

The Kerala State Civil Supplies Corporation



Short Tender for Comprehensive Annual Maintenance Contract
for Dell Blade Server, Chassis and SAN Storage at Supplyco
Head Office Data Centre

August 2023

RFP No: KSCSC/1770/2023-MIS1-1

Issued by

The Kerala State Civil Supplies Corporation

1. Notice Inviting Tender

The Kerala state civil supplies corporation Ltd, Ernakulam, Kerala 682020 invites short tender in single cover (technical and financial) through manual submission of competitive bids from the reputed and experienced Company / firms / contractors / enterprises for the Comprehensive Annual Maintenance Contract (AMC) work for a period of one year from the date of awarding a Contract for the **Annual Maintenance Contract (AMC) of Dell Blade Server, Blade Switches, Chassis & SAN storage** (as per specifications mentioned under Scope of Work) hardware items installed at Supplyco head office data centre. Technical bid will cover information relating to all aspects other than the price quoted and Financial bid will cover the price quoted in the given Performa in the Annexures part of this tender document.

The **Closed envelopes** containing the BID (Single cover) should bear the superscription **“Tender for comprehensive AMC of Dell Blade Server, Chassis AND SAN Storage of Supplyco Head Office Data Centre”**.

Bidders are requested to follow the instructions/guidelines while participating in the tender process.

- a) **BID SECURITY (EMD) AND TENDER DOCUMENT FEE:** Bidders are required to submit an amount of Rs.3000/- as EMD and Rs.700/- as tender document fee through electronic mode of money transfer(NEFT/RTGS) from any of the Nationalised/Commercial Banks drawn in favour of “Kerala State Civil Supplies Corporation Ltd, Kochi” The details for Online transfer as follows.

Account No.	10580200017225
Beneficiary Name	Kerala State Civil Supplies Corporation Ltd
Bank	Federal Bank
Branch	Girinagar, Ernakulam
IFSC Code	FDRL0001058

- I. The original copy of the transaction details is required to be submitted along with technical bid, along with the tender documents before bid submission closing. (through registered post / in person) to Manager, MIS Division, The Kerala State Civil Supplies Corporation, Ernakulam, Pin code 682020.
- II. Vendors registered with Ministry of Micro , Small and Medium Enterprise (MSME)/National Small Scale Industries Corporation (NSIC)/Firms who are registered with store purchase department are only exempted from the payment of EMD.(Important: A copy of the valid registration certificate should be submitted along with the technical bid in support of the claim.)
- III. Bid submitted without EMD & Tender document will be summarily rejected citing as “non-responsive”.
- IV. Bid security of the unsuccessful bidders will be released as early as possible after finalisation of the tender process.

The tender documents including various forms, format for Technical Bid and Financial Bid etc. are enclosed as Annexures to this Tender Notice which is available on www.supplycokerala.com/. Any change / modification in tender will be intimated through above websites only. Bidders are, therefore, requested to visit above mentioned websites regularly to keep themselves updated. Vendors are requested to please go through the tender notice before participating in the tender process. For reference the FACT SHEET is given below:-

2. Fact Sheet

S. No.	Description	
1.	Mode of tender submission	Hard copy of all tender documents (Pre-qualification & Technical, Financial bid) to be submitted at office of undersigned before Bid submission closing.
2.	Type of proposal required	Pre-qualification , Technical cum Financial (Single cover)
3	Tender Publishing Date	24-08-2023
4	Tender submission start Date	24-08-2023
5	Last date for submission of tender	08-09-2023, 2pm
6	Tender Document Fee	INR Rupees Seven Hundred Only (Rs.700)
7	Earnest Money Deposit	INR Rupees Three Thousand Only (Rs.3000)
8	Date of opening of bid	Refer www.supplycokerala.com/ .
9	Contact Person The Chairman and Managing Director The Kerala State Civil Supplies Corporation	Manager, MIS Division, The Kerala State Civil Supplies Corporation, Ernakulam Pin code 682020
10	Name&address where queries/correspondence concerning this tender is to be sent	The Kerala State Civil Supplies Corporation, Maveli Bhavan, Gandhi Nagar, Ernakulam 682020 e-mail : mmis@supplycomail.com , supplyco.mis@gmail.com Phone : +91 9446090095 Website : http://www.supplycokerala.com

3. Contact Details

The details of eligibility criteria, specification, scope of work, terms and conditions, agreement details, payment schedules etc. are enclosed as Annexures to this Tender Notice. In case of any further clarification or queries, the bidders may contact Manager, MIS Division, The Kerala State Civil Supplies Corporation, Ernakulam, Pin code 682020, during office working hours or through mail on supplyco.mis@gmail.com.

