



SHRI SAIBABA SANSTHAN TRUST SHIRDI

Information Technology Department

**Tender document for
Purchase of Kiosk**

INFORMATION TECHNOLOGY DEPARTMENT

Po. Shirdi, Tal. Rahata, Dist. Ahmednagar.

Phone No. (02423)-258953

Website: - www.sai.org.in email- it.office@sai.org.in



DETAILED TENDER NOTICE

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Purchase of Kiosk

Online tenders are invited for the purchase of Kiosk from authorized dealers. The tender details will be available on <https://mahartenders.gov.in> for downloading & the tender has view only access on the website of Trust www.sai.org.in under tender menu.

Technical Specifications of Kiosk is given in **Annexure B**.

1.0 Time Table for online tender submission:

Online Tender Publish Date	Dt. 01-July-2024 Time- 11.00
Online Bid Submission Start Date	Dt. 01-July-2024 Time- 11.00
Online Bid Submission End Date	Dt. 15-July-2024 Time- 17.00
Online Technical Bid Opening Date	Dt. 18-July-2024 Time- 11.00

Validity Period:

The offer of the bidder shall remain valid for acceptance for a minimum period of **120 days** from the last date of the tender submission.

1.1 Scope of Work:

- Supply, installation, testing and commencement of supplied Kiosk as per SSST expectations.
- Integrate the kiosk system with Sansthans' existing application (Ticketing System).
- Provide product documentation, SOP, drivers and Installation training to SSST to maintain the Kiosk

2.0 Tender Fees, Earnest Money Deposit & Security Deposit:

- a) **Tender Cost** : 3,400 (Three Thousand Four Hundred Only)
- b) **Earnest Money Deposit (EMD)**: Rs:17,000 (Seventeen Thousands Only)
- c) **Security Deposit (SD)**: Successful bidder has to deposit 5% amount of awarded cost as security deposit within 15 days from acceptance of purchase order. This SD amount will be refunded after warranty period of supplied material.
- d) No interest will be paid on the EMD and Security Deposit.

Note:

1. The amount of EMD will be refunded to all bidders (except L1 bidder) after issuing purchase order to L1 bidder.
2. L1 bidder's EMD amount will be refunded after deposit of Security Deposit by bidder.

3. Even though the bidders meet the requirements, they are subject to be disqualified in case of misleading or false representations in the forms, statements and attachments submitted in proof of the qualification requirements.

3.0 TENDERING PROCEDURE:

Qualification Criteria:

S.N.	Eligibility Criteria	Supporting documents required
1	Bidders must be OEM or Authorized Channel Partner/Distributor.	For OEM-undertaking on letterhead. For Channel Partner/Distributor - Letter from OEM of Manufacturer Authorization Form for this tender.
2	Bidder/OEM must be in Core business of providing Kiosk/Desktop hardware, Peripherals in India for at least a period of last five years.	Letter of Incorporation and also documentary proof confirming the same.
3	Bidder must not be blacklisted / debarred by any Statutory, Regulatory or Government Authorities or Public Sector Undertakings (PSUs / PSBs) as on RFP date	Letter of confirmation (self-certified letter).
4	For Kiosk – Bidder have to give demonstration of their product with our application.	Appropriate document.
5	The Bidder/OEM should have to arrange adequate technically qualified resources for installation and support.	Letter of confirmation (self-certified letter)
6	Bidder should have service/support centers in Maharashtra.	Detailed address and contact details of service/support centers.
7	The OEM/Bidder should have in-house centralized 24/7 call center for registering complaints.	Address and contact details.

3.1 Technical Bid:

Technical BID must be submitted online only.

Scanned copy of following documents must be uploaded as Technical-bid.

1. Certificate of GST Registration and PAN.
2. Authorized partner/Dealer Documents.
3. Letter from OEM of Manufacturer Authorization Form for this tender.
4. Letter stating that the Firm/Company is not blacklisted by Central / State Government, Government Corporation, statutory Institute.
5. Kiosk White papers/Pamphlets/Brochure along with model number and specification in comparison with requested model.
6. Letter on company/Firm letter head stating that “Company/Firm have read all terms and conditions and agree with them”
7. Duly filled ‘Annexure C’.

3.2 Commercial Bid:

- ❖ **Price should be inclusive of all Tax. Show tax separately.**
- ❖ **The Price should be quoted online, in BOQ provided.**

3.3 Acceptance of Tender:

1. The commercial bid of technically qualified bidders shall only be opened online and lowest offer amongst the opened bid will be accepted.
2. The quoted amount in online tender shall be valid for 120 days (Four Months) from the last date of the tender submission.

3.4 Warranty Period:

- a) Warranty period: 3 Years onsite.
- b) Bidder should provide 24X7 online supports within warranty period and should help our representative to log the call with respective company/OEM.
- c) If supplier fails to resolve the issue in 48 hours from next business day, 0.5% cost of the faulty kiosk will be deducted per week from security deposit until the issue is resolved.

4.0 Payments:

- a) 90% after supply, successful Installation and inspection.
- b) 10% will be paid after 2 months of Installation.

4.1 Penalty:

- a) If Bidder/Supplier fails to deliver/install material within stipulated time, 0.5% amount of the awarded cost will deduct per week from EMD.
- b) If successful bidder refuses or fails to deliver the material, EMD will be forfeited and bidder will be blacklisted for 3 years or decision taken by Sansthan shall be binding on the supplier.

