



**KSFE**

# **REQUEST FOR PROPOSALS**

**(Additional Document- I)**

FOR  
FACILITY MANAGEMENT SYSTEM (PC)

**TENDER NO: KSFE/IT/14002/PC/2016-17/1  
DATED 22<sup>nd</sup> Sep 2016**

**The Kerala State Financial Enterprises Ltd.  
(A Government of Kerala undertaking)  
Regd. Office: "Bhadraatha", Museum Road,  
P.B.No: 510, Thrissur – 680 020, Ph: 0487-2332255,  
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Web site: [www.ksfe.com](http://www.ksfe.com)**



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## TABLE OF CONTENTS

Section	Subject	Page No.
1	Introduction	4
2	Project Overview	4
3	Administrative Information	5
4	Service Level Agreement	8
5	Criteria for the eligibility of Bidders & References	16
6	Bidder's Section	18
7	Pricing Section	18
8	Agreements and Contracts	18
9	Payment Terms	19
10	Pro-forma for Bids	19
11	Annexure	20

(Total Number of Pages inclusive of cover page – 28)

## **1. INTRODUCTION**

The Kerala State Financial Enterprises Limited, popularly known as KSFE came into existence in 1969, as a Miscellaneous Non Banking Company (MNBC) owned by the Government of Kerala, started with the objective of providing an alternative to the private Chit promoters with a view to socialize the Chit fund business. The Company, which started in a humble manner, has now grown into an institution doing business worth over Rs.30,000 Crores annually, employing over 6000 persons directly and around 10,000 persons indirectly. The main activities of the Company are Chitties, Sugama, Loans and Fixed Deposits. The Company with its Head Office at Thrissur presently has a network of over 600 Branches 10 SDT Offices and 11 Regional Offices. With a view to effectively serve its customers across the State, KSFE has leveraged Information Technology and the Company is functioning in a fully automated environment.

## **2. PROJECT OVERVIEW**

At present KSFE has a stock of more than 400 Servers, 6000 Personal Computers, 3000 peripherals (Dot-Matrix/Laser/Inkjet Printers, Switches, Scanners, LCD projectors, Laptops etc.), spread across different KSFE Offices. Details of equipments are enclosed in Annexure-1. The task before the Company is to ensure maintenance of these equipments in good working condition. The process involves planning and coordination of various maintenance activities. Effective management of the process not only ensures guaranteed uptime for each of these equipments but also reduces the maintenance cost. KSFE looks forward for a Facility Management System that will enable it to achieve the above-mentioned goals. The Facility Management System shall provide the following infrastructure and related services to KSFE.

1. Annual Maintenance Contract for hardware/software as detailed in the RFP and P.O
2. Maintenance of equipments with stringent SLA.
3. Insurance cover to all equipments against theft, fire, riots, natural calamities, lightning and other unforeseen calamities.

AMC/FMS will be initially for a period of 1 year (could be extended for a further period of 2 years on same terms & conditions based on the actual performance during the previous year). The scope of work under Facility Management System is provided in Section 4.

### 3. ADMINISTRATIVE INFORMATION

KSFE invites competitive tenders in sealed cover from reputed Original Equipment Manufacturers (OEM) or their Service Providers for providing Facility Management System for the maintenance of its Servers, PC's , Laptops, Dot Matrix/Laser Printers, Scanners, LCD projectors, Laptops, Network switches at its various offices across Kerala. Interested bidders can participate through the e- tender process hosted in <https://etenders.kerala.gov.in>

#### 3.1 Tender Summary

Tender Summary		
1.	Tender No: and date	KSFE/IT/FMS/2016-17/1 Dated 22/09/2016
2.	RFP title	Facility Management System for KSFE
3.	Cost of Tender Form	Rs.26250/- (Rupees Twenty Six Thousand Two Hundred and Fifty only)
4.	Earnest Money Deposit	1,86,000/- ( Rupees One lakh Eighty Six Thousand only)
7.	Last Date for receipt of Tender Form	24/10/2016, 06.00 P.M
8.	Date and Time of opening of Technical Bid	28/10/2016, 11.00 A.M
9.	Pre-bid Conference	05/10/2016, 03.30 P.M at KSFE Regional Office, Statue Junction, Chirakulam Road, Thiruvananthapuram

#### 3.2 Procedure for Submission of Bids

The bidders shall submit their Technical bid and Commercial bids through the e tender site <https://etenders.kerala.gov.in>

### **3.2.1 Contents of the Technical Bid**

1. Every Tender should be accompanied by an agreement in the prescribed form (Annexure-2) of Store Purchase manual on Kerala Government stamp paper worth Rs.200/- Any additional stamp duty legal charges etc. in respect of agreement will be borne by the bidder.
2. A copy of the RFP duly signed on all the pages.
3. Bidder eligibility and references as in Section 5.
4. Additional information as in Section 6.

### **3.2.2 Contents of the Commercial Bid**

Format of Commercial Bid is given in Proforma-1. The bidder should provide the annual AMC/FMS rates (inclusive of all taxes) for all items listed in ANNEXURE -1 in the given format. Duly filled BOQ files should be uploaded in the e tender website.

### **3.2.3 Period of validity of Bids**

Bids shall remain valid for 180 days from the date of opening of commercial bid prescribed by KSFE. A bid valid for a shorter period may be rejected by KSFE as disqualified.

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, (or by fax/e-mail). 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.

### **3.2.4 Due Date and Time**

The last date for submission of Request For Proposal is 06.00 P.M on 24/10/2016.

### **3.2.5 Right to accept or reject any or all bids**

a) KSFE reserves the right to accept or reject any bids and to annul the bidding process and reject all bids at any time prior to award of the contract, without thereby incurring any

liability to the affected Bidder or any obligation to inform the affected Bidder of the grounds for its action.

b) The acceptance of tender will rest with the KSFE, which does not bind itself to accept the lowest bid and reserves itself the right to reject any or all the tenders received without the assignment of any reason. All the bids in which any of the prescribed conditions are not fulfilled or are incomplete in any respect are liable to be rejected.

c) KSFE does not bind itself to accept the lowest or any tender and reserve to itself the right of accepting the whole or any part of tender and bidder shall be bound to perform the same at the rate quoted.