Chairman and Managing Director, The Kerala State Civil Supplies Corporation Head Office, Maveli Bhavan, Gandhi Nagar, Ernakulam, Pin code 682020, reserves the right to reject any or all of the bids without assigning any reasons.

4. Location

The location to provide maintenance service would be Head office Data Centre of 'The Kerala state civil supplies corporation ltd', Maveli road, Kochi, 682020, Kerala.

5. Objective

The objective of this tender is to have a systematic, comprehensive annual maintenances contract at SUPPLYCO Head office Data centre for maintenances of Dell blade Server, Blade switches, Chassis & SAN storage etc. so as to ensure minimum down time of system.

6. The Scope of Work

The successful bidder needs to provide the following AMC related services to SUPPLYCO Data Centre but not limited to the following tentative work.

- The comprehensive AMC will be for a period of one year from the date of awarding this contract for the following items including OS Support (Linux).

Sl No.	Item	Product Model and Specification	Service Tag No.	AMC period
1	Blade server (MAIL Server)	DELL POWER EDGE M830	BPYYT72	1 Year.
2	Blade server (Database Server)	DELL POWER EDGE M830	BPZoV72	
3	Blade server (Web Server)	DELL POWER EDGE M830	BPYZT72	
4	Blade Enclosures (Including blade switches)	DELL POWER EDGE M1000e	BPZ3V72	
	Blade switch slot1	DELL POWER CONNECT M6220	BPZ1V72	
	Blade switch slot2	DELL POWER CONNECT M6220	BPZ2V72	
5	SAN Storage	DELL POWER VAULT MD3200i	6YS5V72	

- The selected bidder will attend service within 1 hour from Monday to Saturday, if emergency; service may be executed on Saturday/Sunday and Holidays, and after office hours also to complete the task with prior intimation to the Manager MIS of SUPPLYCO. In case of breakdown, it has to be replaced or standby of equivalent capacity should be provided within 12 hours and the device taken for repair is to be brought back within a maximum period of 3 working days failing which a penalty of Rs.1000/-per day would be charged. Any penalties imposed in this regard, if any, will be forfeited from the bank guarantee or deducted from any further payments to the selected bidder without any prior notice.
- Annual Maintenance Contract will consist of preventive maintenance and corrective maintenance of the Servers, Blade switches, Chassis, SAN storage and its accessories. The AMC support includes operating system support can be done from Bidder, other specific type software or any pirated versions of operating system support will not be under the purview of Annual Maintenance Contract.
- Preventive and corrective maintenance shall include regular periodic site visit by a qualified technician not less than **once in three months**. The schedule of preventive maintenance shall be as follows.
 - a. Cleaning of all equipment using dry vacuum air, brush and soft muslin clothes.
 - b. Checking of power supply source for proper grounding and safety of equipment.
 - c. Cleaning and removal of dust from all equipment and components, replacement of defective components and checking of critical components.
 - d. Ensuring that the covers, screws, switch etc. Are firmly fastened in respect of each machine.
 - e. Shifting of equipment as and when required.
- The prices quoted are for hardware maintenance & OS support only. However SUPPLYCO can avail any other support of software & Network maintenance on payment basis.
- During replacement of faulty parts by the selected Bidder, if any data loss happens it will be the responsibility of the Selected Bidder to recover the lost data. Otherwise penalty will be deducted from the Bank Guarantee.
- The vendor shall maintain the equipments as per manufacture's guidelines and shall use genuine components/spare parts for replacement.
- In case of hard disc failure, it would be the responsibility of the vendor to retrieve the data to whatever extent possible.
- The selected Bidder should keep the SUPPLYCO explicitly informed about the end of support dates on related products/ hardware and should ensure support during warranty/ AMC period.
- The selected bidder will replace necessary parts, with equivalent or updated/ branded parts at free of cost. In case of replacement, the defective spares covered under this contract shall remain the property of SUPPLYCO.
- If systems / sub-systems are required to be taken out of office for repairing then a standby system/ subsystem of similar configuration and quality acceptable to this office to be provided on returnable basis. Vendor will be responsible for transportation and delivery of the system/ subsystem. Such hardware under repair should be repaired to the satisfaction of the user / the department and returned within a period of maximum three days.
- The vendor should provide their own source of manpower at the time of shifting, relocating, installation of the systems and its peripherals. No manpower will be provided by SUPPLYCO.
- The selected bidder shall provide all assistance in up-gradation of hardware / Operating system as and when required during the period of AMC.
- The selected Bidder has to coordinate with SUPPLYCO assigned personnel while installing the faulty product and during any point of time whenever issue is raised by the SUPPLYCO.

