eTendering System Government of Kerala

Tender Details

Date : 11-Nov-2026 04:47 PM

Print

Basic Details

Organisation Chain	Kerala State Financial Enterprises Ltd		
Tender Reference Number	KSFE/IT/14061/Desktop_2026		
Tender ID	2026_KSFE_888177_1	**Withdrawal Allowed**	Yes
Tender Type	Open Tender	**Form of contract**	Item Rate
Tender Category	Goods	**No. of Covers**	2
General Technical Evaluation Allowed	No	**ItemWise Technical Evaluation Allowed**	No
Payment Mode	Online	**Is Multi Currency Allowed For BOQ**	No
Is Multi Currency Allowed For Fee	No	**Allow Two Stage Bidding**	No

Payment Instruments

	S.No	Bank Name
Online Bankers	1	SBI MOPS

Cover Details, No. Of Covers - 2

Cover No	Cover	Document Type	Description
1	Fee/PreQual /Technical	.pdf	Documents/Certificates as per RFP. Eligibility criteria of the bidders
		.pdf	Signed copy of RFP
		.pdf	All annexure mentioned in RFP
		.pdf	Any other documents mentioned in RFP
2	Finance	.xls	BOQ
		.pdf	Future upgrades

Tender Fee Details, [Total Fee in ₹ * - 26,534]

Tender Fee in ₹	25,000		
Processing Fee in ₹ (18.00% GST Incl.)	1,534		
Fee Payable To	Nil	**Fee Payable At**	Nil
Tender Fee Exemption Allowed	No		

EMD Fee Details

EMD Amount in ₹	16,67,700	**EMD Exemption Allowed**	No
EMD Fee Type	fixed	**EMD Percentage**	NA
EMD Payable To	Nil	**EMD Payable At**	Nil

Click to view modification history

Work /Item(s)

Title	Supply, Installation and Maintenance of Desktop Computers for Various KSFE Offices				
Work Description	Supply, Installation and Maintenance of Desktop Computers for Various KSFE Offices				
Pre Qualification Details	Please refer Tender documents.				
Independent External Monitor/Remarks	NA				
Show Tender Value in Public Domain	Yes				
Tender Value in ₹	16,67,70,000	**Product Category**	Hardware	**Sub category**	Computers

Contract Type	Tender	**Bid Validity(Days)**	60	**Period Of Work(Days)**	NA
Location	VARIOUS KSFE OFFICES ACROSS KERALA	**Pincode**	680020	**Pre Bid Meeting Place**	NA
Pre Bid Meeting Address	NA	**Pre Bid Meeting Date**	NA	**Bid Opening Place**	KSFE HEAD OFFICE THRISSUR
Should Allow NDA Tender	No	**Allow Preferential Bidder**	No		
Tenderer Class	Not Applicable				

Critical Dates

Publish Date	11-Nov-2026 05:00 PM	**Bid Opening Date**	03-Dec-2026 10:00 AM
Document Download / Sale Start Date	11-Nov-2026 05:30 PM	**Document Download / Sale End Date**	01-Dec-2026 05:00 PM
Clarification Start Date	11-Nov-2026 05:30 PM	**Clarification End Date**	18-Nov-2026 05:00 PM
Bid Submission Start Date	24-Nov-2026 10:00 AM	**Bid Submission End Date**	01-Dec-2026 05:00 PM

Tender Documents

NIT Document

S.No	Document Name	Description	Document Size (in KB)
1	Tendernotice_1.pdf	NOTICE INVITING TENDER	228.36

Work Item Documents

S.No	Document Type	Document Name	Description	Document Size (in KB)
1	Tender Documents	RFP.pdf	Request For Proposal	1540.94
2	BOQ	BOQ_1516433.xls	Bill of Quantity	343.50

Bid Openers List

S.No	Bid Opener Login Id	Bid Opener Name	Certificate Name
1.	abhirami3979@gmail.com	Ravichandran PG	RAVICHANDRAN P G
2.	praseedkumar2527@gmail.com	PRASEED KUMAR P	PRASEED KUMAR P
3.	jaijaik200@gmail.com	Jaimon Kuruvilla	JAIMON KURUVILA

Tender Properties

Auto Tendering Process allowed	No	**Show Technical bid status**	Yes
Show Finance bid status	Yes	**Stage to disclose Bid Details in Public Domain**	Technical Bid Opening
BoQ Comparative Chart model	Normal	**BoQ Compartive chart decimal places**	2
BoQ Comparative Chart Rank Type	L	**Form Based BoQ**	No

Tender Inviting Authority

Name	Managing Director KSFE
Address	BHADRATHA MUSEUM ROAD CHEMBUKKAVU THRISSUR

Tender Creator Details

Created By	Jaimon Kuruvilla
Designation	Senior Manager
Created Date	11-Nov-2026 04:27 PM

11/11/2026

REQUEST FOR PROPOSALS

(Tender Document)

SUPPLY, INSTALLATION & MAINTENANCE OF DESKTOP COMPUTERS FOR KSFE BRANCHES

TENDER NO : KSFE/IT/14061/DESKTOP 2026
DATED 11th NOVEMBER 2026

The Kerala State Financial Enterprises Ltd.
(A Government of Kerala undertaking)
Regd. Office: "Bhadratha", Museum Road,
P.B.No: 510, Thrissur – 680 020, Ph: 0487-2332255,
E-mail: etenders@ksfe.com
Web site: www. ksfe.com

1 INVITATION FOR BIDS

This invitation to bid is for supply, installation and maintenance of Desktop Computers for the automation of KSFE branch offices across Kerala as per the requirement specification detailed in **Proforma - 10** , schedule of requirements given in **Section-5**, and instructions given in **Section-2** , of this document.

1.1 Bidders are advised to study the Tender Document and additional documents carefully. Submission of Tender shall be deemed to have been done after careful study and examination of the Tender Document with full understanding of its implications.

1.2 Five **percentage (5%)** of the value of the order in the form of Bank Guarantee shall be furnished as Security Deposit by the successful bidder for proper fulfillment of the order. This will be returned with in three months after the expiry of the Warranty period.

1.3 **Schedule for Invitation to Tender:**

a) Bid publishing date
17.00 hours on 11.11.2026

b) Bid download start date
17.30 hours on 11.11.2026

c) Clarification start date
17.30 hours on 11.11.2026

d) **Clarification can be emailed to "etenders@ksfe.com" upto**
17.00 hours on 18.11.2026

e) Bid submission start date
10.00 hours on 24.11.2026

f) Bid submission end date
17.00 hours on 01.12.2026

g) Date & time of Opening E-tender
10.00 hours on 03.12.2026

h) Date till which the tender is valid:
60 days from the Date of opening of E-tender

2 INSTRUCTIONS TO BIDDERS

2.1 Introduction

The Kerala State Financial Enterprises Limited (KSFE), established in 1969, is a Miscellaneous Non-Banking Company (MNBC) owned by the Government of Kerala. It was founded to provide an alternative to private chit promoters and to socialize the chit fund business. From its modest beginnings, KSFE has grown into a significant institution, conducting business worth over ₹1,00,000 crores annually. It directly employs over 9,000 people and indirectly supports more than 12,000 individuals through its extensive network of over 680+ branches. The main activities of KSFE include Chitties, Sugama savings, Loans, and Fixed Deposits.

2.2 Scope of the Work

The successful bidder needs to provide the following infrastructure and related services for KSFE.

- **Supply and Installation of Desktop Computers**

  The successful bidder would be required to supply, install and maintain for three years the Desktop Computers indicated in **Proforma-10** of this document**.** If required, KSFE may increase the quantity at the per unit rates quoted in the commercial bid subject to a maximum of 25% of the projected requirement.

- **Maintenance of Hardware**

  The successful bidder would be required to maintain the Desktop Computers at their cost for three years during the Warranty period. They also have to guarantee OEM support for a period of 3 years after the Warranty period. The conditions mentioned in the Service Level Agreement specified in **Section-3.46** has to be met by the bidder.

- **System Support**

  The vendor shall provide support services on single point of contact basis for 3 years. Following are the Systems Support services:

  - Installation of Desktop Computers
  - Maintenance of hardware.

- **Adherence to the SLAs**

  The successful bidder will be required to adhere to the Service Level Agreements regarding the required uptime for maintaining the quality of service expected from the KSFE. These SLAs have been presented in **Section-3.46**.

- **Warranty**

The successful bidder is required to provide three years on site comprehensive warranty and three years OEM support after the warranty period for all Desktop Computers offered in the **Proforma-10.**

2.3 Preparation of Bids

2.3.1 Language of Bids

The Bids prepared by the Bidder and all correspondence and documents relating to the bids exchanged by the Bidder and the Client, shall be written in English language, provided that any printed literature furnished by the Bidder may be written in another language so long as accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall govern.

2.3.2 Documents Comprising the Bids(Criteria)

The Bids prepared by the Bidders shall comprise of following components:

(a) (a) Technical Bid shall consist of following : -

1) Technical bid letter on the bidder's letter head (format given in **Proforma-1**)
2) The Corporate profile of the bidder (printed corporate brochure is preferred).
3) The profile of the bidder (format given in **Proforma-13**)
4) Qualifying data duly filled in as per relevant Proforma provided in the bid proposal that the bidder is eligible to bid and is qualified to perform the contract, if its bid is accepted (**Proforma -2**)
5) The bidder should have a minimum turnover as specified in **Annexure III.** Audited Financial Statements of last three years showing the annual turnover of the bidder over the preceding Five financial years, for IT equipment should be submitted along with the tender(**Proforma-3**). Bidder should submit Copy of Income tax returns for the last three years with the Tender, as proof for turn over (Revenue).
6) Manufacturer's Authorisation form(s) (**Proforma-6**)
7) List of bidder's support/service locations in Kerala. (**Proforma-7**)
8) Three references of bidder's clients that have made purchases of computer hardware (as per ANNEXURE III) **equivalent to minimum purchase order value (as per ANNEXURE III) in single order or 2 or 3 orders** combined **during the last three years** during the last three years. Also provide the name, designation, and contact details of a contact person (format given in **Proforma-8**) for each reference. The bidder should submit the copy of the purchase order and corresponding satisfactory/completion certificates from the clients against each reference.
9) Bidder's quality certification in delivery of services from an internationally recognized and reputed agency ISO 9001 (format given in **Proforma-9**).
10) Bidder's quality certification in manufacturing of tendered Computer Hardware from an internationally recognized and reputed agency ISO 9000. In case bidder is not the manufacturer, the bidder is required to submit the quality certification of the manufacturer of the tendered Computer Hardware (format given in **Proforma-9**).
11) Power-of-Attorney granting the person signing the bid the right to bind the bidder as the "Constituted Attorney of the Company".
12) Statement of deviation from requirement specifications (format given in **Proforma-4**).