### **3.2.6 Applicable Law**

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

### **3.2.7 Tender Document**

The Bidder is expected to carefully examine all instructions, forms, terms and specifications in the Tender Document. Failure to furnish all information required in the Tender Document or submission of a bid not substantially responsive to the Tender Document in every respect will be at the Bidder's risk and may result in the rejection of the bid.

#### **a) Clarification regarding Tender Document**

A prospective Bidder requiring any clarification of the Tender Document may notify KSFE in writing/e-mail/fax or in person. KSFE will respond in writing to any request for clarification of the Tender Document which it receives on or before 04/10/2016, 11:00 AM. KSFE will not provide any responses for the clarifications received after the last date & time requesting the clarifications. Responses to questions concerning RFP (including an explanation of the query but without identifying the source of inquiry) will be given to the Bidders in writing or by fax or email.

#### **b) Amendment of Tender Document.**

- a. At any time up to the last date for receipt of bids, KSFE, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, may modify the Tender Document by an amendment.

- b. The amendment will be notified at KSFE’s website www.ksfe.com as well as in writing or by fax or email to the prospective Bidders who have received the Tender Documents and will be binding on them.
- c. In order to afford prospective Bidders reasonable time or otherwise for any other reason, in which to take the amendment into account in preparing their bids, KSFE may, at its discretion, extend the last date for the receipt of Bids.

**4. SERVICE LEVEL AGREEMENT**

The scope of work under Facility Management System is summarized as follows.

- a) Complaint/Call Management.
  - b) Service Level Management
  - c) Reporting
1. Insurance coverage to all equipments against theft, fire, riots, natural calamities, lightning and other unforeseen calamities
  2. Equipments covered in the scope
    - a) Existing equipment (List of equipments included as Annexure 1)
    - b) Equipments that will be added later.
  3. The contractor shall carryout on-site maintenance of the equipments according to a Service Level Agreement (SLA), the terms of which are summarized as follows:

Equipment	Maximum down time allowed in a single instance	Downtime penalty
Servers and Network Switches	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.500 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.



<p>PCs, Laptops, Printers, LCD Projectors, Scanners and others</p>	<p>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.</p>	<p>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.200 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.</p> <p>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</p>
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4. Contractor should log all user calls – relating to Branches, Application and provide them a trouble ticket, track it, timely resolve it, prepare report on the same and submit to controlling section/coordinator on daily basis. Software for logging the call will be provided by KSFE and will provide access to the contractor for helpdesk management. Log tickets in the Service Desk tool on behalf of users calling service desk over phone/email. Resolution/Assignment of calls as per agreed SLA & Prioritize/categorize and assign the calls to the respective team as per a defined matrix.
5. Provide daily updates on the status of the tickets to the end users and also to update the call status in the software provided by KSFE.
6. Service/Call reports with respect to all call should be provided.
7. In the case of failure of any hardware/software component for more than 3 consecutive times in a month under AMC/FMS period, contractor is obliged to replace the respective component with a new and fresh/updated component.
8. All parts should be repaired/ replaced with equal or higher specification. Plastic parts of the equipment are not exempted.
9. Any part, which violates AMC/FMS cover due to physical or other type of damage, shall be reported to KSFE within two days of such complaint and if KSFE wishes to repair it, the same shall be repaired by the vendor within two days after getting confirmation from KSFE. If such complaints were not reported to KSFE in time, it should be the responsibility of the contractor to resolve the issue without any additional cost.
10. Maintenance of equipments not under warranty shall comprise of supply of all spares and on-site support, supply of additional spares and standby equipments to meet the stringent service levels. The spares used will not be more than one year old.

11. Contractor should carry out scheduled preventive maintenance on a quarterly basis preferably at non office hours for all equipments/ items as detailed in ANNEXURE –1. The preventive maintenance should be completed preferably within first fortnight of every quarter, but not later than first three weeks of each quarter. The maintenance contract does not include consumables like ribbons, cartridge, floppies, computer stationery, toner cartridge, fuel etc. PM reports with date should be approved by the Branch Manager with his/her remarks and should be submitted to KSFE along with the quarterly invoice.
12. The contractor should verify the working condition of all the items handed over by KSFE/ by the previous FMS/AMC vendor within 15 days from the date of acceptance of the contract and if there is any pending pre existing problems, it should be reconciled/settled with the previous FMS/AMC vendor/KSFE immediately within 30 days from the date of commencement of AMC/FMS. Otherwise it will be the responsibility of the contractor to rectify such problems without any additional cost. In case of Termination of the contract, it is the responsibility of the contractor to hand over all the items to the proposed FMS/AMC vendor/KSFE in good working condition. KSFE may seek the help of third parties to assess the working condition of the asset, if required. In case any items is not in good working condition at the time of handing over the assets to KSFE/new contractor, the actual amount required for rectifying the issue/replacing the asset should have to be borne by the contractor
13. For each quarter, if the Penalty amount goes greater than 10% of the total contract value, then KSFE will consider the service as below par and may take further corrective actions including the Termination of the contract.
14. Software & Applications include, but not limited to the following
  - Installation & Re installation of any Operating system on requirement.
  - Configuring & maintaining Custom Browser settings for KSFE web applications.
  - Custom Java settings.
  - Installation, Reinstallation & support of 3rd party applications like Oracle, Antivirus software, Novell Desktop Client applications, Open Office, Libre Office, adobe reader, winrar, winzip etc

#### Software Applications under support

Office applications like MS Office, Open office, Libre Office etc

- Any driver related issues with Servers, PC, Printer, Scanner, Laptops etc
- Any printer configuration, network printer etc