GENERAL TERMS AND CONDITIONS

1. The vendor (Company/Firm/Bidder etc.) should be either based in Ernakulam, Kerala or have a branch office in Ernakulam, Kerala for offering seamless service.
2. The Closed envelopes containing the BID (Single cover) should bear the superscription "**Tender for comprehensive AMC of Dell Blade Server, Chassis AND SAN Storage of Supplyco Head Office Data Centre**".
3. SUPPLYCO does not bind itself to accept the lowest tender and reserves the right to reject any or all the tenders in which any of the criteria is not fulfilled, without assigning any reason whatsoever.
4. Tenders in which any of the particulars and prescribed information are inadequate or incomplete or found to be incorrect in any respect or the prescribed conditions are not fulfilled, are liable to be rejected.
5. Successful bidder shall be responsible for the operation and maintenance including repairs/replacement and preventive maintenance, of the sites within the scope of works as outlined above.
6. The intending vendors must have at least three years' experience in undertaking AMC of servers, storage/peripherals with at least two reputed Organizations.
7. Only Vendors who qualify in the pre-qualification and other eligibility criteria would be shortlisted for financial evaluation.
8. The vendor should not have been blacklisted by any Department of Central/State Govt.
9. The AMC will be awarded to Successful bidder only after verification the original documents.
10. In case of dispute, the department reserves the right to a final decision on the interpretation of the terms and condition, Scope of Work etc. of this tender notice.
11. In case of dispute the decision of the CMD of SUPPLYCO shall be final and binding on both parties.
12. Jurisdiction of courts in case of dispute: These terms and conditions/contract are governed by laws of India for the time being in force. Irrespective of the place of delivery, the place of performance or place of payment under the contract, the contract shall be deemed to have been at the place from which the acceptance of tenders have been received i.e. Kerala. Court of Kerala at Ernakulam shall alone have jurisdiction to decide any dispute arising out of or in respect of these terms and conditions/contract.
13. Whenever during the period of the maintenance contract, the service of the selected bidder is found to be violating any of the conditions governing the Maintenance contract; SUPPLYCO has the right to terminate the contract without any compensation.
14. The vendor shall not sub-contract / outsource the A.M.C jobs to any other agency, failing which CMD OF SUPPLYCO KERALA may terminate the contract, where upon the performance guarantee / security deposit shall be forfeited at absolute disposal of CMD OF SUPPLYCO KERALA.
15. Selected bidder and their employees will maintain confidentiality of the information contained in systems.
16. All typographical errors are subject to corrections.
17. No increase in amount shall be considered at all during the AMC period.
18. Deviation, if any, from terms and conditions will not be entertained.
19. The selected bidder shall be responsible for any damage in servicing/overhauling of machines and the firm has to repair the machine at its own cost.
20. Any damage to the machines due to natural calamities such as earthquake, fire etc. may not be covered under this AMC.
21. If the information provided by the firm is found to be false at any point of time, the Competent Authority reserves the right to reject such tender at any stage or to cancel the contract, if awarded, and forfeit the Bank Guarantee.
22. After completion of AMC period or after termination of contract, the firm (presently holding AMC) is responsible to handover all the machines in working condition and that no faults or complaints is pending.