13) Statement of deviation from tender terms and conditions (format given in **Proforma-5**).
14) Technical details of hardware offered with make and model numbers of proposed hardware. (format given in **Proforma-10**).
15) Warranty (Format given in **Proforma-11**).
16) A signed copy of the RFP.

The soft copies of all the above documents should be uploaded in our etender website http://etenders.kerala.gov.in

(b) Commercial Bid consisting of the following: -

Duly filled out " BOQ" file should be uploaded in the e-tender website.

2.3.3 Bid Prices

The bidder shall indicate in the BOQ file, the unit prices of the Desktop Computer proposed to be supplied under the contract and shall upload this filled up BOQ file in the E-tender website. **No hard copies of BOQ file or Bid prices should be submitted to KSFE offices.**

2.3.4 Firm Price

Prices quoted by the bidder must be **firm and final**, and shall not be subject to any escalation whatsoever **after the last date of submission of the bid**. Prices should indicate the price at site and should include all levies, freight ,taxes etc except GST Viz entry tax, excise & custom duties, octroi & levies, cost of power cables, interface cables, packing, forwarding, freight, transit insurance and installation charges on the final finished supplies tendered for.

2.3.5 Bidder's Qualification

The "Bidder" as used in the tender documents shall mean the one who has signed the bid form. The bidder may either be an original equipment manufacturer of the computer hardware items quoted in this bid or an authorized dealer of the OEM for this bid, in which case it must submit a certificate of authority (format given in **Proforma-6**). All certificates and documents received hereby, shall, as far as possible, be furnished by the representative and the manufacturer. It is further clarified that the individual signing the bid or other documents in connection with the bid must certify that he/ she signs as 'Constituted Attorney of the Company'.

2.3.6 Earnest Money Deposit

An Earnest Money Deposit (EMD) as per ANNEXURE III shall be furnished, by the bidder as part of its bid towards bid security. The EMD should be paid online while submitting the tender through the etender site http://etenders.kerala.gov.in The EMD is required to protect KSFE against the risk of Bidder's conduct, which would warrant the security's forfeiture. Unsuccessful Bidder's EMD will be automatically refunded to their accounts after the award of the contract to the successful Bidder.

The Successful Bidder's EMD will be discharged upon signing the Contract and furnishing the Performance Bank Guarantee. No interest will be payable by KSFE on the amount of the EMD.

The EMD may be forfeited:

- If a bidder withdraws his bid or increases his quoted prices during the period of bid validity or its extended period, if any; or
- If the selected bidder fails to sign the Contract or to furnish Performance Bank Guarantee in accordance with **Section 2.6.6.**

2.3.7 Period of validity of Bids

Bids must remain valid for **60 days from the date of opening of E-tender** prescribed by KSFE. A bid valid for a shorter period may be rejected by KSFE as non-responsive.

In exceptional circumstances, KSFE may solicit the bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing/email. The bid security validity shall also be suitably extended. A bidder may refuse the request without forfeiting his bid security. A bidder granting the request will not be required nor permitted to modify his bid.

2.3.8 Revealing of Prices

Prices in any form or by any reasons should not be revealed in Technical bid or before opening the commercial bid, failing which the offer shall be liable to be rejected.

2.3.9 Terms and conditions of Tendering Firms

Printed terms and conditions of the bidders will not be considered as forming part of their bids. In case terms and conditions of the contract applicable to this invitation to bid are not acceptable to any bidder, clearly specify the deviation in **Proforma-5**. Similarly, in case the Desktop Computers offered have deviations from the requirement specifications laid down in **Proforma-10** and schedule of requirements laid down in **Section-8**, the bidder shall describe in what respects and to what extent the Desktop Computers being offered differ/ deviate from the specification, even though the deviations may not be very material. Bidder must state categorically whether or not his offer conforms to requirement specifications and schedule of requirements and indicate deviations, if any, in **Proforma-4**.

Bidder shall pay EMD and tender fee as mentioned in Annexure III.

2.4 Pre-bid Queries

Pre-Bid queries can be emailed to "etenders@ksfe.com" upto

17.00 hours on 18.11.2026

2.5 Bid Opening

2.5.1 Opening of Bid by KSFE

On the basis of the Technical information **section 2.3.2 (a)** given by the bidder for the Technical bid, bidders will be short-listed for commercial bid.

The commercial bids of bidders not qualified in the Technical bid will not be opened.

Commercial bids of short-listed bidders will be opened online by KSFE.

2.5.2 Clarifications

If deemed necessary, KSFE may seek clarifications on any aspect from the bidder. However, that would not entitle the bidder to change or cause any change in the substance of the bid submitted or price quoted. KSFE , if needed, may ask the bidder for clarifications or to give presentation for more clarity regarding the tender. All expenses with respect to the preparation of documents/presentations/travel (if needed)must be borne by the bidder.

2.5.3 Preliminary Examination

KSFE will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required bid security has been furnished, whether the documents have been properly signed, and whether the bids are generally in order. Bids without proper authorization from the manufacturer as per **Proforma-6** shall be treated as non-responsive.
Bidders are expected to carefully check and crosscheck their bids before submission.
Arithmetical errors or discrepancy between amount in words and amount in figures, if any, will be treated as under:

1. The higher of the amounts will be considered for comparison.
2. The lower of the amounts will be considered for award.

A bid determined as not substantially responsive will be rejected by KSFE and may not subsequently be made responsive by the bidder by correction of the non-conformity.

2.5.4 Evaluation and Comparison of Bids

- The Technical bid and commercial bid shall be evaluated to select a bidder for award of contract. Evaluation of technical bid will be as per the criteria specified in **Proforma-10.**
- The eligible bidders should produce sample of all items quoted in the bid for technical evaluation within one week of opening the tender. Samples for evaluation should be provided at KSFE Head Office, Thrissur.
- The bids of technically qualified bidders would only be considered for commercial evaluation.

2.5.5 Verification

KSFE reserves the right to conduct a verification of the customer references submitted by the bidder. KSFE also reserves the right to conduct a verification of the quality management system in place, the manufacturing facilities, and the support infrastructure of the bidder. KSFE will conduct all or any of these verifications to satisfy itself on the bidder's capability to supply the tendered goods and services compliant to the requirement specifications defined in this tender.

In the event of the verification revealing that a bidder does not have the capability to supply the tendered goods and services compliant to the requirement specifications defined in this tender, KSFE may at its discretion reject the bid.

2.5.6 Contacting KSFE

Bidder shall not contact KSFE on any matter relating to this bid, from the time of the opening of commercial bid to the time the contract is awarded.
Any effort by a bidder to influence KSFE's bid evaluation, bid comparison or contract award decision may result in the rejection of the bid.

2.6 Award of Contract

2.6.1 Due Diligence

KSFE will determine to their satisfaction whether the bidder selected as having submitted the lowest evaluated responsive bid is qualified to satisfactorily perform the contract. The decision of KSFE is final in such cases.
The determination will take into account the bidder's financial, technical and support capabilities. It will also involve an examination of the documentary evidence of the bidder's eligibility submitted by the bidder.

An affirmative determination will be a prerequisite for award of the contract to the bidder. A negative determination will result in rejection of the bidder's bid, in which event KSFE will proceed to the next lowest evaluated bid to make a similar determination of that bidder's capabilities to perform satisfactorily.

2.6.2 Award Criteria

KSFE will review the Technical bids of the bidders to determine whether the Technical bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified at KSFE's discretion.

Subject to above, KSFE will award the contract to the successful Bidder whose bid has been determined to be substantially responsive and has been determined as the lowest evaluated bid (L1), provided further that the Bidder is determined to be qualified to perform the contract satisfactorily.

KSFE reserves the right to issue Purchase Order for the total quantity ordered, in full or in parts and the bidder must be bound to supply quantities (up to 25%) more than the number currently specified in accordance with tender rules at the same rate and terms, (if asked).

2.6.3 KSFE's Right to accept/ reject any or all bids

KSFE reserves the right to accept any bid, and to annul the tender process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for KSFE's action.

2.6.4 Notification of Award

Prior to the expiration of the period of bid validity, KSFE will notify the bidder(s) in writing by registered letter/email, that his bid has been accepted. The receipt of acceptance should be sent by the bidder in writing through registered post as well as by email. The notification of award will constitute the formation of the contract. Upon the furnishing of performance security by the bidder(s) pursuant to **section-2.6.6**, KSFE will promptly notify each unsuccessful bidder and will discharge the bid security (EMD), pursuant to **section- 2.3.6.**

2.6.5 Signing of Contract

At the same time as KSFE notifies the bidder that his bid has been accepted, KSFE will send the bidder the contract form as per **Annexure-2** provided in this document, incorporating all agreements between the parties.

On receipt of the contract form, the bidder shall sign and date the contract form, and return it to KSFE as per mutually decided date.

2.6.6 Performance Bank Guarantee

Within **14** days of the receipt of notification of award from KSFE, the bidder shall furnish the performance bank guarantee security of **Five percentage (5%)** of the value of the order from any Nationalized/Scheduled Bank in accordance with the conditions of contract, in the contract performance guarantee bond prescribed as per **Annexure-1. Bank Guarantee specified should remain valid for a period of 39 months from date of commencement of the warranty period.The claim period of the Bank guarantee shall extend for a further period of 1 year beyond the expiry date of the bank guarantee.**

Failure of the bidder to comply with the requirement of **section 2.6.6** or **section 2.6.7** shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security, in which event KSFE may make the award to the other bidders or call for new bids.

2.6.7 KSFE's right to increase quantities after awarding the bid

KSFE reserves the right to increase the quantity of Desktop Computers specified in the Schedule of Requirements without any change in unit prices or other terms and conditions within the 60 days contract period subject to a maximum of 25% of the total requirement.

2.6.8 Publicity

Any publicity by the bidder in which the name of KSFE is to be used, should be done only with the explicit written permission from KSFE.

3 GENERAL CONDITIONS OF CONTRACT

3.1 Definition

In this document, the following terms shall be interpreted as indicated:

'KSFE' - The Kerala State Financial Enterprises Limited.

'Bidder' means any firm with a valid GST offering the materials required in the RFP.

'Contract' - The agreement entered into between KSFE and the successful Bidder as recorded in the contract form signed by KSFE and the Bidder, including all attachment and annexure thereto and all documents incorporated by reference therein.

'Bidder/Vendor/Contractor' - The firm/entity/ company having a valid GST registration, with whom the order for supply, installation, commissioning, and support on a turnkey basis of computer hardware is placed and shall be deemed to include the contractor's successors, representatives (approved by KSFE), heirs, executors, administrators and permitted assigns, as the case may be unless excluded by the terms of the contract.

