



# AmulFed Dairy

A UNIT OF GUJARAT CO-OPERATIVE MILK MARKETING FEDERATION LIMITED

(PREVIOUSLY KNOWN AS MOTHER DAIRY, GANDHINAGAR)

## PURCHASE ENQUIRY

**AFD: PUR: YKV: HPAMC: 2021**

**30.12.2021**

Dear Sir,

We would like to invite your for most competitive rates for Comprehensive AMC of HP Product

Terms & Condition:

- 1) The offer should be send in sealed cover super scribing on the top left-hand corner offer for Inquiry No:  
AFD: PUR: YKV: **HPAMC: 2021**
- 2) Due Date:11.01.2022
- 3) Contract period would be for one year from date of order.
- 4) Offer received after due date for whatsoever reason may be rejected.
- 5) Offer should be valid for acceptance for 90 days.
- 6) The Rates / price should be for F.O.R. destination basis inclusive of packing & forwarding and freight.  
However it should be clearly mentioned in the quotation.
- 7) F.O.R. Destination is:  
AmulFed Dairy, Nr. Indira Bridge, Vill Bhat, Gandhinagar
- 8) Your Rates should as per annexure – I.
- 9) It is not binding on us to accept lowest offer.
- 10) Right to reject any or all the offers without assigning any reason is reserved by us.
- 11) Offer which are incomplete or not meeting the condition/our requirement or only for part items, are liable for rejections.
- 12) Management reserves the rights to accept or reject all/any offers submitted by bidders, without assigning any reasons. In case of any dispute Management decision in these regards would be considered as final and no complaints will be entertained. For Legal dispute, Ahmedabad shall jurisdiction.
- 13) Payment Terms within 30 days after supply should be accepted.

Thanking you,

For AmulFed Dairy, Gandhinagar

Purchase Department



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## Annexure – I

### Rate Sheet

Sr No	Item Detail	Qty (NO)	Offered Rate (Rs/No)	Total Value (Rs)
1	HP Scanner Product details as per annexure II	2		
2	HP Desktop Product details as per annexure II	4		

- Applicable GST Extra on above rate.
- Scope of work and terms condition as per annexure II

Sign and Stamps of Bidder/Supplier on Each page require.



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Annexure II

## HP Desktop and Scanner Details

### HP Desktop

Sr. no	Desktop Model	Serial Number	Product no.	CPU	RAM	HDD	Monitor model	Serial Number	Product no.	Dept	Keyboard	Mouse
1	HP 280 G1 Microtower PC	INA639WS2S	Z2U49PA	Intel® Core™ i3-4170 CPU @3.7	4 GB RAM, 500 GB SATA		HP P22h G4 21.5 inch	3CMQ1916B8	7UZ36AA	2nd Floor PC-2	Yes	Yes
2		INA639WS0N	Z2U49PA	Intel® Core™ i3-4170 CPU @3.7			HP LV2011 20-inch LED Backlit LCD Monitor	CNC634P8CN	A3R82AA	2nd Floor PC-1	Yes	Yes
3		INA639WS4G	Z2U49PA	Intel® Core™ i3-4170 CPU @3.7			HP LV2011 20-inch LED Backlit LCD Monitor	CNC645NSVF	A3R82AA	Office	Yes	Yes
4		INA639WS2W	Z2U49PA	Intel® Core™ i3-4170 CPU @3.7			HP HSD-0024Q-inch LCD Monitor	CNK03716P8	5QG34AA	Robotic Room	Yes	Yes

### Scanner Details

Sr.No	Scanner Model	Serial Number	Product no.	Dept
1	HP ScanJet Pro 4500 fn1	CN7B7D604X	L2749A	Accounts
2	HP ScanJet Pro 4500 fn1	CN87UD6039	L2749A	GRB



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## SCOPE OF WORK & Terms condition

### 1. Scope of Maintenance:

- 1.1 The Contract would be comprehensive i.e including replacement of all parts of original Equipment's Manufacture-OEM(On site).
- 1.2 The Replacement of any parts of the computer/peripherals, whenever required, must be carried out by the **vendor/agency** with genuine part of the same specification and warranty.
- 1.3 Maintenance Service shall consist of Preventive as well as Breakdown/Corrective Maintenance including supply & replacement of spares in respect of all the Computer and Equipment's installed at our location as indicated in the annexure, which includes HP make Computers and Scanners as a part of this AMC Contract.
- 1.4 The **vendor/agency** will be responsible for comprehensive maintenance including preventive maintenance of the systems, scanners covered. Preventive maintenance shall mean and include services designed to reduce equipment failure and extended useful life of the equipment including cleaning, inspection and testing.
- 1.5 Vendor/agency should carry out Preventive Maintenance of all the Computer Equipment's on Quarterly basis over & above the break-down call, if any. This will include dirty dust cleaning etc in all the equipment's. Consumable material and tools and tackles required for performing this PM shall be in the scope of **vendor/agency**.
- 1.6 The services will include complete repair / replacement of original components, spares including of the systems and scanner as well as of the peripherals, at no additional cost to **AFD**.
- 1.7 Whenever the repair of the component/Equipment is not feasible/practical the replacement with the component equipment which is technically equivalent/superior in specifications and performance shall be accepted by **AFD**, at no additional cost to **AFD**.

### 2. Call Management/Complaint Booking/Complaint Resolution

- 2.1 Users of **AFD** will log the calls (Breakdown/Failure/Fault) through Telephone/E-mail to **vendor / agency** Help Desk (providing by Vendor), who will provide a Ticket No. to each call and will forward/log the call.
- 2.2 **Service must be available 24\*7 including all holidays, onsite support within 4 hours if required. Each & Every call will be attended by competent engineer within 3-4 hours of its notification either on phone or e-mail from USERS-AFD and should be resolved as within - 8 Clock hours**
- 2.3 The service will be reviewed on regular basis at **AFD** and providing the feedback on the shortfalls in the service to **Vendor/Agency** and expects immediate action from **vendor/ agency** to improve upon the same. In case same is not taken-up by Vendor/Agency then, AFD may discontinue the services after giving one month notice.
- 2.4 Complaint Resolution: The call will be treated as closed only when it is closed by user's conformation at our end.



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## Commercial Terms:

### 3.0 Payment Terms:-

3.1 AMC charges will be split-up in 4 quarters and released on Quarterly basis on Successful completion & submission of Call analysis reports.

3.2 Fixed Price: The prices for the whole contract period will remain fixed. The prices will not vary on any account.

3.3 Taxes & Duties: Taxes will be extra, as per existing Government Rules.

3.4 **AFD** may terminate the contract any time without assigning any reason after giving one month notice.

3.5 **AFD** may remove any item from AMC during the contract period by giving one month notice.

In case of any dispute Management decision in these regards would be considered as final and no complaints will be entertained. For Legal dispute, Ahmedabad shall jurisdiction.