PREQUALIFICATION CONDITIONS

ELIGIBILITY CRITERIA FOR TECHNICAL BIDS:-

- (a) The bidder should have Service Centre in Ernakulam, Kerala. Document proof for the same should be submitted.
- (b) The bidder firm should furnish and provide latest Income Tax Assessment Certificates.
- (c) The Bidder should not have been blacklisted by any Central or state Government, Ministry or Agency for breach of Contractual Conditions as on tender calling date. The Bidder should also not be entangled in any legal disputes with any Govt. / PSU body. The Bidder should submit a declaration form in their letter head.
- (d) The bidder intending to submit the tender shall be a reputed organization in the field of Hardware & Server maintenance and having experience in this field for more than three years, Experience in state Government Department (Kerala) will be preferred.
- (e) The bidder having completed at least two work orders for similar kind of work / AMC for Servers, SAN storage and other hardware in any State Govt. / Semi Govt. Organizations in Kerala, will be preferred.
- (f) The bidder having quality management certificate ISO 9001:2008 in support of providing their qualitative services will be preferred. Copy of all valid certificates.
- (h) The service provider / vendor should have GST registration. Documents of GST Registration certificate required.

1. PERFORMANCE SECURITY:

- (a) The successful bidder has to submit Performance Security equivalent to 10% of the contract amount valid for one year in the form of **Bank Guarantee** using standard format within Ten days of issue of letter of award from the purchaser. Failure to submit the performance security within the stipulated time-frame will be constructed as 'non-compliance' and the purchaser shall have the rights to terminate the contract and offer service to the other qualified vendor.
- (b) The performance security shall remain valid for the entire AMC period.
- (c) The performance security will be returned to the successful Vendor (without any interest) on satisfactory fulfilment of service obligations for the complete tenure of contract or after termination of contract.

2. PRICES

Prices quoted shall be final and inclusive of all taxes.

3. TAXES AND DUTIES

GST and / or any other applicable taxes and duties will not be paid extra. Hence Taxes should be included in the rates quoted.

4. PAYMENTS TERMS

- a. Payment will be made on quarterly basis through online payment after raising the demand by submission of bill in triplicate, on obtaining satisfactory performance certificate from the Network Administrator from MIS Divison, that preventive maintenance for the respective quarter is done.

- b. No advance payment will be made in any case.
- c. Payment shall be made pro-rata on quarterly basis at the end of each quarter on satisfactory rendering of service during the covering period.
- d. The Net amount will be paid after deduction of TDS/other levies as applicable from time to time.
- e. Penalty, if any, imposed during the period shall be deducted from the running quarterly payments.
- f. Enhancement or decrease of taxes, duties or prices of components, etc., will not affect the AMC rates during the entire period of AMC. No difference shall be paid or claimed as a result of the above.
- g. GST and / or any other applicable taxes and duties will not be paid extra. Hence Taxes should be included in the rates quoted.

5. SERVICE LEVEL AGREEMENT

The set of conditions along with Scope of supply including price as enumerated in the Contract Document shall be construed to be part of the contract.

This document represents a comprehensive Terms and Conditions governing the contract between the Buyer and Service Provider. The purpose of this document is to outline Stakeholder's obligation and terms and conditions of all services covered as mutually understood by the stakeholder

1) Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between the Buyer and Annual Comprehensive Maintenance Service Provider Agency. This Agreement outlines Stakeholder's Obligation and General Terms and Conditions of Services covered as they are mutually understood by the stakeholders.

2) Objective and Goals

The objective of this Agreement is to ensure that the proper elements and commitment are in place to provide consistent delivery of maintenance service to buyer by service provider. The goals of this Agreement are to:

- i) Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- ii) Present a clear, concise and measurable description of service provision to the customer.
- iii) Depict Terms and Conditions for all the involved stakeholders.
- iv) To ensure that both the parties understand the consequences in case of termination of services due to any of the stated reasons.
- v) The agreement will act as a reference document that both the parties have understood the mentioned terms and conditions and have agreed to comply the same.

3) Stakeholders

Following are the stakeholders associated with this agreement:

- Annual Maintenance Service Provider
- Buyer / Consignee

The responsibilities and obligations of the stakeholders have been outlined in this document. The document also encompasses payment terms and penalties in case of non-adherence to the defined terms and conditions. It is assumed that all stakeholders would have read and understood the same before signing the SLA/before bidding.