'Contract Price' - The price payable to the Contractor under the contract for the full and proper performance of his contractual obligations.

"OEM" means Original Equipment Manufacturer Company, that is incorporated in India or abroad, who has management control over the manufacturing/production process, Quality Assurance, Procurement of Raw materials/manufacturing process inputs marketing and warranty services of the resultant products, of at least one manufacturing facility /factory where the manufacturing of equipment, related accessories, as required for KSFE, is carried out

'Equipment' - The Desktop Computers which the Contractor is required to supply to KSFE under the contract.

'Service' - Service refers to the supply of Desktop Computers and the service support to be rendered by the Contractor to KSFE for the smooth running of its ICT enabled business with minimal disruption under the period of contract. Service also includes services ancillary to the supply of the computer hardware and software, such as systems management, monitoring, transportation, insurance, and any other incidental services such as installation, commissioning, provision of technical assistance, training and other such obligations of the bidder covered under the contract.

'Acceptance of Tender': The letter/email or any memorandum communicated to the bidder from KSFE communicating the acceptance of his tender and includes an advance acceptance of his tender.

3.2 Application

These general conditions shall apply to the extent that they are not superseded by provisions in other parts of the contract.

3.3 Standard

The Desktop Computers supplied under this contract shall conform to the standards mentioned in the requirement specifications, and, when no applicable standard is mentioned, to the authoritative standards, such standard shall be the latest issued by the concerned institution.

3.4 Use of Contract document and Information

The contractor shall not, without KSFE's prior written consent, disclose the contract or any provision thereof, or any specification, design, drawing, pattern, sample or information furnished by or on behalf of KSFE in connection therewith, to any person other than a person employed by the contractor in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.

The contractor shall not without KSFE's prior written consent, make use of any document or information forming a part of this tender except for purpose of performing the contract.

Any document forming a part of this tender, other than the contract itself shall remain the property of KSFE.

3.5 Patent Rights

The contractor shall indemnify KSFE against all third-party claims of infringement of patent, trademark or industrial design rights arising from the use of the Desktop Computers or any part thereof.

3.6 Performance Security

Within 14 days after the receipt of notification of award of the contract from KSFE, the successful bidder shall furnish performance security to KSFE as per proforma given in **Annexure-1**, which shall be equal to 5 percent of the total bid price in the form of a bank guarantee bond from a Nationalized/Scheduled Banks as per the norms laid by the RBI.

3.7 Supply, Installation, Commissioning, & Implementation

The contractor shall be responsible for supply of Desktop Computers at KSFE's assigned offices within **8 weeks** of placing the Purchase Order. Contractor would also be responsible for its installation, commissioning, implementation, acceptance and making them fully operational **within 30 days from date of delivery / if the infrastructure is not ready during this period; within 7 days after the infrastructure is ready**. This will be evidenced by a certificate of acceptance duly signed and/or counter-signed by representatives of KSFE for all the supplied equipment and services.

At the direction of KSFE, the acceptance test of the Desktop Computers shall be conducted by the bidder in the presence of KSFE's authorized representative(s) and/ or any other team or agency nominated by KSFE. All expenses for acceptance test shall be borne by the bidder. **After the installation of the items, the bidder should hand over KSFE, a softcopy containing the details of the items delivered such as serial number, branch etc.**

Delay in installation will attract penalty as specified in Section 3.19

There will be a single acceptance test per office that will cover all the tendered hardware. Acceptance test reports for all the tendered hardware in each and every office will be signed by the contractor's representative and the relevant KSFE officer-in-charge or designated KSFE officer at the concerned office in triplicate. One copy would be retained by the respective KSFE office and the other two copies retained by the contractor for submission to the Assistant General Manager (IT) KSFE at the Head Office for further verification and processing.

3.8 Incidental Services

In addition to the services specified in **Proforma-10,** the contractor may be required to provide any or all of the following services:

Furnish detailed manuals for the supplied Desktop Computers.

Perform or supervise or maintain and/ or repair the supplied computer hardware for a period of time agreed by KSFE and the contractor, provided that this service shall not relieve the contractor of any warranty obligations under this contract.

3.9 Documentation

The contractor is required to provide pre-printed product technical brochures of the tendered items along with the bid. The technical specifications of the tendered items should also be available on the OEM's web-site. KSFE reserves the right to verify the stated compliance against the technical specifications published on the OEM's web-site and/or the pre-printed product brochures.

3.10 Maintenance

The contractor must integrate the entire computer hardware supplied by them to make them fully functional. It will be contractor's responsibility to locate the exact nature of the problem(s)/ fault(s) and rectify the same, if any. The contractor must also take necessary steps to successfully install all the computer hardware supplied by them. The contractor undertakes that necessary maintenance will be directly made available and must ensure genuine OEM spares will be used for servicing the PC's for at least **three years** after the acceptance of the computer hardware on a continuing basis, at the option of KSFE

The service period consists of **3 years comprehensive warranty** and **three years OEM support** .

3.11 Warranty

The contractor is required to submit a warranty for all computer hardware and services supplied in the format given in **Proforma-11**.

The start date for the warranty may be mutually decided based on weighted average of the acceptance dates for various offices so as to have consistent warranty coverage across all the locations.

The contractor warrants that all the equipment supplied under the contract is newly manufactured. The contractor further warrants that the equipment supplied under this contract shall have no defect arising from design, materials or workmanship (except insofar as the design or material is required by KSFE's specifications) or from any act or omission of the contractor, that may develop under normal use of the supplied equipment's in the conditions prevailing in the country of final destination.

The contractor warrants that the services provided under the contract shall be as per the Service Level Agreement (SLA) between the contractor and KSFE.

This warranty, for all equipment including plastic/fiber parts, data cable shall remain valid for **36 months** after the complete installation and acceptance of the equipment, or **39 months** after the date of receipt of equipment whichever occurs earlier. The installation will be deemed incomplete if any component of the equipment or any documentation/ media is not delivered or is delivered and not installed and/ or not operational or not acceptable to KSFE after acceptance testing/ examination.

KSFE shall promptly notify the contractor with the helpdesk software hosted by KSFE in writing/telephone call/email of any claims arising under this warranty. Upon receipt of such notice, the contractor shall, within the period of time as specified in SLA repair or replace the defective Goods or parts thereof, free of cost at the ultimate destination. The contractor shall take over the replaced parts/goods at the time of their replacement. No claim whatsoever shall lie on KSFE for the replaced parts/goods thereafter.

If the contractor, having been notified, fails to remedy the defect(s) within specified time in SLA, KSFE may proceed to take such remedial action as may be necessary, at the contractor's risk and expenses and without prejudice to any other rights, which KSFE may have against the contractor under contract.

The contractor shall guarantee **a 98% uptime of Desktop Computers**. If any Desktop Computer gives continuous trouble, more than five times in any continuous 30 days during the warranty period, the contractor shall replace the system with new system without any additional cost to KSFE. Similarly, if any hardware problem could not be rectified within one month(30 DAYS) from the date of complaint, it should be replaced with a new one.

If the contractor, having been notified, fails to remedy the defect(s) within a reasonable period as per **SLA**, KSFE may proceed to take such remedial action including invoking of bank guarantee as may be necessary at the contractor's risk and expense and without prejudice to any other rights, which KSFE may have against the contractor under the contract.

3.12 Payment Terms

No payment shall accrue until after the performance guarantee bond envisaged in **section 3.6** has been furnished.

All the delivery challans and invoices in triplicate for a particular office should be submitted together. All payments shall be made from the KSFE Head Office. In addition to this, the bidder should submit a soft copy of the assets containing the serial number, Branch to which delivered etc. along with the bill.

KSFE shall make full payment only after acceptance (after complete installation) of the equipment's mentioned in the contract, to the entire satisfaction of KSFE or any other agency nominated by them.

3.13 Currency of Payments

Payment shall be made in Indian Rupees (INR) only.

3.14 Change Orders

KSFE may at any time, by a written order given to the contractor pursuant to **section-3.27** make changes within the general scope of the contract in any one or more of the following prior to the date of shipping/provisioning whichever is relevant and earlier:

i. Configuration or specifications of the equipment.
ii. The method of shipment or packing.
iii. The place of delivery.
iv. The service to be provided by the contractor.

If any such change causes an increase or decrease in the cost of, or the time required for the contractor's performance of any part of the work under the contract, whether changed or not changed by the order, an equitable adjustment shall be made in the contract price or delivery schedule, or both and the contract shall accordingly be amended. Any claims by the contractor for adjustment under this clause must be asserted within thirty days from the date of the contractor's receipt of KSFE's change order.

3.15 Contract Amendment

No variation in or modification of the terms of the contract shall be made except by written amendment signed by the parties.

3.16 Assignment

The contractor shall not assign, in whole or in part, his obligations to perform under the contract, to any other party or persons, except with KSFE's prior written consent. The permission, if any, of KSFE has to be taken before award of the contract.

3.17 Sub Contract

Sub contract shall not be allowed for the contractor.

3.18 Delays in supply of the equipment by the Bidder

Delivery of the equipment shall be made by the contractor within **8 weeks, from the date of award of Purchase Order at the designated offices of the KSFE, the address of which which be indicated in the purchase order and installation should be completed within 30days from the delivery date.**

Any unexcused delay by the contractor in the performance of his delivery/service provisioning/disposal obligations shall render the contractor liable to any or all of the following sanctions: forfeiture of his performance security, imposition of liquidated damages, and/ or termination of the contract for default.

If at any time during performance of the contract, the contractor should encounter conditions impeding timely delivery of the goods, performance of services, the contractor shall promptly notify KSFE in writing/email of the fact causing the delay, its likely duration and its cause(s), before the scheduled delivery / installation / provisioning date. KSFE shall evaluate the situation after receipt of the contractor's notice and may at their discretion extend the contractor's time for delivery / installation / provisioning, in which case the extension shall be ratified by the parties by amendment of the contract. If the bidder's request to delay the delivery of goods, performance of services is not found acceptable to KSFE, the above-mentioned clause would be invoked.

3.19 Liquidated Damages during Delivery, Installation & Warranty

Subject to **section 3.21**, if the contractor fails to deliver/install any or all of the equipment or to perform the services within the time period(s) specified in the contract, KSFE shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to the **0.5% of the price** of undelivered / unfinished portion of the contract for every week (seven days) or part thereof of delay, subject to the delayed portion

being less than or equal to 10% of the contract value. In case the delayed portion of the contract is more than 10%, then the liquidated damages shall be applicable on the entire contract price. Liquidated damages shall also be subject to maximum deduction of 10% of the contract price. Once the maximum is reached, KSFE may consider termination of the contract pursuant to **section-3.20**.

Equipment that is reported to be down on a given date should be either fully repaired or replaced by temporary substitute (of equivalent configuration) within the time frame indicated in the Service Level Agreement (SLA) forming a part of the contract**.** The reporting will be through the helpdesk software hosted by KSFE.

