

GWALIOR SAHAKARI DUGDH SANGH MARYADIT
GOLE KA MANDIR, GWALIOR
Ph. 2365523, 2367804 Fax No. 0751-2366981
Email: gwaljordairy@gmail.com

Please do mention tender reference and opening date on envelope.

TENDER DOCUMENTS

Tender for	:	Annual Maintenance Contract of Computers, Peripherals & CCTV Camera
Schedule –I	:	General Terms & Conditions
Schedule –II	:	Items and their specifications
Schedule-II	:	Tender form
Tender reference	:	GSDS/MIS/AMC/2018-19
Last Date Online Tender Purchasing Date	:	21-08-2019 Time 11.30 A.M.
Last Date of tender online submission	:	11-09-2019 Time 03.00 P.M.
Time and Date of Opening Tender	:	12-09-2019 Time 04.00 P.M.
Place of opening Tender	:	Office of the Gwalior Sahakari Dugdh Sangh Maryadit, Gola ka Mandir, Gwalior
EMD	:	Rs. 5000.00
Cost of Tender Document	:	Rs. 500.00

Chief Executive Officer
Gwalior Sahakari Dugdh Sangh Maryadit
Gwalior

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SCHEDULE-I

Ref: GSDS/MIS/AMC/2019-20

The Gwalior Sahakari Dugdh Sangh Maryadit, Gwalior invites online tenders through www.mptenders.gov.in from reputed computer & peripheral's AMC providers strictly in adherence to the detailed specification given in the schedule – II of the tender.

The Gwalior Sahakari Dugdh Sangh Maryadit, Gwalior reserves the right to accept any or all tenders which in their opinion justify such actions without further explanation to the tenderers.

1.0 Tender Submission

- 1.1 The tender should be filled online on www.mptenders.gov.in .
- 1.2 The tender shall be opened online by the purchase committee in presence of tenderers / or their authorised representative who wish to witness tender opening ceremony.
- 1.3 The tender received by the Fax / E-mail / Telegram will not be considered.
- 1.4 **Document Required:- (Upload Copies online in technical document)**
 - a) Copy of Firm Registration (Shop Act Registration) (Mandatory)
 - b) Copy of GST Registration (Mandatory)
 - c) Copy of PAN (Mandatory)
 - d) Copy of Work Order (if Available)

2.0 Earnest Money Deposit :

- 2.1 All the tenderers shall be required to deposit earnest money and tender fees (Non Refundable) as specified in tender documents only online. By any other mode than specified above shall not be acceptable and the related tender shall not be eligible for consideration.
- 2.2 No exemption for E.M.D. to any registered unit in S.S.I. /MSME shall be considered. Any tender which is not accompanied by Earnest Money Deposit shall be rejected. E.M.D. of unsuccessful tenders will be returned within 60 days from the date of opening

of the tender. The E.M.D. of successful tenders will be released after completion of supply / work order.

- 2.3 No interest will be paid on Earnest Money / Security Deposit for which the period during the earnest money / security deposit with Gwalior Sahakari Dugdh Sangh Maryadit, Gola Ka Mandir, Gwalior
- 2.4 The earnest money of bidders shall be return within 30 days from date of approval of tender.
- 2.5 The earnest money of successful bidder shall be returned after 60 days from completion of one year tender period.
- 2.6 Fresh EMD as to be deposited for each tender. EMD deposited in previous year shall not be considered.
- 2.7 Security Deposit Rs. 5000.00 must be deposited after “**Award of Contract**” within 07 Days by the successful tenderer in Cash or DD in favour of “Gwalior Sahakari Dugdh Sangh Maryadit”. In Case Security Deposited not deposited your tender will be rejected.

3.0 **Prices :**

- 3.1 The offered by the tenderers should be firm clear and free from all escalations. The prices offered should be valid for two year from the approval of the rates. We would communicate our rate approval within 45 days from the opening of tenders.
- 3.2 The tenders should quote rates are F.O.R. GOLA KA MANDIR Dairy Plant.
- 3.3 Prices quoted must be inclusive of all Taxes & other expenses.

4.0 **Payment :**

- 4.1 Payment is on quarterly basis after inspection by the competent authorities within a period of 30 days after receipt of the bills.
- 4.2 Payment shall be made by account payee cheques / demand draft. The Bank Demand Draft Commission charges shall be borne by suppliers itself.
- 4.3 The other Bank Commission, Postage shall be borne by the suppliers.

- 5.0 The acceptance of the tender and award of the AMC shall be sole right of the Chief Executive Officer, Gwalior Sahakari Dugdh Sangh Maryadit, Gola Ka Mandir, Gwalior who does not bound himself to accept a Tender in whole or in part or reject any or all tenders received, without assigning any reasons and no explanation can be demanded of the cause of rejection of the tender by any of the tenderers.