4) Scope of the AMC Services

- i) The contract shall be on comprehensive basis, inclusive of repairs and replacement of spare parts (excluding consumables) without any extra payments.
- ii) The AMC Vendor shall carry out maintenance Services as per schedule indicated in bid document.
- iii) If nothing indicated Preventive Maintenance Service (PMS) of equipments may be done once in at three months during currency of the contract.
- iv) The scope of Annual Comprehensive Maintenance Service covers upkeep & smooth working of the equipment within the premises of user department as per laid down SLA and other provisions contained in the agreement document.
- v) For maintenance services all the necessary & adequate tools/instruments will be provided by the service provider itself to the service technicians responsible for upkeep of equipment at user's premises.

5) Comprehensive AMC

- i) Comprehensive AMC includes all spare parts of the equipment,

This would include:-

- a) Preventive Maintenance Service (PMS)
 - b) Annual Maintenance Services (AMS)
 - c) Break Down Services/Repair (BDS)
- ii) Any defective part of the equipment must be repaired/replaced by the Service Provider at his own cost.
 - iii) Parts so replaced should be new and genuine parts or as prescribed by OEM in their Service Manual and depending on the item under contract.
 - iv) Any worn out or defective parts withdrawn from the IT equipment/Systems and replaced by the vendor and the parts replacing the withdrawn parts shall become the property of SUPPLYCO.

6) Buyer Obligations

- i) Buyer Department shall ensure that the Service Provider gets the required access to location/ areas/rooms for providing the services as per installation of equipment.
- ii) Buyer should mention the correct specifications of the equipment to the service provider for effective service rendering.

7) Service Provider Obligations

- i) The service provider would put asset number on each of the system being maintained by them. These should correspond to the number/s of equipments to be maintained in a separate register along with details of rooms/location where these assets are installed. If there is shifting of the equipment/s under this AMC, the Service provider will have to make changes in record accordingly. Designated Officer(s) of MIS Section would assist the firm in accomplishing this task and ensure this to be done under his supervision.
- ii) Maintenance of Log Book: A logbook shall be maintained in which the service provider engineer shall record all the complaints/PM done. Complaint can be registered either telephonically or by e-mail or in person.
- iii) The Service Provider should use suitable instruments/tools to examine and repair the equipment. If required in bid document, service provider should also do the update/maintenance of operating system.
- iv) The Service Provider is required to maintain the log sheet which will include number of services provided during the contract period with dates and part of the equipment got repaired or replaced, with its proper model number and necessary details. Bidder shall provide quarterly call logged and resolution data on pdf/excel format.
- v) The Service Provider must fulfil the requirement of number of preventive maintenance services if required as per bid document.
- vi) The contractor will maintain the confidentiality of data stored in the server and storage systems. The contractor will be required to take appropriate actions in respect of his personnel to ensure the obligations of non-use and non-disclosure of confidential information. Bidder's personnel shall ensure the obligations of non-use and non-disclosure of confidential information."

8) Special Terms and Conditions

- i) Immediately on award of the service order, the service provider would give a report regarding taking over of the equipment for maintenance purpose. It shall be the responsibility of the service provider to make the equipment work satisfactorily throughout the contract period, also to hand over the equipment to the department in working condition on expiry of the contract. In case any damage in the equipment is found, penalty would be applied at the time of payment and the amount as per the defined, penalty would be deducted.
- ii) It shall be the responsibility of the vendor to make all the Equipments and Peripherals work satisfactorily throughout the contract period and to hand over the systems in working condition to the Office of the CMD(SUPPLYCO), Kerala after expiry of the contract.
- iii) In case the Service Provider fails meeting maintenance requirements in time, then Buyer may make its own alternative arrangements for the Servicing/repair/maintenance of the equipment to avoid loss of productivity. Under such circumstances Service Provider would reimburse the cost of such arrangements incurred by the buyer/consignee. Alternatively buyer is free to deduct from scheduled payment of service provider.