Performance of services shall be within the norms specified in the Service Level Agreement (SLA) forming a part of the contract.
In case contractor fails to meet the above standards of maintenance, there will be a penalty as specified in the SLA.

3.20 Termination for Default

KSFE may, without prejudice to any other remedy for breach of contract by written notice of default sent to the contractor, terminate the contract in whole or in part:

i) If the contractor fails to deliver any or all of the computer hardware within the time period(s) specified in the contract, or any extension thereof granted by KSFE pursuant to **section 3.18**,

OR

ii) If the contractor fails to perform any other obligation(s) under the contract, in the event KSFE terminates the contract in whole or in part, pursuant to above mentioned clause, KSFE may procure, upon such terms and in such manner, as it deems appropriate, computer hardware similar to those undelivered and the contractor shall be liable to KSFE for any excess costs for such similar goods. However, the contractor shall continue performance of the contract to the extent not terminated.

3.21 Force Majeure

Notwithstanding the provisions of **section-3.18, 3.19 & 3.20** the contractor shall not be liable for forfeiture of his performance security, liquidated damages or termination for default, if and to the extent that, his delay in performance or other failure to perform his obligations under the contract is the result of an event of Force Majeure.
For purposes of this clause, "Force Majeure" means an event beyond the control of the contractor and not involving the contractor and not involving the contractor's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of KSFE either in its contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
If a Force Majeure situation arises, the contractor shall promptly notify KSFE in writing of such conditions and the cause thereof. Unless otherwise directed by KSFE, the contractor shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

3.22 Termination for Insolvency

KSFE may at any time terminate the contract by giving written notice to the contractor, without compensation to the contractor, if the contractor becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to KSFE.

3.23 Termination for Convenience

KSFE may by written notice sent to the contractor, terminate the contract, in whole or in part at any time of his convenience. The notice of termination shall specify that termination is for KSFE's convenience, the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective.

3.24 Arbitration

KSFE and the contractor shall make every effort to resolve amicably by direct informal negotiation, any disagreement or dispute, arising between them under or in connection with the contract.

If, after thirty (30) days from the commencement of such informal negotiations, KSFE and the contractor have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution to the formal mechanism specified below.

In the case of a dispute or difference arising between KSFE and the contractor relating to any matter arising out of or connected with this contract, such dispute or difference shall be referred to the award of two arbitrators, one arbitrator to be nominated by KSFE and the other to be nominated by the contractor or in case of the said arbitrators not agreeing, then to the award of an umpire to be appointed by the arbitrators in writing before proceedings to the reference, and in case arbitrators cannot agree to the umpire, he may be nominated by the Arbitration Council of India/ Institution of Engineers, India. The award of the arbitrators, and in the event of their not agreeing, of the umpire appointed by them or by the Arbitration Council of India/ Institution of Engineers, India shall be final and binding on the parties.

The Indian Arbitration and Conciliation Act, 1996, the rules there under and any statutory modification or re-enactments thereof made till the date of signing of contract, shall apply to the arbitration proceedings.

The venue of arbitration shall be the place from where the contract is issued i.e. Jurisdiction of Court in Thrissur District.

3.25 Governing Language

The contract shall be written in the language of the bid (viz., English), as specified by KSFE in the instructions to bidders. Subject to **section-3.26**, that language version of the contract shall govern its interpretation. All correspondence and other documents pertaining to the contract, which are exchanged by the parties, shall be written in that same language.

3.26 Applicable Law

The contract shall be interpreted in accordance with the Indian Laws.

3.27 Notices

Any notice by one party to the other pursuant to the contract shall be sent in writing or by e-mail and confirmed in writing to the address specified for that purpose in the contract.
A notice shall be effective when delivered or on the notice's effective date, whichever is later.

3.28 Back up support

Contractor shall furnish details of the back-up engineering and systems support that will be available to KSFE. If the maintenance of the Equipment, after expiry of the warranty period, is taken over either by KSFE or any other person/ agency to be nominated by KSFE, the contractor shall be responsible for supply of spare parts and back-up maintenance support required by KSFE or that agency and shall continue to make available the spare parts.

3.29 Power Tolerance

The equipment's must be capable of withstanding power failures and must not get damaged due to 'trip-outs'. It should be capable of withstanding permissible voltage and frequency variations without any damage to equipment or loss of information.
The System shall operate correctly from a 230 Volts ±15% and 50Hz ±6% power supply.

3.30 Technical Data

Contractor shall furnish a copy of the technical specifications of the Equipment including passive and active components, hardware and software, and any accessories supplied by the contractor under the contract. These specifications shall be recognized as "STANDARD" for the purpose of measuring performance.

3.31 Currency & Price Fall

The prices quoted must be in INR and the prices charged for the equipment/services supplied under the contract by the contractor shall in no event exceed the lowest price at which the contractor sells the equipment/services or offers to sell equipment/services of identical description and volume to any persons/organizations including KSFE or any department of the central or state government or any statutory undertaking of the central or state government as the case may be during the currency of the contract.

If any time during the said period the contractor reduces the sale price, sells or offers to sell such equipment/services to any person/ organization including KSFE or any department of a state or central government or any department of a state government or statutory undertaking of the state and central government as the case may be at a price lower than the price chargeable under the contract, he shall forthwith notify such reduction of sale or offer to sell to KSFE and the price payable under the contract for the equipment/services supplied after the date of coming into force of such reduction or sale or offer to sell shall stand correspondingly reduced without affecting the specifications and other conditions.

3.32 Delivery

The computer hardware specified in the schedule **section-5** are required to be supplied, at the respective KSFE offices spread across entire geography of the State, by the contractor within **8 weeks from the date of award of Purchase Order and the PCS have to be installed and commissioned within 30 days from the delivery date.**

3.33 Passing of Property

KSFE will not own up the PC unless and until the PC have been delivered in good condition, installed and accepted in respective branch offices, and accepted in accordance with the conditions of the contract to the satisfaction of KSFE.

3.34 Prices

The prices quoted for the computer hardware shall be firm and in INR, throughout the period of contract and shall not be subject to any escalation.

3.35 Deduction

Payments, as envisaged in **section-3.12**, shall be subject to deductions (such as TDS) of any amount, for which the contractor is liable under the agreement against this tender.

3.36 Taxes and Duties

The contractor shall be entirely responsible for all taxes, duties, license fees, octroi / local levies and demurrage charges etc., the price quoted for the PC must be inclusive of all of the above. If there is any reduction in duties due to any reason whatsoever, after Notification of Award, the same shall be passed on to KSFE.

3.37 No Claim Certificate

The contractor shall not be entitled to make any claim whatsoever against KSFE under or by virtue of or arising out of this contract, nor shall KSFE entertain or consider any such claim, if made by the contractor after he shall have signed a “No Claim” certificate in favor of KSFE in such forms as shall be required by KSFE after the works are finally accepted.

3.38 Continuing support

The contractor shall provide adequate and appropriate support and participation for the computer hardware supplied by them, on a continuing basis.

3.39 Satisfactory Complimentary Performance

The contractor shall, notwithstanding anything stated in **section-3.6, 3.7 & 3.11**, ensure satisfactory performance of all computer hardware to the specifications in the contract and further undertake to reimburse KSFE or any agency nominated by KSFE, all payments made in pursuance of this contract and such other cost as may be decided by mutual consent or by arbitrator as envisaged in **section-3.24**, if the computer hardware do not perform to committed standards thus materially affecting the installation of computer hardware.

3.40 Manuals, Data and Information

Complete information relating to installation, maintenance, service, support, and troubleshooting of computer hardware should be supplied by the contractor.

3.41 Inspection, Testing

The contractor guarantees that it shall complete the Supply, Installation, Commissioning, and achieve Operational Acceptance of the System (or Subsystems, if specified in the Contract) within the time periods mentioned in the contract.

The contractor will dispatch the goods to assigned offices of KSFE, as intimated after internal inspection testing along with the Suppliers' inspection report, manufacturer's warranty certificate.

KSFE or its representative shall have right to inspect and/or to test the Goods to confirm their conformity to the contract specifications at no extra cost to KSFE. The inspection of the goods shall be carried out to check whether the Goods are in conformity with the technical specifications attached to purchase order form and shall be in line with the inspection/test procedures laid down in the Requirement Specifications and the General Conditions of contract.

KSFE's right to inspect, test and, where necessary, reject the Goods after the Good's arrival at site shall in no way be limited or waived by the reason of goods having previously been inspected, tested and passed by KSFE or its representative prior to the goods shipment.

KSFE can test the equipment after completion of the installation and commissioning at the site of the installation.

3.42 Limitation of Liability

Contractor's cumulative liability for its obligations under the contract shall not exceed the contract value and the contractor shall not be liable for incidental, consequential, or indirect damages including loss of profit, saving, or data.

3.43 Confidentiality

Contractor understands and agrees that all materials and information marked and identified by KSFE as 'Confidential' are valuable assets of KSFE and are to be considered KSFE's proprietary information and property. Contractor will treat all confidential materials and information provided by KSFE with the highest degree of care necessary to ensure that unauthorized disclosure does not occur. Contractor will not use or disclose any materials or information provided by KSFE without KSFE's prior written approval.

Contractor shall not be liable for disclosure or use of any materials or information provided by KSFE or developed by Contractor, which is:

a. Possessed by contractor prior to receipt from KSFE, other than through prior disclosure by KSFE, as documented by Contractor 's written records;

b. Published or available to the general public otherwise than through a breach of Confidentiality; or

c. Obtained by Contractor from a third party with a valid right to make such disclosure, provided that said third party is not under a confidentiality obligation to KSFE; or

d. Developed independently by the bidder.

In the event that Contractor is required by judicial or administrative process to disclose any information or materials required to be held confidential hereunder, Contractor shall promptly notify KSFE and allow KSFE a reasonable time to oppose such process before making disclosure.

Contractor understands and agrees that any use or dissemination of information in violation of this Confidentiality Clause will cause KSFE irreparable harm, may leave KSFE with no adequate remedy at law and KSFE is entitled to seek to injunctive relief.

KSFE does not wish to receive the Confidential Information of Contractor, and Contractor agrees that it will first provide or disclose information, which is not confidential. Only to the extent that KSFE requests Confidential Information from Contractor will furnish or disclose Confidential Information. Nothing herein shall be construed as granting to either party any right or license under any copyrights, inventions, or patents now or hereafter owned or controlled by the other party.

The requirements of use and confidentiality set forth herein shall survive the expiration, termination or cancellation of this tender.

Confidential Information disclosed under this contract shall be subject to confidentiality obligations for a period of two years following the initial date of disclosure.

