

**F.No.29004/04/2015-16 IT Cell
KENDRIYA BHANDAR
(HEAD OFFICE)
New Delhi**

Pushpa Bhavan, E-Wing, Madangir Road,
New Delhi - 110062. 23rd June 2016

Ref. No.: KB/Tend. Notice/3/2016

NOTICE

SUBJECT: AMC for Bio-time (Saviour) attendance machine – reg.

Sealed quotations are invited from the firms engaged in maintenance/repair of bio-time attendance machine on the above subject. Presently, Kendriya Bhandar has 65 bio-time (Saviour Brand) attendance machines installed at various locations within Delhi. The prospective bidder may visit any of the stores of Kendriya Bhandar to see/understand the model of the bio-time attendance machine and quote accordingly. Once rates are final, it will not be enhanced during the AMC period.

2. Interested bidders with suitable experience in this field can submit their tender in a sealed single envelope superscribed with “AMC of BIO-Time attendance machine” to the undersigned at Kendriya Bhandar, Pushpa Bhawan, First Floor, E-wing, Mandangir Road, New Delhi-110062 before 07/07/2016 at 15:00 HRS. The bidder may visit the nearby KB store to see the installed bio-time machine model. All documents should be signed & stamped and kept in a single envelope terms & conditions (Annexure I), Technical Bid (Annexure II) & Financial Bid (Annexure III).

3. The tenders received till the set time & date will be opened in front of committee members and representatives of firms on 07/07/2016 at 15:30 HRS. The successful bidder will have to submit the “Security Deposit” of Rs.5,000/- in the form Demand Draft (DD) in favour “Kendriya Bhandar, New Delhi” or Cash at Kendriya Bhandar, Pushpa Bhawan, Madangir Road, New Delhi – 110062 alongwith their acceptance to work on the said terms and conditions at Annexure I.

SD/-
(Sandeep Bawa)
OSD (Admn.)
Tel. 011-26593125

**Terms & Conditions for AMC of Bio-time attendance machine
installed at Kendriya Bhandar's stores/warehouse within Delhi.**

SCOPE OF WORK

1. The AMC covers the maintenance/repair of Bio-time attendance machine & data collection from those machines installed at 65 KB stores/warehouses in Delhi.
2. The complete work is divided in two stages.

STAGE 1 – Make machine Operational:

1. The work will be awarded in the multiple of 10 machines.
2. The firm will have to ensure that all bio-time machine installed at respective locations should be fully operational and working perfectly.
3. The firm will inform Head office for any error diagnosed by them in bio-time machine alongwith corrective measures & cost for seeking approval.
4. Ensure registration of all store/warehouse employees are done in bio-time machines with their respective employee ID.
5. Create a separate ID and Password with data copy rights only excluding Super-Admin rights and share it with Head Office.
6. Stores without internet facility, the firm will have to make a mechanism for providing attendance Data fortnightly to Head Office, till then all 65 bio-time machines are fully functional.
7. Stores with internet facility, the firm will have to setup an automated scheduling of attendance data through email to Head Office at secy-office@kendriyabhandar.org
8. The firm will have to provide software to manage the attendance records received from stores/warehouse through email or Pendrive at Head Office.
9. The firm will have to complete Stage-1 within one month period excluding the time consumed on subjects wherein approval of competent authority of Kendriya Bhandar is required.

STAGE 2 – AMC for Maintenance & Data collection:

10. After successful implementation of the Stage-1 for first 10 stores, AMC for Maintenance & Data Collections will be awarded to the firm for such machines for a period of one year.

STAGE 3 – AMC work for rest of machines:

11. After successful implementation and operationalisation of the Stage-1 & Stage-2 for 10 machines, Work for additional machines shall be awarded in a lot of 10 machines each till all 65 machines are operationalised.
3. The decision to increase or decrease in the number of bio-time machine will be at the sole discretion of Kendriya Bhandar.
4. The firm will have to provide general training like basic trouble shooting, registration of new personnel, taking reports and operate the software etc. to KB employee as may be decided by KB at free of cost on as and when required basis.
5. The response time will be maximum 48 hours after call registration. In case machine downtime is more than 48 hours, Kendriya Bhandar reserved the right to impose penalty,

as may be decided by the competent authority. The fine will be deducted from the bill or security deposit as the case may be.