- Installation and support of applications like adobe reader, 7zip etc
  - Any browser configuration support for accessing KSFE applications or third party applications like accessing income tax/service tax applications where KSFE has business interest.
  - Any Operating system malfunctioning support including reinstallation
  - Any virus issues due to malfunctioning of anti viruses in computers
15. Monitoring and troubleshooting LAN connection, Updation of OS, browser, Antivirus patches/installation also comes under the scope of the work.
  16. Installation of application software as per the instruction guide provided by KSFE.
  17. Prepare MIS (Management Information System) as and when required as demanded by KSFE on activities/tasks being undertaken by the AMC/FMS.
  18. Maintenance of equipments not under warranty also includes Operating System and Database support.
  19. Installation and support of Operating Systems (Windows, Linux, Novell Netware, MS-DOS etc.) and other software like MS-Office, Glass fish, Web logic, Visual Basic, Open Office, Shreelipi Malayalam word processing software, Antivirus Software etc., Databases like Oracle, MY-SQL, MS-ACCESS,FOXBASE etc. as well as maintenance/troubleshooting of Network also come under the purview of this AMC/FMS.
  20. In the case of dot matrix printers, maintenance shall include replacement of all parts including printer head, head cable, Data cable, carrying unit, knobs, gears, plastic/fiber parts etc.
  21. In the case of Laser printers, the maintenance shall include replacement of Teflon sheet, fuser assembly, gears, plastic/fiber parts, rollers etc.
  22. In the case of LCD projectors, the maintenance shall include all complaints including LCD projector lamp.
  23. Reports to be submitted by the contractor
    1. Daily Call report – Open, closed with reason for open calls.
    2. Daily SLA Compromise Report.
    3. Monthly SLA performance report.
    4. In case of replacement of major parts, a detailed report in this regard should be submitted weekly/monthly.
    5. List of items for which standby arrangements have been made(weekly/monthly).

6. Monthly report of assets taken for repair from our offices.

## SPECIAL TERMS AND CONDITIONS

24. The Service Engineers handling different domains should be well experienced in maintenance of Hardware and Software under Windows/LINUX/Novel-Netware/UNIXWARE and maintenance of Network. Also they should have sufficient knowledge and on the job exposure to provide software support for ORACLE, MY-SQL, MS-ACCESS, FOXBASE, Visual basic, Antivirus, MS-office, Open- Office, Shreelipi etc. (A declaration from the contractor with regard to the exposure/ level of knowledge of the various service engineers would suffice).
25. The Contractor should carry out scheduled preventive maintenance on a quarterly basis for all equipments/ items covered under the ambit of this project. Preventive maintenance means quarterly servicing of the equipment irrespective of whether the equipment has suffered a breakdown or not, and it would include (even though not a comprehensive list) the following:
  - i) Checking of all the keys of the keyboard for proper operation.
  - ii) Cleaning & removal of dust and dirt from the interior and exterior of the machines and printers.
  - iii) Cleaning of the CD drives and checking the head alignment.
  - iv) Cleaning of mouse, Printers.
  - v) De-fragmentation of HDD, Comprehensive Virus Scan of HDD, and Surface Testing of HDD.
26. Contractor should have his own facility for repairing and testing the products as listed in ANNEXURE-1. He should also ensure that sufficient stock of spares is maintained at all times.
27. The repairing works will have to be carried out at the original location of the equipment in all cases with the exception of extraordinary circumstances where the equipment or any component may be required to be taken out for repairs. In such cases, it is mandatory that the standby arrangement shall have to be made by the contractor and in no way the normal working environment (as at the time when the equipment taken out for repairs was

functioning properly at the original location) shall be held up for want of any stand by arrangements.

28. In case the requisite parts are not available, the same should be replaced with the parts of higher level compatible equipment/item. (Equivalent or higher level in terms of Processor, RAM, HDD)
29. KSFE shall have the right to alter/add attachments to the equipments/items, provided such alterations or attachments does not hamper proper maintenance of the same being performed, or unreasonably increase the successful contractor's cost of performing repair and maintenance service.
30. The FMS/AMC Contract (FMS) is initially for a period of 1 year (could be extended for a further period of 2 years on same terms & conditions based on the satisfactory performance during the previous year). No demand for revision of rates on any account shall be entertained during the contract period. KSFE reserves the right to extend (after the expiry of the original contract) the period of the contract further for any period not exceeding 3 months at a time or till the next tender is finalized. The terms and conditions for the extended period will be same as that for the existing one.
31. The vendor should remit an amount equal to **Rs. 1.86 lakhs** as Earnest Money Deposit through the e-tender site <https://etenders.kerala.gov.in>. It is also clarified that the quotations received without earnest money will be summarily rejected.
32. The successful contractor will be required to furnish a Security Deposit in the form of a Bank Guarantee for an amount equal to 5% of the quoted value for a period of 12 months with a claim period of further 3 months (i.e. 15 months from the date of commencement of contract). In the event of the contract being extended, the contractor will have to submit fresh bank guarantee covering the extended contract period as increased further by a period of 3 months for lodging the claim.
33. The contractor must enclose a signed copy of the tender document in support of their acceptance of the terms and conditions of the tender. All pages and all sections of the tender documents must be signed in full at the bottom right hand corner and also signed wherever stipulated in the tender papers by the contractor or a person holding the power of attorney authorizing him to sign on behalf of contractor before submission of the tender (In such an eventuality original Power of Attorney has to be produced for verification).
34. KSFE will have the right to add new items at any point of time into the scope of the

AMC/FMS contract. AMC/FMS charges will be paid for these equipments from the date of such addition at the rates specified in the contract (necessary addition will be made in Annexure-1).

35. KSFE will have the right to remove any item at any point of time without assigning any reason from the scope of the AMC/FMS contract. No FMS/AMC charges will be paid for these equipments from the date of such removal (necessary deletion will be made in Annexure-1). Such removal/addition should be recorded /identified in the software.
36. The Company will have the right to terminate the contract at the end of a quarter, based on their performance. If the Total Penalty amount exceeds 10% of the Quarterly AMC/FMS value, KSFE will warn the contractor for the poor performance and if the contractor could not improve the performance in the next quarter also, KSFE will make arrangement for a new Tender Process. In such an event, the contractor should handover all the equipments / items as specified in Annexure-1, in good working condition to the Company. If the contractor wishes to terminate the Contract, it should be intimated to KSFE in advance, not less than three months of such termination. It is the responsibility of the contractor to hand over all assets in good working condition to KSFE. In case any items is not in good working condition at the time of handing over the assets to KSFE/new contractor, the amount required for rectifying the issue/replacing the asset should have to be borne by the contractor.
37. If the contractor quits the contract before the notice period (ie three months), KSFE will make ADHOC arrangements and the full expense for the next three months will be recovered from the contractor.
38. KSFE reserves the right to shift any of the equipments covered under the FMS/AMC (as detailed in Annexure-1) from any of its original location to another, without assigning any reason. Upon intimation of the same, the contractor is liable to provide the service and maintenance for theses equipments at the new location. In case of shifting of any equipments/ items (including PC, Printers etc.), de-installation at the old location and installation at new location comes under the purview of FMS/AMC. No payment shall be paid for such shifting, labour charges if any may be borne by the contractor also.
39. The cost of all spare parts that may have to be replaced for the satisfactory functioning of all the equipments/items will be covered under the FMS/AMC.