Nothing contained in this contract shall limit the Contractor from providing similar services to any third parties or reusing the skills, know-how, and experience gained by the employees in providing the services contemplated under this contract.

3.44 Tools and Equipment

The Contractor shall provide all necessary tools and equipment required for the installation and implementation of the supplied equipment & services.

3.45 Supervision

The Contractor shall ensure that all activities are carried out under the direct on-site supervision of qualified / certified personnel.

3.46 Service Level Agreement (SLA)

1. Scope and Services Covered under Warranty

The Contractor shall provide the following services during the Warranty Period to keep the systems and peripherals in good working order:

1. The Contractor warrants that spare parts for the hardware items would continue to be supplied up-to a period of six years, and that however, before phasing out or discontinuation of production of any of the spare parts required for the maintenance of the computer hardware and software, the bidder will give at least twelve (12) months' notice so that KSFE may order its requirements of the spares, if it so desires at the cost to be mutually agreed. If any of the spare parts are not available or are difficult to procure

or the procurement is likely to be delayed for replacement if required, the replacement shall be carried out with state of the art technology hardware of equivalent capacity or higher capacity at no additional charges to KSFE.

2. The Contractor will be required to provide the contact details like names, and telephone numbers of the officials responsible for maintenance of computer hardware as well as a maintenance escalation chart regarding the same.

3. If the User is not able to hand over the system to the Contractor's engineer for maintenance purpose, such time will not be considered for the down time penalty.

4. In case of intermittent failures and repetitive problems due to improper diagnosis or repair and if the problem could not be rectified within one month from the date of complaint, it should be replaced with a new one.

5. The Contractor is not liable for service break downs or spares cost arising out of damages caused due to fire, theft, riots, accidents, earthquakes, storm and other natural calamities.

6. The complaints related to the hardware items purchased will be reported through the OEM's toll Free Telephone No./ online portal for Service Support and support tickets should be generated for all such reported issues. The bidder should visit the site and rectify the calls reported within the SLA time. It is the responsibility of the bidder to timely update the call status. Calculation of penalty amount based on reported downtime should be taken from software used for this purpose.

7. To monitor the maintenance activity and to discuss other related matters, periodic meeting between KSFE and the Contractor will be held at KSFE, Head Office, Thrissur and also at Regional offices.

8. Change of ownership: The obligation of the Contractor company/Firm under this contract shall not cease even if the ownership changes. The successor in interest or transferee shall have the obligation to perform the contract.

2. Downtime Penalty

2.a. Penalty for non-performance of break down maintenance

Equipment	Maximum down time allowed in a single instance	Downtime penalty

Desktop	Equipment has to be repaired or Standby equipment of equivalent/higher capacity to be provided before start of the second working day(ie. Before 10 AM) after reporting the complaint.	No penalty will be charged if the complaint is settled either by repair or by providing standby equipment within the stipulated time. If the complaint remains unsettled after this allowed downtime Rs.300 will be charged for each day, from the date of reporting the call up to the rectification of the call or up to 30 days whichever comes earlier. If standby equipment of equivalent/higher capacity is provided, then the original equipment (after carrying out the necessary repairs) in working condition has to be brought back within a maximum period of one month. a)If no Rectification and No standby equipment provided after 30 days Rs.600 will be charged for each day from the 31st day until Rectification. b)If standby equipment provided but original equipment not returned/replaced with a new one within 30 days ,penalty of Rs 350 per week of delay or part thereof shall be levied from the 31st day until the original equipment is restored and returned in working condition/replaced with a new one.

2.b. Downtime penalty would be settled every year on a half yearly basis failing which the amount due to the Company is liable to be realized from the Bank Guarantee furnished by the supplier.

2.c. If the same complaint is repeated 5 times within a period of continuous 30 days to any of the item purchased, the item shall be replaced by a new one.If supplier fails to replace the item, company reserves the right to recover the cost of the item from the Bank Guarantee furnished by the supplier.

3.47 Jurisdiction

The Contract shall be interpreted in accordance with the laws of the Union of India & will be under the jurisdiction of courts at Thrissur.

4) Terms and conditions related to the Product:

1 Product Datasheet is mandatory: Submission of required Brochure of the quoted product by bidder is mandatory to check and verify the product specification. The bid will be rejected if the required Product Specific Product Datasheet / Brochure is not submitted by the bidder. Also if there is any material discrepancy in Product Datasheet vis-à-vis Technical Specification Requirement, then the offer shall be summarily rejected.

2 OEM Online URL for - product datasheet, Product Genuineness verification, Product Drivers Download, should be part of bid submission and OEM confirmation that this URL shall not be tampered post bid submission.

3 OEM / Bidders shall quote only those products in the bid which shall not be declared end-of-support at least for five years. OEM shall ensure commercial support, warranty support and availability of required drivers/firmware/spares for a minimum period of six years .Undertaking on the same to be part of the bid.

4 OEM Declaration on their letterhead that no refurbished component will be used in the quoted

products.

5 Malicious Code Certificate signed by the OEM and the Bidder: The seller should upload following certificate in the bid:
(a) This is to certify that the Hardware and the Software being offered, as part of the contract, does not contain Embedded Malicious code that would activate procedures to:
(i) Inhibit the desires and designed function of the equipment.
(ii) Cause physical damage to the user equipment during the exploitation.
(iii) Tap information resident or transient in the equipment/network.
(b) The firm will be considered to be in breach of the procurement contract, in case physical damage, loss of information or infringements related to copyright and Intellectual Property Right (IPRs) are caused due to activation of any such malicious code in embedded software.

5) Terms and conditions related to the Bidder:

1 The profile of the bidder with Contact details.

2 Total Turnover of a minimum of 30 crores considering the past Five consecutive years. Audited Financial Statements of last Five years showing the annual turnover of the bidder over the preceding Five financial years, for IT equipment should be submitted along with the bid. Bidder should also submit Copy of Income tax returns for the last Five years with the bid.

3 Bidder should be an Original Equipment Manufacturer (OEM) or Authorized partner of the proposed products. Manufacturer's Authorization Format (MAF), specific to this Tender from Original Equipment Manufacturer should be submitted along with the proposal.

4 List of bidder's support/service locations in Kerala with address and contact numbers. Bidder must upload all documents, viz, Firm/Entity/Company Registration Certificate, GST Certificate, PAN Card, MSME, as a proof of registered office in Kerala.

5 Three references of bidder's clients in Govt. organizations/PSUs/Banks/NBFC of Kerala state, that have made purchases of computer hardware in excess of required minimum purchase order value INR One Crore in single order during the last three years. Also provide the name, designation, and contact details of a contact person for each reference. The bidder should submit the copy of the purchase order.

6 Bidder's quality certification in delivery of services from an internationally recognized and reputed agency eg: ISO 9001.

7 Power-of-Attorney granting the person signing the bid the right to bind the bidder as the "Constituted Attorney of the Company" (if applicable).

8 Bidder financial standing: The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. The bidder should not be blacklisted in India/Abroad for the last 5 years. Bidder to upload undertaking to this effect with bid.

9 Supply, transport and installation of the above items/materials at respective offices should be done by the bidder.

10 Payment Terms: Payment may be made after completion of installation at the respective offices and on submission of these installation reports duly signed by the office head. The quoted bid amount should include all taxes and all other charges.

6) Terms and conditions related to the OEM:

1 OEM must be registered in India past 15 years or more and in continuously manufacturing and selling the same product line.

2 OEM should undertake that the quoted products are with 3 Years OEM comprehensive on-site warranty including Monitor, Mouse & Keyboard as per bid requirement and not of bidder. Undertaking for providing URL for verification of the warranty in the OEM website to be provided along with the bid.

3 Dedicated /toll Free Telephone No. And online portal for Service Support: OEM must have Dedicated/toll Free Telephone No. And online portal for Service Support. Service Escalation Matrix must be part of Bid Submission.

4 Desktop OEM Certifications: RoHS, ISO 9001,14001 and 27001. EPR Authorization under E-Waste (Management) Rules, 2016, issued by Central Pollution Control Board to OEM.

5 OEM of desktop should be in top 5 vendors as per latest IDC India report for commercial Desktops.

6 OEM should have minimum 7 authorized service center in Kerala state. The address and the contact details of the same should be provided in the bid.

7 Land Border Sharing Declaration: Any OEM from a country which shares a land border with India will be eligible to bid in this tender only if the OEM is registered with the Competent Authority. A declaration from OEM in this regard to be submitted.

7) PROFORMA FOR BIDS

Proforma -1 : Bid Letter (Technical)

Bidder's Proposal Reference No. & Date :
Bidder's Name & Address, email id :

Person to be contacted :
Designation :
Mobile No. :
Telephone No. :

To

The Managing Director
Kera|a State Financial Enterprises Limited (KSFE)
Reg.Office: "BHADRATHA"
Museum Road, P.B.No: 510
Thrissur-680 020

Subject: **Proposal for supplying Desktop Computers to KSFE :-**

Reference: Tender NO.**KSFE/IT/14061/DESKTOP 2026**

Dear Sir,

1.0 We, the undersigned Bidders, having read and examined in detail the specifications and all bidding documents in respect of supply of Desktop Computers do hereby propose to provide hardware as specified in the bidding document.

2.0 PRICE AND VALIDITY

2.1 All the prices mentioned in our proposal are in accordance with the terms as specified in bidding documents. All the prices and other terms and conditions of this proposal are valid for a period of 60 calendar days from the Date of opening of E-Tender

2.2 We do hereby confirm that our bid prices include all taxes including Income Tax & Professional Tax.

2.3 We have studied the Clauses relating to Indian Income Tax and hereby declare that if any Income Tax, Surcharge on Income Tax and any other Corporate Tax is altered under the law, we shall pay the same.

3.0 EARNEST MONEY

The bidder should remit the required earnest money through e-payment. It is liable to be forfeited in accordance with the provisions of tender document.

4.0 DEVIATIONS

We declare that all the services shall be performed strictly in accordance with the fine-tuned Technical specifications and other tender document except the deviations as mentioned in the Technical deviation Proforma **(Proforma-5).** Further we agree that additional conditions, if any, found in the proposal documents, other than those stated in deviations Proforma, shall not be given effect to.

5.0 BID PRICING

We further declare that the prices stated in our proposal are in accordance with your terms & conditions in the bidding document.

6.0 QUALIFYING DATA

We confirm having submitted in qualifying data as required by you in your tender document. In case you require any further information/ documentary proof in this regard before evaluation of our bid, we agree to furnish the same in time to your satisfaction.

7.0 CONTRACT PERFORMANCE SECURITY

We hereby declare that in case the contract is awarded to us, we shall submit the performance Guarantee Bond in the form of Bank Guarantee as per terms of tender document.