- 5.1 Negligence on the part of the tenderers in filling the tender confirm no right to withdraw the tender after it has been opened. If the tenderer fails to make supply within the stipulated period mentioned in purchase order without any valid reason, the order would be treated as cancelled and the firm may be blacklisted and EMD/SD/BILLS would be forfeited.
- 5.2 Correction if any in the tender should be noted over and signed at the place of each correction made.
- 5.3 The Chief Executive Officer, Gwalior Sahakari Dugdh Sangh Maryadit, Gola Ka Mandir, Gwalior reserves the right to place order for sole requirement with any tenderer or split the order among one or more tenderers.
- 5.4 The submission of a tender by tenderer implies that he has read the notice and terms and conditions of tender and has made himself aware of the scope and specifications of the supplies to be made and the destination where the supply has to be made and satisfied himself regarding the quality and specification of the articles.
- 5.5 The tenderer should submit the tender in prescribed forms and no conditional tenders shall be considered.
- 5.6 No person or firm is permitted to submit more than one tender under different names.
- 5.7 Each page of the tender and its enclosures must be signed.
- 5.8 The tenderer shall not contract or assign to any other party or parties the whole or any portions of the tender awards.
- 5.9 If the tenderer have any doubt, clarification shall be obtained before submission of tender.

6.0 **Consequences of Breach of Conditions :**

- 6.1 If the authorised person of the unit or a partner in the tendering firm commits breach of any of the conditions of the agreement it shall be lawful for the Chief Executive Officer, Gwalior Sahakari Dugdha Sangh Maryadit, GOLA KA MANDIR, Gwalior to cancel the purchase order / Contract which on the risk of tenderer.
- 6.2 If the tenderer fails to make supply within the stipulated time mentioned in purchase order then they may be blacklisted and EMD/SD also may be forfeited.

7.0 **Dispute Arbitration Final Authority :**

- 7.1 It should be clearly understood that in the event of tenderer failing to accept and execute the supply order within the stipulated time decision of the Chief Executive Officer, Gwalior Sahakari Dugdha Sangh Maryadit, GOLA KA MANDIR, Gwalior in this respect shall be final and binding on tenderer.

For all disputes subjected to Gwalior Jurisdiction.

8.0 **Other Terms :**

- 8.1 The maintenance contract shall include both Preventive (twice a month) and corrective maintenance of the computer & Peripherals by the AMC Provider.
- 8.2 The maintenance contract shall include only service, repairs & replacing all defective parts/components along with the vaccination of virus if found by AMC provider other than viz. printer head, printer ribbon, hard disc drive, microprocessor, printer band, magnetic media, batteries, picture tube.
- 8.3 The AMC providers shall ensure that the computer system is not down and is attended under their maintenance contract with in one day from the time of communication about the faults.
- 8.4 If machine takes more than two day to be repaired AMC provider shall ensure to provide stand by equipment. In case of failure fine will be charged by GSDS.
- 8.5 If AMC provider commits breach of any condition of agreement or in case of any loss or damage then the loss to the GSDS shall be recovered from the bills/security deposits.
- 8.6 On mutal consent period of contract may be extended for one or more year, if performance found satisfactory.

CHIEF EXECUTIVE OFFICER

Note : Tender reference must be indicates on top of the envelope

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SCHEDULE – II

(AMC of Computers & Peripherals 2019-20)

Sr.	Name of Item	Qty	Specification
1	Desktop – Comprehensive AMC	15-20 Nos.	RAM: 02 GB/03 GB, HDD: 500 GB, 1 TB, Colour LED Display, DVD Writer
2	Desktop – Non Comprehensive AMC	15-20 Nos.	
3	Windows OS Support	15-20 Nos.	
4	Antivirus Support	15-20 Nos.	
5	Printer DMP 80 Cols.	3-5 Nos.	80 Col. Epson/TVS/Wipro
6	Printer DMP 132 Cols.	3-5 Nos.	132 Col. Epson/TVS/Wipro
7	Printers Laser Mono	15-20 Nos.	
8	Printer Laser – Non Comprehensive	15-20 Nos.	
9	UPS 600/860 VA	15-20 Nos	250 VA- 700 VA
10	Refilling of Cartridge	As per Req.	
11	Replacement of Drum of Laser Printer	As per Req.	
12	Replacement of Blade of Laser Printer	As per Req.	
13	Refilling of Color Cartridges	As per Req.	