40. The inventory of all equipments/items proposed to be included in Annexure-1 has to be completely verified by the successful contractor in such a manner that the AMC/FMS arrangement is in place at all the offices of KSFE from the commencement of FMS/AMC contract. Verification of any further addition/deletion to Annexure-1 has to be planned by the contractor in such a manner that the AMC/FMS arrangement is carried out without any hindrance. The vendor should identify the working condition of all assets within 15 days from the acceptance of the contract. If the vendor is unable to identify the preexisting cases within 15 days from the commencement of AMC/FMS the bid, rectification of such cases should be the responsibility of the vendor. During the inspection of equipment unused/damaged cases of the equipment should be reported to KSFE.
41. KSFE will host software for tracking and recording the complaints and issues of the equipments reported from branches. The contractor should monitor the complaints (tickets) and resolve it in a timely manner. After successful completion of the repairs and corrections, it is contractor's responsibility to make sure that the complaint (ticket) is closed in the software hosted by KSFE. The service level penalty will be calculated based on the data updated in the Software.
42. If the same complaint (ticket) is repeated within three days of closing the previous complaint, the latter complaint will be ignored and the first complaint registered will be considered as unresolved in all means from its registered date and penalty is calculated and other actions will be taken.
43. The necessary support for maintaining virus free computer environment at all the offices of KSFE and help in upgrading the software's virus detection mechanism should be provided by the contractor.
44. The new upgrade items (Memory, HDD, MM Kit etc.) purchased from any vendor and upgraded into the existing system shall be included in AMC/FMS if the Company desires so. AMC/FMS charges will be paid for these equipments from the date of such addition at the rates specified in the contract (necessary addition will be made in Annexure-1).
45. The vendor shall sign contract, SLA, NDA with KSFE incorporating the following parameters.
  - i) If any of the equipment has been replaced/standby arrangements made, the contractor should intimate the details of such items (like make, model and Serial number) to KSFE.

- ii) Vendor's complete escalation matrix should be shared to KSFE.
- iii) Vendor should maintain sufficient numbers of computers & peripherals at your office, nearest to each of our Regional Office.
- iv) Vendor should not hold a phone support, for any issue for more than 15 min. Any call which requires resolution more than this should be attended onsite.

## **5. CRITERIA FOR THE ELIGIBILITY OF BIDDERS & REFERENCES**

The bidding is open to all qualified Bidders who fully meet the following qualifying requirements.

1. The bidder must be an ISO certified Company registered under The Companies Act 1956 as evidenced by duly enclosed certified copy of Certificate of Incorporation.
2. The bidder should be a manufacturer / dealer of computer related equipments for the last 3 years with a minimum annual turnover of **Rs.10 Crores** for at least one year during the block of immediately preceding three financial years (2013-14 to 2015-16). Certified copies of audited financials (last three financial years i.e. 2013-14 to 2015-16) to be enclosed.
3. The bidder should have bagged/successfully implemented a minimum of 5 numbers AMC/FMS orders of which at least one should be for a contracted value of minimum **Rs. 25 lakhs** each year in Kerala, during the last 3 years. Copy of supply orders and completion certificate should be furnished.
4. The bidder must have previous experience in maintaining hardware and network systems in Govt. organization/PSUs /Banks during the block of last three financial years (i.e. 2013-14 to 2015-16). Copy of minimum one such order (bagged during the block of aforesaid three years) from the aforesaid categories of institutions should be furnished.
5. The bidder should have valid agreements / tie-up with supplier / manufacturer / IT solution providers (at least one from each of the following 3 groups) for the distribution and maintenance of their products in India as evidence by certified photocopies of all the supporting documents.  
Computer Hardware - IBM, HP, WIPRO, ACER, HCL  
Printers- WEP, LIPI, EPSON, LG, SAMSUNG, CANON, TVS  
Networking Equipments - CISCO, DAX, D-LINK, KRONE, DIGISOL
6. The bidder should have office setup preferably at all district head quarters of the State, compulsorily at Thiruvananthapuram, Ernakulum and Kozhikode / Thrissur. Also they should have Service Centers in Kerala. Details should be separately attached



7. Evidence that the bidder has the necessary technical skills, technical staff and financial resources to perform the contract. The bidder should also provide the details of technical personnel proposed to be deployed for this project (along with their scope/ span of supervision- both in terms of location / reportees and their reporting structure) in the following format:

Sl.No	Name	Technical qualifications	Area of specialization & experience	Scope of Supervision	
				Location	No of Reportees

8. The bidder should provide list of 3 references (of clients with similar projects) along with details such as name, designation, address (both postal as well as e-mail) & telephone number of the contact person along with the value of the contract in the format specified below-

Sl. No.	Name, designation, address (postal as well as e-mail) & telephone number of the contact person	Details of equipments and numbers (servers, PCs, laptops, printers, other peripherals)	Period of Contract	Contract Value ( in lakh)

All the above details are mandatory to prove the eligibility conditions of the bidder, and should be supported with copies of documents concerned. These details form an integral part of the technical bid.

## **5.1 Pre-Bid Conference**

KSFE would be conducting a Pre bid conference on 05/10/2016, 03:30 PM at its Regional Office, Thiruvananthapuram for clarifying the queries of the potential bidders. Any decision taken in the Pre bid-conference is also part of the tender document.