8.0 We hereby declare that we have quoted for item mentioned in the tender.

9.0 We hereby declare that our proposal is made in good faith, without collusion or fraud and the information contained in the proposal is true and correct to the best of our knowledge & belief.

10.0 We understand that you are not bound to accept the lowest or any bid you may receive.

Thanking you,

Yours faithfully,

	Signature of Bidder (with official seal)
Date	
Name	
Designation	
Address	
Telephone	
Mobile No:	
E-mail address	

Proforma–2 : Particulars of Bidder & Manufacturer

Name of the bidder _____
Address of the bidder _____

Details about the manufacturer(s) of equipment offered:

Equipment description	**Name & address of manufacturer(s)**	**Place of manufacture**
Computer Hardware:		
Desktop Computers		

Maintenance and service facilities of bidder _____
Availability of spare parts _____
Bidder's proposal No. and date

Contact details of the officer to whom all references shall be made regarding this tender:

Name _____
Designation _____
Mobile No: _____
Address _____
Telephone _____
E-mail address _____

	Witness		**Bidder**
Signature		Signature	
Name		Name	
Designation		Designation	
Mobile No:		Mobile No:	
Address		Address	
Company		Company	
E-mail address		E-mail address	
Date		Date	

Company Seal

Proforma–3 : Particulars of turnover over for the preceding Five financial years

(as per audited accounts in Rupees & Lakhs)

Item of turnover	Turnover In 2021-22	Turnover In 2022-23	Turnover In 2023-24	Turnover In 2024-25	Turnover In 2025-26
IT Products					
Others					
Total Turn Over					
Profit before Depreciation & Tax					
Tax					
Profit after Tax					

Witness

Signature _____
Name _____
Designation _____
Mobile No: _____
Address _____
Company _____
E-mail _____
Date _____

Bidder

Signature _____
Name _____
Designation _____
Mobile No: _____
Address _____
Company _____
E-mail _____
Date _____

Company Seal

Proforma–4 : Statement of Deviation from Requirement Specifications

Date: dd/mm/yyyy

To,

The Managing Director
Kerala State Financial Enterprises Limited (KSFE)
Regd.Office: "BHADRATHA"
Museum Road, P.B.No: 510
Thrissur-680 020

Reference: Tender No. **KSFE/...../...../2026** dated **...../2026**
Sir,

There are no technical deviations (null deviations) from the requirement specifications of tendered items and schedule of requirements. The entire work shall be performed as per your specifications and documents.

OR *(Strike out whatever is not applicable)*

Following is the exhaustive list of technical deviations and variations from the requirement specifications of tendered items and schedule of requirements. Except for these deviations and variations, the entire work shall be performed as per your specifications and documents.

S. No.	Section No.	Page No.	Statement of deviations and variations	Brief Reasons	Alternative Suggestion
i)					
ii)					
iii)					

	Witness		**Bidder**
Signature		Signature	
Name		Name	
Designation		Designation	
Mobile No:		Mobile No:	
Telephone		Telephone	
Address		Address	
Company		Company	
E-mail		E-mail	
Date		Date	

Company Seal

Proforma-5 : Statement of Deviation from Tender Terms and Conditions

Date: dd/mm/yyyy

To,
The Managing Director
Kerala State Financial Enterprises Limited (KSFE)
Regd.Office: "BHADRATHA"
Museum Road, P.B.No: 510
Thrissur-680 020

Reference: Tender No...../2026

Sir,

There are no deviations (null deviations) from the terms and conditions of the tender. All the terms and conditions of the tender are acceptable to us.

OR *(Strike out whatever is not applicable)*

Following are the deviations from the terms and conditions of the tender. These deviations and variations are exhaustive. Except these deviations and variations, all other terms and conditions of the tender are acceptable to us.

S. No.	Section No.	Page No.	Statement of deviations and variations	Brief Reasons	Alternative Suggestion
i)					
ii)					
iii)					

	Witness		**Bidder**
Signature		Signature	
Name		Name	
Designation		Designation	
Mobile No:		Mobile No:	
Telephone		Telephone	
Address		Address	
Company		Company	
E-mail		E-mail	
Date		Date	

Company Seal

Proforma–6 : Manufacturer's Authorization Form

Date: dd/mm/yyyy

To,

The Managing Director
Kerala State Financial Enterprises Limited (KSFE)
Regd.Office: "BHADRATHA"
Museum Road, P.B.No: 510
Thrissur-680 020

Reference: Tender No. **KSFE/...../...../2026** dated.....

Sir:

We _____ who are established and reputable manufacturers of _____ _____ and having production facilities at _____ _____ _____ _____ do hereby authorize …….. to submit a bid and subsequently negotiate and sign a Contract with you (hereinafter "KSFE") for resale of the following Products produced by us, for the quantities, specifications and delivery schedule called for by the Supply Requirements associated with the KSFE Tender for Desktop Computers.

1. …….(Make and Model of the PC with quantities)
2.
3.

We hereby extend to you a full guarantee and warranty in accordance with following terms and conditions with our own standard product warranty, and duly authorize the Supplier to act on our behalf in fulfilling all warranty obligations with respect to the above-listed products offered for resale by the Supplier.

We also certify that the Supplier is qualified by us to provide the following maintenance, technical or help desk support, new version upgrade and/or other services related to the above-listed Products in accordance with the following General Conditions of Contract:

On-site Warranty:

The Supplier warrant that the Goods supplied under the contract are new, unused, of the most recent or current models and that incorporate all recent improvements in design and materials unless provided otherwise in the Contract. The Supplier further warrants that all Goods supplied under this Contract shall have no defect arising from design, materials or workmanship (except when the design and/or material is required by the KSFE's Specifications) or from any act or omission of the Supplier, that may develop under normal use of supplied Goods in the conditions prevailing in the country.

The warranty shall remain valid for **36 months** after the Goods have been delivered, commissioned and accepted at the final destination indicated in the Contract, or for **39 months** after the date of receipt of goods whichever occurs earlier. The Supplier shall, in addition, comply with the performance guarantees specified under the contract. If, for reasons attributable to the Supplier, these guarantees are not attained in whole or in part, the Supplier shall, make such changes, modifications, and/or additions to the Goods or any part thereof as may be necessary in order to attain the contractual guarantees specified in the contract at its own cost and expenses and to carry out farther performance tests. They also have to guarantee OEM support for another three years after the Warranty period, and meet the Service Level Agreement as specified in the tender.

KSFE shall promptly notify the bidder using the helpdesk software hosted by KSFE of any claims arising under this warranty. Upon receipt of such notice, the bidder shall, within the period of as specified in SLA repair or replace the defective Goods or parts thereof, free of cost at the ultimate destination. The bidder shall take over the replaced parts/goods at the time of their replacement. No claim whatsoever shall lie on KSFE for the replaced parts/goods thereafter.

If the bidder, having been notified, fails to remedy the defect(s) within specified time in SLA, KSFE may proceed to take such remedial action as may be necessary, at the bidder's risk and expenses and without prejudice to any other rights, which KSFE may have against the bidder under contract

The Supplier shall guarantee **a 98% uptime** for PC. If any Desktop Computer gives continuous trouble, more than five times within a period of continuous 30 days during the warranty period, the Supplier shall replace the system with new system without any additional cost to KSFE.

Spare Parts:

Supplier shall carry sufficient inventories to assure ex-stock supply of consumables and spares in India. Supplier shall ensure the availability of after sales service for a period of **at least six years** including the warranty period.

(a) Such spare parts as KSFE may elect to purchase from the Supplier, providing that this election shall not relieve the Supplier of any warranty obligations under the contract; and

(b) In the event of termination of production of the spare parts:

- Advance notification to KSFE of the pending termination, in sufficient time to permit KSFE to procure needed requirements; and
- Following such termination, furnishing at no cost to KSFE, the blueprints, drawings and specifications of the spare parts, if required.

Inspection and Tests:

The Supplier guarantees that it shall complete the supply, Installation, Commissioning, and achieve Operational Acceptance of the System within the time periods mentioned in the contract.

The Supplier will dispatch the goods to the ultimate consignee after internal inspection testing along with the Suppliers' inspection report, manufactures warranty certificate.

KSFE or its representative shall have right to inspect and/or to test the Goods to confirm their conformity to the contract specifications at no extra cost to KSFE. The inspection of the goods shall be carried out to check whether the Goods are in conformity with the technical specifications attached to purchase order form and shall be in line with the inspection/test procedures laid down in the Technical Specifications and the General Conditions of contract.

KSFE's right to inspect, test and, where necessary, reject the Goods after the Good's arrival at site shall in no way be limited or waived by the reason of goods having previously been inspected, tested and passed by KSFE or its representative prior to the goods shipment.

Nothing in this clause shall in any way release the Supplier from any warranty or other obligations under this contract.

KSFE can test the equipment after completion of the installation and commissioning at the site of the installation.

Maintenance service:

Free maintenance services shall be provided by the Supplier during the period of warranty (3 years).

Downtime penalty will be applied as specified in the Service Level Agreement. The amount of penalty will be recovered from the Performance Security guarantee during warranty period.

Hardware Installation:

The Supplier is responsible for all unpacking, assemblies, wiring, installations, cabling between hardware and connecting to power supplies. The Supplier will test all hardware operations and accomplish all judgments necessary for successful and continuous operation of the hardware at all installation sites.

Yours faithfully,

(Name)

(Name of the manufacturers)

Signature _____

Name _____

Designation _____

Mobile No: _____

Telephone _____

Address _____

E-mail _____

Date _____

(Company Seal)

Note: ***This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to legally bind the manufacturer.***

Proforma–7 : a) **List of bidder's own support/service locations in Kerala**

Sl. No.	Name and Address of nearest KSFE Branches/	Address, Telephone Number of the Bidder's Office Corresponding to KSFE Branch Office	Name of Bidder's Contact Person and his email address

Proforma–7 : b) **List of OEM's own support/service locations in Kerala**

Sl. No.	Name and Address of nearest KSFE Branches/	Address, Telephone Number of the Bidder's Office Corresponding to KSFE Branch Office	Name of Bidder's Contact Person and his email address

	Witness		**Bidder**
Signature		Signature	
Name		Name	
Designation		Designation	
Mobile No:		Mobile No:	
Telephone		Telephone	
Address		Address	
Company		Company	
E-mail		E-mail	
Date		Date	

Company Seal

Provide attested documentary evidence in support of the above-mentioned maintenance & support facilities.

Proforma–8 : List of Bidder's Major Clients

Provide three references of bidder's clients that have made purchases of computer hardware in excess of amount specified in Annexure III (single order) during the last three years.