4.2 Security Deposit:

- a) Successful bidder has to deposit 5% amount of awarded cost as security deposit within 15 days from acceptance of purchase order. This SD amount will be refunded after warranty period of kiosk.
- b) SSST GST number as well as supplier GST number must be mentioned on invoices.
- c) Successful bidder must pay GST amount against invoice submitted to SSST, it should reflect on GST Portal, otherwise SSST will not proceed invoice payment.

5. Terms and Conditions:

1. Device/Software license registration with respective OEM should be done in the name of “Chief Executive Officer, Shri Saibaba Sansthan Trust, Shirdi”.
2. The bidder should study all the tender documents carefully and understand the tender contract conditions, specifications etc. before quoting online. If there is any doubt, they should get clarifications in writing but this shall not be a justification for submission of late tender or extension of submission date.
3. Shri Saibaba Sansthan Trust reserves the rights to accept/reject partial/full tender.

6. Delivery Schedule:

1. Successful bidder should supply the Kiosk within 8 weeks from the purchase order acceptance date. Bidder should complete the Installation/ configuration/ inspection within 2 weeks from the delivery date. In total, bidder can manage the delivery and installation in 8 weeks from purchase order acceptance date.

2. Delivery of material to be done at IT Department, Shri Saibaba Sansthan Trust, Shirdi on working day between 10 am to 6 pm.
3. Transport, freight and other charges will be bidder's responsibility.
4. If successful bidder refuses or fails to deliver material, EMD will be forfeited and bidder will be blacklisted for 3 years.

Chief Executive Officer
Shri Saibaba Sansthan Trust, Shirdi

ANNEXURE- A

Personal & Bank Details for RTGS
All columns are mandatory
(Submit on Company Letter Head)

Sr. No.	Personal Detail	
1	Name of the Firm	
2	Address	
4	Contact Person and Cell No	
5	GST Number	
6	Bank Details – Name of the Bank	
	Bank City	
	Branch Name and Code	
	Account Type	
	Account Number	
	IFSC CODE	
	MICR NO.	
7	Stamp and Signature of the agency	

ANNEXURE- B

SN	Peripheral specification	Qty.
2	<p>Kiosk with Thermal Printer for Ticketing 21.5" PCAP Touch Screen With Intel Core i5 Processor, 13th Generation 1X 8 GB 3200 MHz DDR4 RAM ,250 GB SSD, Ethernet Port Windows 11 Pro Metal Keypad with Track pad, USB Web Camera Thermal Printer 80 MM for receipt printing Sheet metal Cabinet floor standing model 1.5 mm thickness. Approx. Dimension of Kiosk Height 1500 mm, Width 600 mm, Depth 550 to 600 mm (+/- 3%) Trust Logo to be printed on Cabinet. With 600 VA UPS inside Cabinet</p> <p>With 5 years Warranty for Kiosk With 2 Years Warranty for Thermal Printer and UPS</p>	5

Annexure C
Compliance Sheet for technical Document

Sr. No.	Eligibility Criteria	Supporting documents required	Complied(Y/N) Give filename and Page no
1	PAN, Certificate of registration for GST, Company		
2	Bidder/OEM should be into core Kiosk manufacturing business with manufacturing plant in India. (for Kisok) Bidders must be OEM or Authorized Channel Partner/Distributor.	OEM should give undertaking on letterhead. Dealers/ Channel Partners should give Letter from OEM of Manufacturer Authorization Form (MAF) for this tender.	
3	Bidder/OEM must be in Core business of providing Kiosk/Desktop hardware, Peripherals in India for at least a period of last five years.	Letter of Incorporation and also documentary proof confirming the same.	
4	Bidder must not be blacklisted / debarred by any Statutory, Regulatory or Government Authorities or Public Sector Undertakings (PSUs / PSBs) as on RFP date	Letter of confirmation (self-certified letter).	
5	For Kiosk – Bidder have to give demonstration of their product with our application.	Appropriate document.	
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7	Bidder should have service/support centers in Maharashtra.	Detailed address and contact details of service/support centers.	
8	The OEM/Bidder should have in house centralized 24/7 call center for registering complaints.	Address and contact details.	

BOQ format

Sr. No.	Peripheral Specification	Qty.	Rate	Tax	Total Amount
1	Kiosk with Thermal Printer for Ticketing 21.5 " PCAP Touch Screen With Intel Core i5 Processor, 13 th Generation 1X 8 GB 3200 MHz DDR4 RAM ,250 GB SSD, Ethernet port, Windows 11 Pro Metal Keypad with Trackpad, USB Web Camera Thermal Printer 80 MM for receipt printing Sheet metal Cabinet floor standing model 1.5 mm thickness. Approx. Dimension of Kiosk Height 1500 mm, Width 600 mm, Depth 550 to 600 mm (+/- 3%) Trust Logo to be printed on Cabinet With 600 VA UPS inside Cabinet With 5 years Warranty for Kiosk With 2 Years Warranty for Thermal Printer and UPS	5			

Note:-

- 1) Fill-up the Rates in BOQ provided online of website.
- 2) Technical and Commercial Bid to submitted online only. No physical Bid will be accepted.