9) Payment Terms

I) Payment will be made on quarterly basis through online payment after raising the demand by submission of bill in triplicate, on obtaining satisfactory performance certificate from the Network Administrator from MIS Divison, that preventive maintenance for the respective quarter is done.

II) No advance payment will be made in any case.

III) Payment shall be made pro-rata on quarterly basis at the end of each quarter on satisfactory rendering of service during the covering period.

IV) The Net amount will be paid after deduction of TDS as applicable from time to time.

V) Penalty, if any, imposed during the period shall be deducted from the running quarterly payments.

VI) Enhancement or decrease of taxes, duties or prices of components, etc., will not affect the AMC rates during the entire period of AMC. No difference shall be paid or claimed as a result of the above.

10) Breach of Contract

i) A penalty to be imposed if the resolution/maintenance involving part replacement is delayed above 72Hrs or as per described resolution time in the bid.

ii) If the service providers are not able to complete or turn up for the calls, then users can avail the services from any other suitable authorized service centre or competent technician and the amount so spent can be deducted from the bill of Service Provider / from his due amount A penalty will be imposed in case of failure to meet the defined System Uptime.

6. PENALTY

The firm should attend the service calls within one hour of registration of complaint. In case of breakdown, it has to be replaced or standby of equivalent capacity should be provided within 12 hours and the device taken for repair is to be brought back within a maximum period of 3 working days failing which a penalty of Rs.1000/-per day would be charged. Any penalties imposed in this regard, if any, will be forfeited from the bank guarantee or deducted from any further payments to the selected bidder without any prior notice.

7. ASSISTANCE TO BIDDERS

Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender FACT SHEET.

8. TECHNICAL BID:

The following documents are to be furnished by the bidder along with Bid as per the tender document:

- (a). Attested copy of all supporting documents.
- (b). A scanned copy of Tender Acceptance Letter (Annexure- I) failing which bidder's bid will be rejected.
- (c). A scanned copy of Checklist Section (Annexure- II) properly filled and signed.
- (d). Format for Prequalification should be as per (Annexure III).

9. DOCUMENTS TO BE SUBMITTED FOR PRE-QUALIFICATION CUM TECHNICAL EVALUATION

The following documents are to be furnished by the bidder along with Technical Bid as per the tender document:

1. CHECKLIST FOR BIDDERS filled and signed by the bidder.
2. FORMAT FOR Prequalification filled and signed by the bidder.
3. Details of local office in Ernakulam
4. Work Completion details to prove experience of two years
5. GST Registration Certificate
6. Self-declaration certificate for Non-Blacklisting

10. FINANCIAL BID:

(a). Format of Financial bid is provided in the form of template (Annexure- V) , along with this tender document at www.supplycokerala.com/. Bidders are advised to quote their offer/rates in the permitted column and Submitted the same in the manner. In case if the same is found to be tempered/ modified in any manner, tender will be completely rejected and tenderer is liable to be banned from doing business with SUPPLYCO.

(b). The rates to be quoted in Financial Bid are in Indian Rupees inclusive of all taxes. The rate quoted shall be valid for 30 days from the date of opening of bid. The period can be extended with mutual agreement.

Note: Financial bids of only those bidders will be opened whose technical bids are found suitable by the SUPPLYCO for the purpose. Date and time of opening of price bids will be decided after technical bids have been evaluated by the SUPPLYCO. Information in this regard will be uploaded on portal. In exceptional situation, an authorized committee may negotiate price with the qualified bidder quoting the lowest price before awarding the contract.

11. Documents to be submitted by Bidders

Sr. No.	Description of activities	Title of the Document
1.	Annexure- I	TENDER ACCEPTANCE LETTER
2.	Annexure- II	CHECKLIST FOR BIDDERS
3.	Annexure- III	FORMAT FOR PREQUALIFICATION
4.	Annexure- IV	DECLARATION
5.	Annexure- V	FORMAT FOR FINANCIAL BID

ANNEXURE- I

TENDER ACCEPTANCE LETTER
(To be given on Company Letter Head)

Tender Reference No:

Date:

To,
CMD
The Kerala State Civil Supplies Corporation,
Ernakulam
Pin code 682020

Sub: Tender for AMC of Dell Blade Server, Chassis AND SAN Storage of Supplyco Head Office
Data Centre -reg