6. As far as possible, the repairs should be carried out on-site itself. In case, the machine is to be taken to the workshop, Kendriya Bhandar bear only visiting fee and repair charges raised against the bio-time machine.
7. AMC can neither be sublet nor can be transferred.
8. Kendriya Bhandar reserves the right to terminate the said AMC at any point of time without assigning any reason or advance notice to the firm, if
 1. the AMC services are not found to be satisfactory by Kendriya Bhandar
 2. Violation of any aforesaid terms & condition.
9. The decision of MD Kendriya Bhandar (KB) in any or every case related to maintenance of bio-metric machines will be treated as final and will be binding to all.
10. Any dispute arises between Kendriya Bhandar and the successful bidder will be settled within the jurisdictions of Delhi.

PERIOD OF AMC

11. AMC will be for a period of one year and will be active after receipt of acceptance letter alongwith signed terms and conditions.
12. AMC can be extended with mutual agreement for such period as may be decided subject to satisfactory completion of AMC.

SECURITY DEPOSIT

13. The successful firm will have to submit the "Security Deposit" of Rs.5,000/- in form of DD or Cash to Kendriya Bhandar. The security deposit will be returned after successful completion of AMC. However, any breach of terms & conditions laid herein would invite forfeiture of security deposit.

PAYMENT TERMS

14. No advance payment will be made to the firm.
15. The payment will be done on quarterly basis. The payment claim will be vetted by Administration section and will be released subject to satisfactory service certificate issued by users and countersigned by Supervisor IT.
16. The payment will be done on pro-rata basis, if number of machines increase or decrease.
17. TDS will be deducted as per govt. norms.

DECLARATION

I, hereby, certify that I have read the aforesaid terms and condition carefully and agreed to work on the said terms & conditions set herein.

Date:

**(Signature of authorized signatory
with stamp)**

TECHNICAL BID

1	Name of the firm	
3	Name of the Proprietor/Directors etc. of the firm	
4	Address (with Tel. No. Fax. No. & Email)	
5	Contact Person with Telephone No. and Mobile No.	
6	The number of years of experience in business including business profile	
7	Total turnover of the last year	Yr. 2014-15 (Rs.)
11	PAN number	
12	Service Tax number	
13	Manpower Strength	
14	Name of the Banker	
15	Whether the firm/company has any legal suit/criminal case pending against its proprietor or any of its Directors or having been earlier convicted on the ground of moral turpitude or for violation of PF/ESI/Minimum wages Act. or any other laws?	(YES/NO)

DECLARATION

I hereby, certify that the information given above is complete and correct to the best of our knowledge as well as enclosing supporting requisite documents herewith sought hereunder. While knowing the fact, that my technical bid will be liable to reject, if any of requisite documents are found missing by Kendriya Bhandar. We understand that in case any deviation is found in the above statement at any state, the company/firm will be black-listed and will not have any deal with Kendriya Bhandar.

Date:

(Signature of authorized signatory with stamp)

FINANCIAL BID
(All rates should be excluding taxes)

Sr. No.	Description of the item	Amount (Rupees/Machines)
1	STAGE-1: Service charges for implementation of Stage-1	Rs./machine (Amount in words Rs.)
2	STAGE-2 : AMC Charges for A. Maintenance charges /per Bio-time machines for One Year (within Delhi)	Rs./machine (Amount in words Rs.)
	B. Attendance Data Collection charges /per machine from store (twice in a month)	Rs./machine (Amount in words Rs.)
3.	Quote price, in case, the bio-time machine cannot be repaired (excluding taxes):	
	A. Buy-back Price/Offer	Rs. (Amount in words Rs.)
	B. Cost of New Machine (same model) with cloud feature	Rs. (Amount in words Rs.)

Date:

(Signature of authorized signatory)