Sl. No.	Name, Designation, e-Mail, Postal Address, Telephone Number of Contact Person	Details of Computer Hardware Sold	Value (rupees in figures & words)	No of Locations	Date of completion	Reference to job completion certificate
1						
2						
3						

Witness **Bidder**

Signature _____ Signature _____
Name _____ Name _____
Designation _____ Designation _____
Mobile No: _____ Mobile No: _____
Telephone _____ Telephone _____
Address _____ Address _____
Company _____ Company _____
E-mail _____ E-mail _____
Date _____ Date _____

Company Seal

Provide attested documentary evidence in support of the above mentioned references.

Proforma–9 : Certification for Equipment* & Services (ISO)

Attach an attested copy of the valid certificates covering:

1. Bidder - Delivery of Service
2. PC manufacturer – Manufacture of PCs

Sl. No.	Name of Certified Entity and Area of Certification	Certification	Certification Agency	Validity Period of the Certificate

	Witness		**Bidder**
Signature		Signature	
Name		Name	
Designation		Designation	
Mobile No:		Mobile No:	
Telephone		Telephone	
Address		Address	
Company		Company	
E-mail		E-mail	
Date		Date	

Company Seal

*In case the bidder is not the manufacturer of the computer hardware, additionally provide the Manufacturer's Quality Certification for the products manufactured.

Proforma-10 : Requirement Specification sheet with make & models of proposed Desktop Computers

Sl. No.	Description of items with Technical Specification	Make & Model	Technical specifications offered by the bidder	Compliance with the Tender Specifications
A .1	**Desktop Computers - Specification**			
	Processor: Intel Core i3 14th Gen or higher/AMD Ryzen 3 8300 G or higher. Intel Core i3 14th Gen or higher / AMD Ryzen 3 8300 G or higher. Compatible Chipset / AMD PRO 600 Series Chipset. Motherboard: OEM Motherboard with Hardware based endpoint security controller TPM 2.0in the mother board. Integrated Hardware Diagnostics software(same desktop OEM make) in the BIOS.Desktop OEM logo must be embossed on the mother board (Sticker is not acceptable).Memory: 8 GB DDR5 4800 MT/s or higher RAM up-gradable to 64 GB or higher with 2 DIMM Slots. Hard Disk Drive: 512 GB PCIe NVMe. 21 TCO 9 Certified Monitor, 100 Hz Refresh Rate, Minium 1 HDMI and 1 DP Port or higher, Slim/Narrow Bezel (Monitor should be from the same OEM) Keyboard: USB interface Keyboard. (Same make of PC OEM) USB Optical Scroll Mouse (Same make of PC OEM) Chassis: Tower/SFF less than or equal to 9.5L. 8 USB Ports or more (at least 2 USB 3.2 Type A (10 Gbps) ports, at least 2x USB 2.0 ports and 1 x USB 3.2 Type C port (10 Gbps), 2 PCIe slots or higher,1 x HDMI, 1 x DP,1 x universal Audio port. Networking facility: 10/100/1000 on board integrated Network Port.			

	Certifications: Windows, FCC, CE, UL/MET, Energy star/BEE, EPEAT , TCO 9 for Monitor, ISO 14000, ISO 27000 EPR (All ISO should be in the name of Respective OEM) Warranty: 3-year comprehensive on-site warranty from OEM including Monitor, Mouse & Keyboard. Operating System: Ubuntu 24.04 or higher.			

Sl. No.	Item	Compliance with the RFP	Remarks
B	**Services**		
B.1	**Delivery, Installation and Commissioning** The Desktop Computers specified **in the Proforma-10** are required to be supplied installed and commissioned at the respective KSFE offices by the bidder within **8 weeks from the date of award of Purchase Order and has to be installed and commissioned within 30 days from the delivery date**.		
B.2	**Service Level Agreement (SLA)** The bidder is required to provide a draft SLA as per **Para-3.46 of RFP**.		
B.3	**Documentation** The bidder is required to provide pre-printed product technical brochures of the tendered Desktop Computer along with the bid. The technical specifications of the tendered hardware items should also be available on the OEM's web-site. KSFE reserves the right to verify the stated compliance against the technical specifications published on the OEM's web-site and/or the pre-printed product brochures.		
B.4	**Acceptance Tests** The bidder will have to conduct acceptance tests on the commissioned equipment and services in presence of KSFE representatives. The acceptance tests will be conducted as per test plans approved by KSFE.		
B.5	The bidder is required to provide comprehensive on-site support for all the supplied equipment. This support shall survive change of location of the equipment.		

B.6	The complaints related to the hardware items purchased will be reported through the helpdesk software hosted by KSFE. KSFE branches/units will raise their hardware complaint through the help desk software and the bidder will get an exclusive login to view and update the call details. The bidder should visit the site and rectify the calls reported by our branches within the SLA time. It is the responsibility of the bidder to timely update the call status. SLA will be calculated based on the help desk data. Calculation of penalty amount based on reported downtime should be taken from this software.		

	Witness		**Bidder**
Signature		Signature	
Name		Name	
Designation		Designation	
Mobile No:		Mobile No:	
Telephone		Telephone	
Address		Address	
Company		Company	
E-mail		E-mail	
Date		Date	

Company Seal

Proforma – 11 : Warranty

We warrant that all the equipment supplied under the contract is newly manufactured. We further warrant that the equipment supplied under this contract shall have no defect arising from design, materials or workmanship (except insofar as the design or material is required by KSFE's specifications) or from our any act or omission, that may develop under normal use of the supplied equipments.

We warrant that the services provided under the contract shall be as per our Service Level Agreement (SLA specified in **Section-3.46**) with KSFE and maintain all the hardware for three years during the Warranty period. We also guarantee OEM support for another three years after the Warranty period.

This warranty shall survive inspection of and payment for, and acceptance and shall remain valid for **3 years** after the complete installation and acceptance of the equipment, or for **39 months** after the date of receipt of equipment whichever occurs earlier .

The obligations under the warranty expressed above shall include all costs relating to labor, spares, maintenance (preventive as well as unscheduled), and transport charges from site to manufacturer's works / service facilities and back for repair or modification or replacement at site of the equipment or any part of the equipment, which under normal care and proper use and maintenance proves defective in design, material or workmanship or fails to operate effectively and efficiently or conform to the specifications and for which notice is promptly given by KSFE to us (bidder). We

shall provide comprehensive on-site support for all the Desktop Computers supplied hereunder during the period of this warranty (36 months after acceptance for equipment).

	Witness		**Bidder**
Signature		Signature	
Name		Name	
Designation		Designation	
Mobile No:		Mobile No:	
Telephone		Telephone	
Address		Address	
Company		Company	
E-mail		E-mail	
Date		Date	

Company Seal

Note: This warranty should be given on the letterhead of the Bidder.

Proforma-12 : Bid Letter (Commercial) Template

Date: dd/mm/yyyy

To,

The Managing Director
Kerala State Financial Enterprises Limited (KSFE)
Corporate Office: "BHADRATHA"
Museum Road, Chembukavu,
Thrissur-680 020

Reference: Tender No. **KSFE/...../...../2026** dated.....2026

Sir,

We hereby declare:

1. That we are manufacturers/ bidder authorized by the OEM of the Equipment quoted in the attached technical and commercial bid.

2. That we/ our principals are equipped with adequate machinery for production and testing of offered products and our manufacturing establishment is open for inspection by the representatives of The Kerala State Financial Enterprises Limited.

That we are equipped with adequate maintenance and service facilities for supporting the Desktop Computers. Our maintenance and service facilities are open for inspection by representatives of The Kerala State Financial Enterprises Limited

We hereby offer to supply the Desktop Computers at the prices and rates mentioned in the commercial bid.

We do hereby undertake that, in the event of acceptance of our bid, the supply of Desktop Computers shall be made as stipulated in the schedule of delivery as directed by KSFE.

We affirm that the prices quoted are inclusive of delivery, installation, and commissioning charges and all sales/service taxes.

We have uploaded the BOQ file in our e-tender website https://etenders.kerala.gov.in

We agree to abide by our offer for a period of **60 days from the Date of opening of E- tender** prescribed by KSFE and that we shall remain bound by a communication of acceptance within that time.

We have carefully read and understood the terms and conditions of the tender and the conditions of the contract applicable to the tender. We do hereby undertake to supply as per these terms and conditions.

3. The deviations from the requirement specifications of tendered items and schedule of requirements are only those mentioned in **Proforma-4**.

OR *(Strike out whatever is not applicable)*

There are no deviations from the requirement specifications of tendered items and schedule of requirements.

4. The deviations from the terms and conditions of the tender are only those mentioned in Proforma-5.

OR *(Strike out whatever is not applicable)*

There are no deviations from the terms and conditions of the tender.

We hereby certify that the Bidder is a Company and the person signing the tender is the constituted attorney.

We do hereby undertake, that, until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and notification of award of contract, shall constitute a binding contract between us.

	Signature of Bidder (with official seal)
Date	
Name	
Designation	
Address	
Mobile No.	
Telephone	
E-mail address	

Proforma- 13 : Bidder Profile

▪	Name & Address of The Bidder	
▪	Location of Corporate Head Quarters	
▪	Date & Country of Incorporation	
▪	Manufacturing facilities location & size (of OEM)	
▪	Name & Address of Manufacturer of the Equipment Offered	Proforma-2
▪	Number of Employees Total Number / Manufacturing / R & D (If Any) / Maintenance	
▪	Certification & area of certification (ISO)	Proforma-9
▪	List of major clients	Proforma-8
▪	Name & Address of Bidder's Contact Person with Tel.No/ e-mail	
▪	List of bidder's support/service locations in Kerala	Proforma-7
▪	Sales Turnover over the preceding five financial years	Proforma-3
▪	Net worth (Paid up capital plus free reserves less accumulated losses and intangible assets) for the previous financial year (20253-264)	
▪	GSTIN	
▪	Income Tax Registration No. with place	

	Witness		**Bidder**
Signature		Signature	
Name		Name	
Designation		Designation	
Mobile No:		Mobile No:	
Telephone		Telephone	
Address		Address	
Company		Company	
E-mail		E-mail	
Date		Date	

Company Seal

8) Schedule of Requirements

The bidder should quote for Desktop Computers & Accessories (Laptops, PCs, printers, Scanners, UPS), and services as described in the requirement specification (**Proforma-10**).