Place, Time and Date of Pre-Bid Conference:  
KSFE Regional Office  
KSFE Silver Jubilee Buildings, Statue, Chirakulam Road  
Thiruvananthapuram- 695 001  
at 03:30 PM on 05/10/2016

## **6. BIDDER'S SECTION**

The bidder shall provide any additional information that is not covered in the RFP. Information such as additional product features that are outside the scope of the RFP, requirements that have been left out in the RFP, issues they feel relevant to the project that have not been covered in the RFP and a statement of deviations shall be provided along with the technical bid. The bidder shall indicate in the BOQ file, the total bid prices of the equipments under the contract.

## **7. PRICING SECTION**

The bidder should quote the rate for all items given in Annexure-1. The Commercial Bid should give the total composite price inclusive of all levies and taxes i.e. Sales Tax, Excise Duty, Service Tax, VAT, Packing, Forwarding, Freight and Insurance charges etc. in case materials to be supplied & in case of works to be executed. The offer must be quoted in Indian Rupees only.

NB: The Increase or Decrease in the service tax in future will be adjusted in this base rate making it beneficial to both the parties.

## **8. AGREEMENTS AND CONTRACTS**

The successful bidder shall execute the following agreements with KSFE

1. Agreement in stamp paper and a security deposit in the form of a Bank Guarantee for 5% of the contract amount for the prompt performance of the contract.
2. Detailed Service Level Agreement for maintenance of equipments.

## 9. PAYMENT TERMS

1. The payment towards AMC/FMS charges shall be made on a quarterly basis in equal installments each at the end of each quarter against invoice and on production of satisfactory reports from the concerned users (PM reports etc.) and penalty statements, if any.
2. Income Tax / Work Contract Tax will be deducted as per rates in force at source, under relevant Government rules. However, if any new legislation comes into effect for deduction of Tax at source at any other rate, deduction will be made at that rate. Service Tax as applicable to be borne by the contractor. The Increase or Decrease in the service tax in future will be adjusted in this base rate making it beneficial to both the parties.
3. The contractor should submit the list of inventory/assets with cost which are under AMC/FMS along with the invoice.
4. PM reports of all assets signed by the Branch Manager should be presented along with the invoice.

## 10. PROFORMA FOR BIDS

### **Proforma– 1 : Format of Commercial Bid – AMC/FMS rate/unit in percentage (Existing or new equipments)**

(The bidder should fill the BOQ with the annual AMC/FMS rates (including insurance and taxes), for existing/new items that may be added to the contract in future after the expiry of their warranty period, as percentage of purchase price of equipment)

Sl. No.	Item Description	Total Amount	BASIC RATE including all taxes In Percentage of Total Amount (3) To be entered by the Bidder	TOTAL FMS AMOUNT Including All Taxes	TOTAL AMOUNT In Words
1	2	3	4	5	6
1	Personal Computer	128943733.000		0.00	INR Zero Only
2	Server	47746639.000		0.00	INR Zero Only
3	Laptop	604200.000		0.00	INR Zero Only
4	Dot Matrix Printer	50465444.000		0.00	INR Zero Only

5	Line Printer	249445.000		0.00	INR Zero Only
6	Laser Printer	363673.000		0.00	INR Zero Only
7	Ink Jet Printer	85500.000		0.00	INR Zero Only
8	Scanner	2213868.000		0.00	INR Zero Only
9	LCD Projector (Including Lamp)	89544.000		0.00	INR Zero Only
10	Network Switches	1956687.000		0.00	INR Zero Only
<b>Total in Figures</b>				<b>0.00</b>	INR Zero Only
<b>Quoted Rate in Words</b>		<b>INR Zero Only</b>			

## 11. ANNEXURES

### Annexure 1: Details of Equipments

#### DETAILS OF EQUIPMENTS

Type	Model	Specifications	Unit Price	Purchase Date	Count	Total Price
LAP TOP	VOSTRO 1310	LAPTOP COMPUTER with Intel Core 2 Duo Processor , Intel Centrino Duo Mobile Technology 1.8 GHz or better, Memory – 2 GB DDRII SDRAM single module (max 4 GB), 2MB L2 Cache, Hard Disk Drive –160 GB SATA with 7200 rpm Display - 13.3”, WXGA TFT (1280x800 pixels) 4 USB 2.0, RJ-11, RJ-45, firewire , VGA out, s-video out Integrated 8X DVD-Writer (DVD RW Dual Layer Drive) Sound Card and Internal Stereo Speakers	53000	06-12-08	3	159000
LAP TOP	G39-LEAPTOP	LAPTOP COMPUTERS Intel DUAL Core Processor T3400 or better Memory – 2 GB DDRII SDRAM Hard Disk Drive –160 GB SATA with 7200 rpm Display – 14.1”, WXGA TFT (1280x800 pixels) USB 2.0, RJ-11, RJ-45, VGA out, s-video out Integrated 8X DVD-Writer (DVD RW Dual Layer Drive) Sound Card and Internal Stereo Speakers	31800	11-01-10	14	445200
PC	ACER	Intel Pentium IV 530 Processor 3	41265	19-01-06	5	206325

	POWER	GHz ,2 x 256 MB 400 MHz DDR2 SDRAM .80 GB Serial ATA HDD				
PC	ACER APSLE	Intel® Pentium 4 - 530 Processor 3 GHz or higher, 1 MB full speed cache / 800 MHz FSB with HT Technology, or better. 2* 256 MB DDR 400 MHz SDRAM 80GB SATA/7200 rpm with SMART feature (MTBF > 300,000 Hours), 16XDVD-ROM DRIVE 10/100/1000 Gigabit Ethernet NIC	34596	01-06-06	476	16467696
PC	HCL INFINITE 1230	Processor : Pentium D 920 processor, Dual Core Intel 2.8 GHz,800 MHz, 2x2 MB L2,EM64 Mother Board: Intel 945G Chipset based Original Intel Mother Board or OEM Mother Board Bus: PCI architecture Memory: 533 MHz. DDR II SDRAM, 1GB, expandable to 4GB Storage: 80 GB SATA x1 – 3Gb/s, - 7200 rpm Removable Storage: 48x CDROM drive Ports: 10/100/1000 Ethernet x 1, USB x 4, serial x 1, parallel x 1 Keyboard: Windows keyboard Mouse: Optical Display: 15" TFT	23868	13-12-07	132	3150576
PC	HCL INFINITE PRO 1230	Processor : Pentium D 920 processor, Dual Core Intel 2.8 GHz,800 MHz, 2x2 MB L2,EM64 Mother Board: Intel 945G Chipset based Original Intel Mother Board or OEM Mother Board Bus: PCI architecture Memory: 533 MHz. DDR II SDRAM, 1GB, expandable to 4GB Storage: 80 GB SATA x1 – 3Gb/s, - 7200 rpm Removable Storage: 48x CDROM drive Ports: 10/100/1000 Ethernet x 1, USB x 4, serial x 1, parallel x 1 Keyboard: Windows keyboard Mouse: Optical Display: 15" TFT	23868	13-12-07	68	1623024
PC	Wipro	CPU : Intel Pentium Dual Core E 2180 2.0 GHz, 1 MB L2 cache and 800 MHz FSB with Intel EM 64 T or better Memory : 1 GB 667 MHz DDR2 RAM with 4 GB Expanadabilty. Hard Disk Drive : 160 GB 7200 rpm Serial ATA HDD Monitor : 38.1 cm(15 inch)TFT Digital Colour Monitor	27490	07-04-09	3	82470