Dear Sir,

1. I / We have downloaded / obtained the tender document(s) for the above mentioned "Tender/Work" from the website(s) namely:
as per your advertisement, given in the above mentioned website(s).
2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. to (including all documents like annexure(s), schedule(s), etc.) which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.
3. The corrigendum(s) issued from time to time by your department/organization too have also been taken into consideration, while submitting this acceptance letter.
4. I / We hereby unconditionally accept the tender conditions of above mentioned tender\ document(s) / corrigendum(s) in its totality /entirety.
5. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.
6. I / We certify that all information furnished by our Firm is true & correct and in the event that the information is found to be incorrect / untrue or found violated, then your department / organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature with Name of the Bidder, with Official Seal)

ANNEXURE-II

Checklist for Bidders

Sr. No.	Particulars	Compliance (Yes / No / NA)
1.	Have you enclosed the copy of the transaction details of EMD and Tender FEE including UTR number?	
2.	Have you kept validity of your bid as per the Bid document?	
3.	Have you enclosed Tender Acceptance Letter duly filled and Signed (i.e. terms and conditions are acceptable) with original set of Bid? (Bids may be ignored if not signed)	
4.	(i) Is PAN No. of bidding firm with proof attached?	
	(ii) Is GST number with registration certificate attached?	
5.	Have you enclosed all supporting documents?	

(Name & Signature with date and firm/company seal)

ANNEXURE- III

FORMAT FOR PREQUALIFICATION

Sr. No.	Particulars	Details
1.	Name of the "The Service Provider" *	
	Full Address of the Service Provider *	
	Telephone No./Mobile No.*	
	Email Id * (if multiple, provide the same also)	
	Complete name and contact no. *	
2.	Bank details with MICR & IFSC *	
3.	GST Registration No. * (Please enclose the GST Registration Certificate also)	Please provide documents in support of your claim
4.	Details of local office in Ernakulam	Please provide documents in support of your claim
5.	Whether blacklisted by any Bank/Govt./PSU organization (Submit self-declaration certificate) – (Yes / No)*	Please provide documents in support of your claim
6.	Similar Work experience Details of 02 years (Govt./Semi Govt./PSU office preferable)	Please provide documents in support of your claim

Note:-

1. Attested photo copies of all above for proof should be uploaded with technical bid.
Fields marked with * are mandatory.

Signature of authorized person

Date:

Name & Seal

ANNEXURE- IV

-DECLARATION-

1. I..... Son / Daughter /Wife of Shri.....
Proprietor / Partner / Director / authorized signatory ofcompetent to sign this declaration and execute this tender document;
2. I have carefully read and understood all the terms and conditions of the tender and undertake to abide to them;
3. The information / documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I / we, am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law;
4. I understand that in case any deviation is found in the above statement at any stage, the concern shall be blacklisted and shall not have any dealing with the Department in future.

Signature of authorized person

Name & Seal

Date:

ANNEXURE- V

FORMAT FOR FINANCIAL BID

Name of work: Tender for AMC of Dell Blade Server, Chassis AND SAN Storage of Supplyco Head Office Data Centre

Sl no.	item	Make/Model &Tag Number	Qty.	AMC Period	Quoted rate for AMC , Consolidated((in Rs.)
(1)	(2)	(3)	(4)	(5)	(6)
1	Blade server (Mail server)	DELL POWER EDGE M830,BPYYT72	1	1 year	
2	Blade server (Database Server)	DELL POWER EDGE M830, BPZoV72	1		
3	Blade server (Web Server)	DELL POWER EDGE M830, BPYZT72	1		
4	Blade Enclosures	DELL POWER EDGE M1000e, BPZ3V72	1		
5	Blade switch slot1	DELL POWER CONNECT M6220, BPZ1V72	1		
6	Blade switch slot2	DELL POWER CONNECT M6220, BPZ2V72	1		
7	SAN Storage	DELL POWER VAULT MD3200i, 6YS5V72	1		
Taxes@.....,if any (in Rs.)					
Grand Total for Comprehensive AMC charges (In RS.)					

Signature of authorized person

Name & Seal

Date:

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