(AMC of CCTV Camera 2019-20)

Sr.	Description	Location
1	Camera Infrared	Factory Banmore & Office: Gole ka Mandir
2	Standalone DVR	
3	Housing	
4	Power Supply	
5	PVT	

6	CCTV Cable	Factory Banmore & Office: Gole ka Mandir
7	DVR Adoptor	
8	UPS	
9	Wiring Accessories	
10	Wiring charges	
11	Annual Charges Maintenance of Camera at Gole Ka Mandir & New Dairy Plant Banmore (Quote Rates Per Camera Charges)	

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SCHEDULE – III (A)

FORM

I/We hereby furnish following particulars about our units:

1	Name of Unit	
2	Address of the Unit-Office	
3	Name of Proprietor / Partner	
		1
		2
		3
4	Name with designation of other person authorised to sign the documents on behalf of the unit if any.	
5	Telephone Nos. Office	
6	Mobile Nos. / Fax	
7	Particulars of the Registration Certificate issued by the competent authority. (Upload Online)	

	Registration No. & date	
8	GST No. (Upload Online)	
10	Whether the unit or its sister concerned unit or any unit of the proprietorship or partnership, if any has been penalised by any Central or State Government / Organisation of Other Dugdh Sanghs any time ?	
12	If the reply is "Yes" when & Why ? Give reasons in details :	

Signature of the Authorized
Signature of the Unit

Note: Fresh EMD as to be deposited for each tender EMD prescribe in previous year shall not be considered.

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SCHEDULE – III (B)

(AMC of Computers & Peripherals 2019-20)

Sr.	Name of Item	Rates Per Machines (Exl. Spares) in Rs.
1	Desktop – Comprehensive AMC	
2	Desktop – Non Comprehensive AMC	
3	Windows OS Support	
4	Antivirus Support	
5	Printer DMP 80 Cols.	
6	Printer DMP 132 Cols.	
7	Printers Laser	
8	Printer Laser – Non Comprehensive	
9	UPS 600 VA	
10	Refilling of Cartridge	
11	Replacement of Drum of Laser Printer	
12	Replacement of Blade of Laser Printer	

(AMC of CCTV Camera 2019-20)

Sr.	Description	Rates (Upload in Price Bid Only)
1	Camera Infrared Make:	
2	Standalone DVR Make:	
3	Housing	
4	Power Supply	
5	PVT	
6	CCTV Cable Make:	
7	DVR Adoptor	
8	UPS Make:	
9	Wiring Accessories	
10	Wiring charges	
11	Annual Charges Maintenance of Camera at Gole Ka Mandir & New Dairy Plant Banmore (Quote Rates Per Camera Charges)	

AGREEMENT

1. Definitions:

Seller - Hereafter means _____ and its assigns, legal heirs and authorized representatives.

Buyer – Means Gwalior Sahakari Dugdh Sangh Maryadit which has entered in a contract for “**MAINTENANCE SERVICE**”

Contract – Means the maintenance contract entered into between the seller and the buyer.

2. The maintenance contract shall include both preventive (twice a month) and corrective maintenance of the COMPUTER SYSTEM/PRINTERS/CCTV CAMERA by the sellers.
3. The maintenance contract shall include only service, repair & replacing all defective parts/components along with the vaccination of the viruses, if found, by the seller other than Viz: Printer head, printer ribbon, hard disc drive, microprocessor, printer bands, magnetic media, batteries, picture tube.
4. The buyer will permit the seller to have complete access to the systems and provide necessary manpower assistance to enable to meet its obligation under the contract.
5. The contract will be considered null and void and the system warranty automatically stands terminated without any financial obligations if the buyer permits a third party to undertake repairs/servicing etc., or for any damage which occurs to the system, as a result of change, alteration, addition, modification of any sort made to it without written consent from the seller.
6. The seller will not be liable at any time for any damage which occurs as a result of transfer the system by the buyer to another location/premises without approval of the seller or assistance by the seller maintenance Engineers in this respect.
7. All complaint calls should invariably be registered with customer support department of the seller only.
8. The seller shall ensure that the computer system is not down and is attended under their maintenance contract within one day from the time communicating to the customer support Department about the faults. The above period shall however excludes Sundays and public holidays of other period when access to the user premises is restricted.

If the equipment takes more than two days to be repaired the seller shall ensure to provide stand by equipment. If the seller does not provide stand by within two days, Rs.

100 (One hundred) per day per machine will be charged as downtime penalty from the seller.

9. The present agreement will be effective for a period of one year w.e.f. _____ on satisfactory services, the contract period can be increased.

10. The seller will have to deposit Rs. 5000.00 (Rs. Five thousand only) as security deposit.

11. If the seller commits breach of any condition of the agreement or in case of any loss or damage then the loss to the buyer shall be recovered from the bills/security deposits of the seller and the balance shall be recoverable through prescribed procedure of law.

12. The maintenance services will normally be offered between 10.30 A.M. to 05.30 P.M on weekdays. Complaint call registered after 04.00 P.M. to any week day will be attended to only on the next working days.

13. The payment shall be made in equal installment of three months i.e. after successful completion of each quarter.

M/s

Chief Executive Officer
Gwalior Sahakari Dugdh Sangh Maryadit
Gwalior

Witness:

1. Signature _____

Name _____

Address _____

2. Signature _____

Name _____

Address _____