		TCO-03certified. Keyboard : 104 keys. Mouse : Optical DVD ROM Drive : DVD 8X Rewriter				
PC	HCL INFINITI BL 1280	Pentium DUAL CORE 2.5 GHz,800 MHz, 2 x 1 MB L2, EM64 Mother Board: Intel Original / OEM: 945G or better Bus: PCI architecture Memory: 533 MHz. DDR II SDRAM, 1GB, expandable to 4 GB Storage: 80 GB SATA x1 Ports: 10/100/1000 Ethernet x 1, USB x 4, serial x 1, parallel x 1 Keyboard: Windows keyboard Mouse: Optical Display: 17" TFT	20750	23-07-09	477	9897750
PC	HCL INFINITI PRO BL 1280	Pentium DUAL CORE 2.5 GHz,800 MHz, 2 x 1 MB L2, EM64 Mother Board: Intel Original / OEM: 945G or better Bus: PCI architecture Memory: 533 MHz. DDR II SDRAM, 1GB, expandable to 4 GB Storage: 80 GB SATA x1 Ports: 10/100/1000 Ethernet x 1, USB x 4, serial x 1, parallel x 1 Keyboard: Windows keyboard Mouse: Optical Display: 17" TFT	20750	23-07-09	299	6204250
PC	INFINITI PRO BL 1265	Pentium DUAL CORE 2.5 GHz,800 MHz, 2 x 1 MB L2, EM64 Mother Board: Intel Original / OEM: 945G or better Bus: PCI architecture Memory: 533 MHz. DDR II SDRAM, 1GB, expandable to 4 GB Storage: 80 GB SATA x1 Ports: 10/100/1000 Ethernet x 1, USB x 4, serial x 1, parallel x 1 Keyboard: Windows keyboard Mouse: Optical Display: 17" TFT	20750	23-07-09	44	913000
PC	HCL INFINITY MA350	Pentium Core i3 540 3.06Ghz or higher,4 MB cache, 2.5 Gt/S or higher, (Manufacturer Support for 6 years shall be ensured) Mother Board: Intel Original / OEM) Bus: PCI architecture Memory: 1066 MHz. DDR III SDRAM, 2GB, expandable to 4 GB Storage: 160 GB SATA x1 Ports: 10/100/1000 Ethernet x 1, USB x 6, serial x 1, parallel x 1 Keyboard: OEM (Mechanical) Mouse: Optical Display: 18.5" TFT with energy star 5.0 TCO 05	25221	04-02-11	1967	49609707

		certified				
PC	ACER VERITON	Core i3 processor , windows 7 professional OS , Energy star 4.0 Compliance	34133	16-11-13	1195	40788935
SERVER	ALTOS G 510	Intel Xeon Processor @ 1.8 GHz or above, 400 MHz FSB , 512 KB cache, 512 MB ECC DDR memory, 4 x 36.4 GB Ultra 320 SCSI (10000 rpm) Hotswap HDD	162510	10-09-04	3	487530
SERVER	ALTOS G 700	Dual Intel Xeon Processor @2.4GHz , 533 MHz FSB / 512 KB Cache min., 1 GB Registered ECC DDR-RAM @266 MHz , 4 * 36 GB Ultra 320 SCSI Hot Swappable SCSI Hard Disk @15000 rpm	297600	10-09-04	1	297600
SERVER	HP PROLIANT ML 350	1 x Intel Xeon processor @3 GHz with 2MB L2 Cache and 800MHz Front Side Bus with HT Server Class chipset – Intel 7520 or equivalent 1GB ECC RAM expandable to 8 GB Expansion slots - 2 PCI-Express x4 and 4 PCI-X 64-bit/100 MHz Dual Channel Ultra320 SCSI Adapter for connecting DAT Dual Channel Ultra320-based RAID Controller (RAID 0,1, 0+1 and 5 support) 4 x 73GB Ultra 320 SCSI hot swap HDD (10K rpm) 36/72GB or equivalent SCSI DAT Drive	202662	01-06-06	78	15807636
SERVER	HCL GL 1700SH	CPU: Dual Core, 2.0 GHz, 4MB L2 cache (Single Server CPU) or higher Server Mother Board & Chipset: Intel Original / OEM Bus: PCI Bus architecture, FSB 1333 MHz. Memory: DDR II, 667 MHz. , 4GB (2GB x 2), expandable to 8GB Storage: Hotswap, 15KRPM, SAS, 73GBx4 3.5 inch HDD RAID CONTROLLER: SAS, RAID 5 Removable storage: DVD writer Bus expansion slots: Minimum 2 free slots - PCI-Express /PCIX Ports: Ethernet 10/100/1000 x 2, USBx4 Keyboard: OEM Mouse: Optical Display: 15" TFT	97970	23-07-09	132	12932040
SERVER	HCL IGL 1701GR	CPU: Quad core, 2.4GHz or higher, 8MB L3 cache (Single Server CPU) Server Mother	91567	04-02-11	199	18221833