5.1 Total Quantities Required

Sl. No.	Item Description	Total Quantity Required
1	Personal Computer	1962

	Witness		**Bidder**
Signature		Signature	
Name		Name	
Designation		Designation	
Mobile No:		Mobile No:	
Telephone		Telephone	
Address		Address	
Company		Company	
E-mail		E-mail	
Date		Date	

Company Seal

ANNEXURE- 1

Form of Bank Guarantee for Security Deposit

GUARANTEE BOND PRESCRIBED BY
THE GOVERNMENT OF KERALA

(To be used by Nationalized/Scheduled Banks)

In consideration of the Managing Director of Kerala State Financial Enterprises Ltd., (hereinafter called the KSFE) having agreed to exempt (. name and address) [hereinafter called "the said Contractor (s)"] from the demand, under the terms and conditions of an agreement dated ..... made between ..... and ..... for ..... (hereinafter called "the said Agreement") of security deposit for the due fulfillment by the said Contractor (s) of the terms and conditions contained in the said Agreement, on production of a bank guarantee for ` ..... [Rupees .....(in words)..... only]. We ..... Bank Limited (hereinafter referred to as "the Bank" do hereby undertake to pay the KSFE., an amount not exceeding `..... (Rs. In words) against any loss or damage caused to or suffered or would be caused to or suffered by the KSFE, by reason of any breach by the said Contractor (s) of any of the terms or conditions contained in the said agreement.

1 We ..... Bank Limited do hereby undertake to pay the amounts due and payable under this guarantee without any demur, merely on a demand from the KSFE stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the KSFE by reason of any breach by the said Contractor of any of the terms or conditions contained in the said Agreement or by reason of the Contractor's failure to perform the said Agreement. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding `..... (Rs. In words).....

2 We ..... Bank Limited further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said agreement and that it shall continue to be enforceable till all the dues of the KSFE under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged of till ..... (Office / Department) certified that the terms and conditions for the said Agreement have been fully and properly carried out by the said Contractor (s) and accordingly discharges the guarantee. Unless a demand or claim under this guarantee is made on us within two years from the period fixed or extended (if the agreement / supply order specifically provide for such extension of time) for the due performance of the contract by the Contractor we shall be discharged from all liability under this guarantee thereafter.

2 We ..... Bank, Limited further agree with the KSFE that the KSFE shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Agreement or to extend time of performance by the said Contractor (s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the KSFE against the said Contractor (s) and to forbear or enforce any of the terms and conditions relating the said Agreement and we shall not be relieved from our liability by reason of any such variation or extension being granted to the said Contractor (s) or for any forbearance act or omission on the part of the KSFE or any indulgence by the KSFE to the said Contractor (s) or by any such matter or thing whatsoever which under the law relating to sureties would but for this provision have effect of so relieving us.

3 To give effect to this guarantee it shall be competent for the KSFE to act as though the Bank, were the principal debtor.

4 It is hereby expressly agreed and declared that this guarantee and the powers and provisions herein contained are in addition to and not by way of limitation of or substitution for any former or other guarantees or guarantee heretofor given by the Bank to the KSFE and now existing uncancelled and that this guarantee is not intended to and shall not revoke or limit such other guarantee or guarantees.

5 We ……..... Bank Limited lastly undertake not to revoke this guarantee during its currency except with the previous consent of KSFE in writing.

Date .....day of ..... on Two thousand …….....for …….....Bank Limited.

ANNEXURE- 2

FORM OF AGREEMENT

(For contracts for supply of specific quantities)

AGREEMENT executed on . …….. day of …….....

BETWEEN…….. (hereinafter called 'the contractor') is represented by **Sri .** and the **Kerala State Financial Enterprises Limited having its Head Office at "Bhadratha", Museum Road, Chembukkavu, Thrissur-20** (hereinaftercalled 'the KSFE') is represented by ……..**, Managing Director.**

WHEREAS the KSFE has invited tenders, vide its advertisement in…….. from reputed manufacturers of Computer for supply of Desktop Computers and Accessories and WHEREAS the contractor has submitted its tender as per tender notification which forms part of this agreement and is attached ANNEXURE-I

AND WHEREAS the KSFE has accepted the tender of the contractor and had issued a supply order No. ……. dated ……., which shall also form part of this agreement and is attached as ANNEXURE-II, the conditions of which have been agreed to be complied by the contractor.

AND WHEREAS the contractor has as security for the due fulfillment of his obligations under this deed deposited `**……..** being …… per cent of the estimated value of the contract as per draft on ……..Bank duly approved by the Government/ in the form of a letter of guarantee for such amount from …….Bank approved by the Government.

NOW THESE PRESENTS WITNESS AS FOLLOWS:

1.

a) In cases where along with the tender samples have been forwarded to the KSFE and the samples approved, the Contractor agrees to supply the materials according to the approved sample. In other cases the Contractor agrees to forward samples to KSFE for approval if so required and then to supply materials according to such approved samples. When the samples are not required, the Contractor agrees to supply according to standard specifications. Samples forwarded by the Contractor to the KSFE will not be paid for and shall be the property of KSFE but the KSFE are at liberty to return them to the Contractor on the completion of his contract or to pay for them at agreed rates if they so choose. All samples must be clearly labeled showing to what particular items tendered for they relate and they should be of sufficient size and quantity to enable the KSFE to see if the supplies made are according to the approved samples.

b) The Contractor hereby declare that the goods sold to the KSFE under this contract shall be of the best quality and workmanship and shall be strictly in accordance with the specifications and particulars contained in the copy of the order attached herewith and the contractor hereby guarantees that the said goods would continue to conform to the description and quality aforesaid for a period of **3 years** for **Desktop Computers (including Data cables & plastic/fibre parts)** from the date of delivery of the said goods to the KSFE and that notwithstanding the fact the KSFE may have inspected and/or approved the said goods, if during the aforesaid period of **3 years** for **Desktop Computers (Data cables & plastic/fibre parts)** the said goods be discovered not to conform to the description and quality aforesaid or have deteriorated (and the decision of the KSFE in that behalf will be final and conclusive) the KSFE will be entitled to reject the said goods or such portion thereof as may be discovered not to the conform to the said description and quality. On such rejection, the goods will be at the contractor's risk and all the provisions herein contained relating to rejection of goods, etc., shall apply. The contractor shall if so called upon to do, replace the goods, etc., or such portion thereof as is rejected by the KSFE. Otherwise the Contractor shall pay to the KSFE such damages as may arise by reason of the breach of the condition herein contained. Nothing herein contained shall prejudice any other right of the KSFE in that behalf under this contract or otherwise.

2. Requests for enhancement of rates once accepted will not be considered except where KSFE have, prior to the actual supply, expressly agreed in writing for any price variation under specified circumstances. Conditions of sale or other special terms and conditions, if any, printed on the quotation sheets of the Contractor or attached with the Contractor's tender or any other letter or paper from the Contractor will not govern this contract nor bind the KSFE in any manner whatsoever unless such terms have been expressly accepted by the KSFE in writing.

3. The articles and quantities to be supplied are shown in the copy of the supply order no. …… dated **……..** attached herewith. The contractor agrees to supply the quantities of the articles shown in the order at the rate tendered by him for each article within the time fixed.

4. It is agreed that time is the essence of this contract.

5. If the contractor defaults in the supply of all or any of the articles correctly and promptly as above, the KSFE, are at liberty to procure the same from elsewhere without canceling the contract as a whole. If KSFE incur, in thus procuring such materials a higher cost than the agreed rate such excess cost can be deducted by the KSFE from the Contractor's bill or adjusted or otherwise realised form his security deposit or recovered from him by other means. The contractor agrees that he shall not be entitled to claim the excess, if any, of the tendered rate over such cost of KSFE.

6. All incidental expenses incurred by the KSFE for making payment outside the District in which the claim arises shall be borne by the contractor.

7. The contractor shall not assign or make over partly or wholly the contract or the benefits or burdens thereof. The Contractor shall not underlet or sublet the execution of the contract or any part thereof without the consent in writing of the KSFE. The KSFE shall have absolute power to refuse such consent or rescind such consent (if given) at any time. The Contractor shall not be relieved from his obligation, duty or responsibility under this contract even if consent to let or sublet is given by KSFE.ed as ANNEXURE-II, t

8. NOTWITHSTANDING the provisions contained in clause , the KSFE shall have the right to cancel the contract for any default on the part of the Contractor in due performance thereof.

9. It shall be lawful for the KSFE from and out of any moneys for the time being payable or due to the Contractor from the KSFE under this contract or otherwise to set off any loss or expense, cost or damages, sustained or incurred by the KSFE by reason of the cancellation of the contract.

10. The security deposit shall subject to the conditions specified herein be returned to the contractor within three months after the expiration of the contract. In all cases where there are guarantee for the goods supplied the security deposit will be released only after the expiry of the guarantee period.

11. The contractor agrees that any communication addressed to him may be handed over to him or his agent personally or left at his place of business or may be sent by prepaid post to his address as mentioned in this deed.

12. In case the supply of articles involves erection of machinery the contractor agrees that the machinery will be erected within the time and at the place specified by the KSFE/Purchasing Officer in that behalf. It shall also be the duty and responsibility of the contractor to see that the machinery thus erected is in good working condition to the satisfaction of the person duly authorised by the KSFE in that behalf and to ensure the proper functioning of the machinery till the guarantee period is over.

13. The contractor is bound to supply the system in the manner aforementioned within 8 weeks from the date of receipt of the order and install within 30 days from the delivery date failing which the contractor is bound to pay penalty at the rate of 0.5% of the order amount for every week of delay in supplying and installing the system in the manner aforementioned. In case of such delay in the supply and installation as aforementioned the KSFE need pay only the balance after deducting the penalty mentioned above.

14. KSFE shall pay after the installation of the system in a fully working condition to the satisfaction of KSFE, the amount as per the bill of the contractor drawn in terms of the contract.

15. "The contractor agrees that all sums found due to the KSFE under or by virtue of these presents shall be recoverable from him and his properties, movable and immovable, under the provisions of the Revenue Recovery Act, for the time being in

force as though they are arrears of land revenue or in any other manner and within such time as the KSFE may deem fit. The Contractor agrees that in deciding what sum of money is due from the Contractor under or by virtue of this agreement, the decision of the KSFE shall be final and conclusive and shall be binding on the contractor".

16. The Contractor agrees that any sum of money due and payable to him from KSFE shall be adjusted against any sum of money due to KSFE from him under any other contracts.

17. The Courts at the Thrissur District Center in Kerala shall have exclusive Jurisdiction in matters with regard to this agreement. This agreement is subjected to laws at the State of Kerala in Union Of India.

Having agreed to all the terms and conditions aforementioned the parties hereto hereby set their hands to this agreement on this …… day of ……. 2026 in the presence of following witnesses.

1st Party (Contractor)
Represented By

2nd Party (K.S.F.E.)
Represented By

Witnesses

1

2

Annexure-III

Detailed List of Tender Fee, EMD,Turn over, Minimum Order value required

Sl. No.	Item	Tender Fee (Rs.)	EMD(Rs.)	Minimum Turn Over required for the Bidder (Crores)
1	Desktop Computers 1962 Numbers	25000+GST	16,67,700/-	Total Turnover of a minimum of 30 Crores for sale of IT equipment considering the past Five consecutive years.