optical mouse combo (hp,dell,iball make)	
5	Wireless optical mouse (hp,dell,iball make)	
6	Tech com SMPS	
7	Zebronics SMPS	
8	Cooler Master SMOS	
9	Dell SMPS	
10	Lenovo/HP SMPS	
11	18.5”TFT LG	
12	18.5” TFT Dell	
13	20” TFT HP	
14	20” TFT LG/Samsung	
15	945 Motherboard	
16	G-41 Motherboard	
17	H-55 Motherboard	
18	H-61 Motherboard	
19	1gb DDR-1 RAM	
20	1gb DDR-2 RAM	
21	2 gb DDR-2 RAM	
22	2gb DDR-3 RAM	
23	4 gb DDR-3 RAM	
24	8 gb DDR-3 RAM	
25	Exide UPS Battery	
26	Intex UPS Battery	
27	C-Mos Battery	
28	Intel Pentium D Processor	
29	Intel Pentium 1 <sup>st</sup> generation duel core processor	
30	Intel Pentium core duo processor	

31	Intel Pentium 2 <sup>nd</sup> generation duel core processor	
32	Intel Pentium 1 <sup>st</sup> generation core 1-3 processor	
33	Intel Pentium 2 <sup>nd</sup> generation core 1-3 processor	
34	Intel Pentium 3 <sup>rd</sup> generation core 1-3 processor	
35	Intel Pentium 4th generation core 1-3 processor	
36	160 gb ID Hard drive	
37	160 gb sata Hard drive	
38	320 gb sata Hard drive	
39	500 gb sata Hard drive	
40	1000 gb sata Hard drive	
41	5 Port switch	
42	8 Port switch	
43	16 Port switch	
44	24 Port switch	
45	32 Port switch	
46	2 gb DDR-2 Laptop RAM	
47	2 gb DDR-3 Laptop RAM	
48	4 gb DDR-3 Laptop RAM	
49	8 gb DDR-3 Laptop RAM	
50	Modem & Router	
51	Cooler master cabinet	
52	Intex cabinet	
53	Zebronic cabinet	
54	8 gb pen drive	
55	16 gb pen drive	
56	32 gb pen drive	
57	Quick heal pro 1 user antivirus ,one year validity	
58	Quick heal pro 10 user antivirus, one year validity	
59	1 KVA UPS Intex	
60	1 KVA UPS microtech	
61	UPS 600 VA microtech	
62	UPS Battery 600 VA	
63	Spike	
64	Power card for printer and computer	
65	USB cable for printer 3 meter	

66	Multi USB HUB	
67	Wi-Fi receiver	
68	SATA cable	
69	VGA Cable	
70	Software Installation per computer	

**4. Laser Printer Parts**

S.No.	Description	Rate per Unit FOR Bhopal Dairy
1	Printer rod	
2	Printer Teflon	
3	Printer page roller	
4	Printer scanner unit	
5	Printer pressure roller	
6	Printer power supply	
7	PCR roller LSR	
8	DR Blade Unit LSR	
9	Printer pressure roller LSR	
10	Canon pressure roller LSR	
11	Canon printer tafllon LSR	
12	Printer T. Spring LSR	
13	Printer Gear LSR	
14	Printer Fuser film assembly LSR	
15	Teflon	
16	Printer oil pad cartridge unit	
17	OPC drum12a/88a	
18	Printer refilling	
19	Printer for logic card	
20	USB Cable for printer 3 Meter	

**Note: Purely indicative for e-tender as the rates are required to be filled on these lines in the prescribed BOQ in Excel format.**

**(On company letter head)**

**Undertaking**

To  
Chief Executive Officer,  
Bhopal Sahakari Dugdh Sangh  
Bhopal 462023

Name of firm/Agency\_\_\_\_\_

Name of tender\_\_\_\_\_

Sir,

1. I/We hereby agree to abide by all terms and conditions laid down in tender document.
2. This is to certify that I/we before signing this bid have read and fully understood all the terms and conditions and instructions contained therein and undertake myself/ourselves abide by the said terms and conditions.
3. I/We shall provide annual maintenance contract for computers and peripherals at BSDS as per the requirement mentioned in tender document.
4. I/We do hereby undertake that we comply with all applicable statutory provisions and should ensure that we remain in compliance with all applicable statutory provisions during the currency of contract.

(Signature of Bidder)

Name and Address of the bidder

Mobile No.



**BHOPAL SAHAKARI DUGDH SANGH**

**FORM OF AGREEMENT**

THIS AGREEMENT IS made on the.....Day.....Month..... (Year) Between Bhopal Sahakari Dugdh Sangh through Chief Executive Officer (Name and address of the Department) (hereinafter called the Department which expression shall, unless excluded by or repugnant to the context be deemed to include his successors in Office and assigns) of the one part AND..... (Name and address of the contractor) through Shri..... authorized representative (hereinafter called the Contractor which expression shall, unless excluded by or repugnant to the context, be deemed to include his successors, heirs, executors, administrators, representatives and assigns) of the other part for providing AMC service for Computers and peripherals to the BSDS.

**NOW THIS AGREEMENT WITNESSETH as follows-**

1. In this Agreement words and expression shall have the same meanings as are respectively assigned to them in the Terms and Conditions of contract herein after referred to.
  
2. The following documents shall be deemed to form and be read and constructed as part of this Agreement, viz.
  - a. Notice Inviting Tender for Computers and peripherals
  - b. Award of contract,
  - C. Terms and Conditions;
  - d. Scope of Work;
  - e. Addendums, if any, andAny other documents forming part of the contract.
  
3. In consideration of the payments to be made by the Department to the Contractor as hereinafter mentioned, the Contractor hereby covenants with the Department to execute AMC Service for Computers and peripherals w.e.f .....as per the provisions of this Agreement and the tender document .

4. The Department hereby covenants to pay the contractor in consideration of the execution and Completion of the works/services as per this Agreement and tender document, the contract price of RS.....

(.....Rupees in words)

5. Being the sum stated in the letter of acceptance subject to such additions thereto or deductions there from as may be made under the provisions of the contract at the times in manner prescribed by the contract.

IN WITNESS WHERE OF the parties hereto have signed the agreement the day and the year first above written.

For and on behalf of the contractor  
Signature of the authorized official  
Officer

For and on behalf of the BSDS  
Signature of the authorized

Name of the official  
Stamps/Seal of the contractor

Name of the officer  
Stamps/Seal of the Employer

By the said  
.....Name  
On behalf of the contractor in  
the presence of

By the said  
.....Name  
On behalf of the Employer in  
the presence of

Witness .....  
Name .....  
Address.....

Witness .....  
Name .....  
Address.....

Mobile No.....

Mobile No.....