		Board Intel & Chipset: Intel Original / OEM Bus: PCI Bus architecture, FSB 1333 MHz. Or higher Memory: DDR III, 1066 MHz. , 4GB (4GB x 4), expandable to 16GB or higher Storage: Hotswap, 15KRPM, SAS, 146GBx4 3.5 inch HDD RAID CONTROLLER: SAS, RAID 5 (with 128MB Cache) Removable storage: DVD writer Remote management capability. Bus expansion slots: Minimum 4 free slots - PCI-Express /PCIX Ports: Ethernet 10/100/1000 x 2, USBx4 Keyboard: OEM (Mechanical) Mouse: Optical Display: 18.5" TFT with energy star 5.0 with TCO05 certification.				
16 PORT	DES 1008 D	16-port 10/100 unmanaged Switch	2257	01-06-06	2	4514
16 PORT	DES1024D	16-port 10/100 unmanaged Switch	2257	01-06-06	2	4514
16 PORT	DGFS 1024D	16-port 10/100 unmanaged Switch	2257	01-06-06	1	2257
16 PORT	DX 5016 PS	16-port 10/100 unmanaged Switch	2257	01-06-06	33	74481
16 PORT	DX-5024 PS	16-port 10/100 unmanaged Switch	2257	01-06-06	37	83509
24 PORT	C 2950	24 Port Layer2 10/100/1000	59601	10-09-04	8	476808
48 PORT	C 3750	48 Port Layer3 10/100/1000	355567	10-09-04	1	355567
24 PORT	DES1024D	16-port 10/100 unmanaged Switch	2257	01-06-06	1	2257
24 PORT	DES1024D	24-port 10/100 unmanaged Switch (19" Rack mountable)	2500	23-07-09	55	137500
24 PORT	DGFS 1024D	24-port 10/100 unmanaged Switch (19" Rack mountable)	2500	23-07-09	59	147500
24 PORT	DX 5024WS	24-port 10/100 unmanaged Switch (19" Rack mountable)	2500	23-07-09	6	15000
24 PORT	DX-5024 PS	24-port 10/100 unmanaged Switch (19" Rack mountable)	2500	23-07-09	223	557500
24 PORT	VM 9U/550X500	24-port 10/100 unmanaged Switch (19" Rack mountable)	2500	23-07-09	24	60000
ROUTER	Fortigate 40C	Data Transfer Rate 1 Gbps Remote Management Protocol HTTP IPSec Virtual Private Network (VPN), Intrusion Prevention System (IPS), anti-malware protection, anti-spam	35280	26-09-12	1	35280



		protection, antivirus analysis, application filtering, content filtering, firewall protection, wall mountable Ethernet, Fast Ethernet, Gigabit Ethernet				
PROJECTOR	VPL ES7	Multi – Media Projector –VPL ES7 Resolution : 800 x 600 SVGA, ANSI Lumen : 2000NOS	29848	28-09-10	3	89544
SCANNER	1270 PERFECTION	, Optical Scan resolution 1200x1200 dpi, Levels of grayscale 256, Interface USB compatible with USB 2.0 specifications	7423	01-06-06	64	475072
SCANNER	LIDE 100	Flatbed Scanner, Optical Scan resolution 1200x1200 dpi, 32bit or higher, Interface USB (compatible with USB 2.0 specifications)	2600	16-01-10	164	426400
SCANNER	LIDE 110	Flatbed Scanner, Optical Scan resolution 1200x1200 dpi, 32bit or higher, Interface USB (compatible with USB 2.0 specifications)	2968	20-04-11	170	504560
SCANNER	LIDE 110	1200 x 1200 dpi , A4 size Digital Flatbed Scanner	4297	16-11-12	2	8594
SCANNER	LIDE 110	1200 x 1200 dpi , A4 size Digital Flatbed Scanner	4297	02-02-13	186	799242
DMP	LX 300 +	9 pin, 80 column, minimum 300 CPS	7350	01-06-06	99	727650
DMP	LX 300 +	9 Pin, 80 Column	5928	02-06-07	62	367536
DMP	LQ 2090	24pin, 136 col, 400cps, minimum 64 KB input buffer, multilingual, LINUX compatible	20500	29-07-07	218	4469000
DMP	LX 540 DX	Dot Matrix Printer - 9 pin, 80 column, minimum 300 CPS	6270	13-12-07	8	50160
DMP	LX 300 +	9 pin, 80 column, minimum 300cps at High Speed Draft 10cpi	5736	23-07-09	304	1743744
DMP	LQ DSI-5235	DMP - 24pin, 136 col, minimum 400 cps at High Speed Draft 10cpi	17376	23-07-09	140	2432640
DMP	TALLY 2250	High Speed Dot Matrix Printer (24 pin, 136 column, minimum 500 cps at Draft 10 cpi, Dual Tractor, refillable ribbon cartridge)	46005	23-07-09	59	2714295
DMP	LX 300 +	9 pin, 80 column, minimum 300cps at High Speed Draft USB / Parallel interface, refillable ribbon cartridge)	6067	21-03-11	489	2966763

DMP	LQ DSI-5235	(24pin, 136 col, High Speed 10cpi,100 CPS NLQ speed, minimum 64 KB input buffer,multilingual, LINUX compatible, refillable ribbon cartridge)with USB/Parallel interface	19058	20-04-11	171	3258918
DMP	TALLY 2250	24 pin, 136 column, minimum 500 cps at Draft 10 cpi, Dual Tractor, refillable ribbon cartridge)	42242	20-04-11	333	14066586
DMP	LX 300 II	9 pin , 80 column , minimam 300 CPS Dot Matrix Printer	7166	16-11-13	204	1461864
DMP	LX 310	9 pin , 80 column , minimam 300 CPS Dot Matrix Printer	7166	16-11-13	6	42996
DMP	LQ DSI-5235	24 pin 136 column High Speed 10 cpi 100 cps NLQ speed, minimam 64 KB input buffer mutiligual, LINUX compatiable, reliable ribbon catridge.	22932	16-11-13	248	5687136
DMP	TALLY 2250	High speed Dot Matrix Printer (24 pin , 136 column , minimam 500 cps at Draft 10 cpi , Dual Tractor , refillable ribbon cartridge)	52644	16-11-13	199	10476156
INKJET	DESKJET 1000	(21 ppm black, 15 ppm color, 4800 optimized dpi2 colour)	9500	01-06-06	1	9500
INKJET	HP-5652	(21 ppm black, 15 ppm color, 4800 optimized dpi2 colour)	9500	01-06-06	2	19000
INKJET	L 220 SERIES	(21 ppm black, 15 ppm color, 4800 optimized dpi2 colour)	9500	01-06-06	4	38000
INKJET	PIXMA MP 287	(21 ppm black, 15 ppm color, 4800 optimized dpi2 colour)	9500	01-06-06	2	19000
LASER	F 158200	Color Laserjet Printer	18959	05-01-08	1	18959
LASER	LASER JET P1108	Color Laserjet Printer	18959	05-01-08	2	37918
LASER	P 1007	Color Laserjet Printer	18959	05-01-08	1	18959
LASER	2015 N	Network Laser Printer	19664	14-11-08	1	19664
LASER	ML-1640	Resolution in dpi: Mono 600x600,Paper Size: A4,Print Speed in PPM (A4 Size):14, Port: 1 USB	5475	07-04-09	1	5475
LASER	LBP 2900	Canon Laser Printer LBP2900/LBP2900 B	5650	07-08-10	7	39550
LASER	LBP 2900 B	Canon Laser Printer LBP2900/LBP2900 B	5650	07-08-10	13	73450
LASER	LBP 6018 B	Canon Laser Printer LBP2900/LBP2900 B	5650	07-08-10	3	16950
LASER	LBP 6200	Canon Laser Printer LBP2900/LBP2900 B	5650	07-08-10	2	11300
LASER	LBP 6230	Canon Laser Printer	5650	07-08-10	1	5650

		LBP2900/LBP2900 B				
LASER	LBP-3300	Canon Laser Printer LBP2900/LBP2900 B	5650	07-08-10	1	5650
LASER	HP LJ 5200	(minimum 1200 dpi, minimum 35 ppm in A4 or A3 size, minimum 48 MB RAM, USB & Parallel Port Interface, monochrome, network connectivity)	110148	20-04-11	1	110148
LINE PRINTER	LIPI 6312	136 colum, 1200 LPM or higher with Graphics printing upto 15 inches per minute or higher.	249445	20-04-11	1	249445

#### DETAILS OF EQUIPMENTS UNDER WARRANTY

Type	Model	Specifications	Unit Price	Purchase Date	Count	Total Price
LAP TOP	A1278	2.5GHz Intel Core i5 Processor 4GB DDR3 RAM 500GB 5400rpm Hard drive 13-inch Screen, Intel HD Graphics 4000 Mac OS X Mavericks Operating system 1 Thunder bolt port	59690	04-02-16	1	59690
PC	ACER VERITON M200-A55	Core i3 processor , windows 7 professional OS , Energy star 4.0 Compliance	42040	01-01-15	600	25224000
PC	ACER VARITON M200- CORE i3	Core i3 processor , windows 7 professional OS , Energy star 4.0 Compliance	31266	24-03-16	800	25012800
DMP	WeP 800 DX	80 Column Dotmatrix printer	9962	01-01-15	150	1494300
DMP	LQ 1310	136 Column Dot matrix printer, High speed printer	14128	01-01-15	100	1412800
DMP	TALLY 2250	136 Column Dot matrix printer, High speed printer	62789	01-01-15	100	6278900
DMP	LX 310	9 pin , 80 column , minimam 300 CPS Dot Matrix Printer	7166	30-04-16	1	7166
DMP	LX 310	9 pin , 80 column , minimam 300 CPS Dot Matrix Printer	7166	27-06-16	1	7166
DMP	LX 300 +	9 pin, 80 column, minimum 300 CPS	7500	04-07-16	1	7500
DMP	LQ 1310	136 Column Dot matrix printer, High speed printer	11398	01-08-16	100	1139800
DMP	LX 310	9 pin, 80 column, minimum 300cps at High Speed Draft USB / Parallel interface, refillable ribbon cartridge)	7750	06-08-16	1	7750
DMP	LX 310	9 pin , 80 column , minimam 300 CPS Dot Matrix Printer	7166	16-11-16	2	14332
LASER	LBP 6030 B	LBP 6030 B Image class	4989	01-08-16	200	997800

**Annexure 2: Format of Agreement**

**Agreement**

Articles of agreement executed on this the .....day of ..... two thousand sixteen **BETWEEN** the Managing Director , KSFE Ltd., (hereinafter referred to as "KSFE") of the one part and Sri..... (H.E. name and address of the tender) (hereinafter referred to as "the bounden") of the other part.

**WHEREAS** in response to the Notification No.....dated..... the bounden has submitted to the Government a tender for the ..... the specified therein subject to the terms and conditions contained in the said tender;

**WHEREAS** the bounden has also deposited with the Government a sum of Rs.....as earnest money for execution of an agreement undertaking the due fulfillment of the contract in case his tender is accepted by the Government.

**NOW THESE PRESENTS WITNESS** and it is hereby mutually agreed as follows:

1. In case the tender submitted by the bounden is accepted by the KSFE and the contract for ..... is awarded to the bounden, the bounden shall within ..... days of acceptance of this tender execute an agreement with the KSFE incorporating all the terms and conditions under which the KSFE accepts his tender.
2. In case the bounden fails to execute the agreement as aforesaid incorporating the terms and conditions governing the contract, the KSFE shall have power and authority to recover from the bounden any loss or damage caused to the KSFE by such breach as may be determined by the KSFE by appropriating the earnest money deposited by the bounden and if the earnest money is found to be inadequate the deficit amount may be recovered from the bounden and his properties movable and immovable in the manner hereinafter contained.
3. All sums found due to the KSFE under or by virtue of this agreement shall be recoverable from the bounden and his properties movable and immovable under the provisions of the Revenue Recovery Act for the time being in force as through such sums are arrears of land revenue and in such other manner as the KSFE may deem fit.

In witness whereof Sri..... (Name and designation) for and on behalf of the KSFE and Sri.....the bounden have hereunto set their hands the day and year shown against respective signatures.

Signed by Sri..... (date).....

In the presence of witnesses:

1. ....
2. ....

Signed by Sri..... (date).....

In the presence of witnesses:

1. ....
2. ....