

TENDER DOCUMENT

**“Annual Maintenance Contract (AMC) for Dairy Dock Automation Systems at
Mini Dairy Plants and Milk Chilling Centers under Indore Sahakari Dugdh
Sangh Maryadit”**

IFB Ref: ISDS/PUR/GMPO/2026/0008



Issued By:
Chief Executive Officer
Indore Sahakari Dugdh Sangh Maryadit, Indore (ISDS)

POINTS BIDDERS SHOULD BEAR IN MIND

1. BIDS CONTAINING DEVIATIONS FROM BIDDING DOCUMENT TERMS AND OTHER REQUIREMENTS MAY BE REJECTED.
2. BIDS UPLOADED WITHOUT **BID SECURITY (EARNEST MONEY DEPOSIT)**, SHALL BE SUMMARILY REJECTED.
3. BIDDERS SHOULD FURNISH THEIR **CONTACT EMAIL ID**, COMPLETE ADDRESS FOR THE PURPOSE OF FURTHER CORRESPONDENCE PERTAINING TO BIDDING DOCUMENT.
4. NEGLIGENCE OF THE BIDDER IN PREPARING TENDER BID CONFERS NO RIGHT TO WITHDRAW THE BID AFTER IT WAS OPENED.
5. SPECIFICATIONS, CONDITIONS AND SCHEDULE OF BIDDING DOCUMENT CONSTITUTE AN INTEGRAL PART OF THE BID.
6. ALL EQUIPMENT, SYSTEM & COMPONENTS SHOULD BE DESIGNED TO PERFORM AS PER SPECIFICATIONS IN THIS BIDDING DOCUMENT UNDER TROPICAL CONDITIONS.
7. THE BIDDING DOCUMENTS SHALL BE GOVERNED AND INTERPRETED ACCORDING TO THE LAWS OF THE UNION OF INDIA.
8. **CEO, INDORE SAHAKARI DUGDH SANGH MARYADIT, INDORE** RESERVES THE RIGHT TO ACCEPT OR REJECT ANY OR ALL BIDS WITHOUT ANY EXPLANATION TO BIDDERS

CHECKLIST TO BE SUBMITTED BY THE BIDDER ALONG WITH BID (*)

Sr. No.	Item	Submitted Yes/ No		Remarks if any
(*) Checklist is Mandatory to fill and attached/upload with technical Bid				
01	EMD submitted before last date of bid submission			
02	All the required documents uploaded to e-Tender portal.		☐	
03	Uploaded following documents:			
	i) Certificate of incorporation of the firm / Partnership deed etc.		☐	
	ii) Registration certificate of GSTIN, PAN etc.		☐	
	iii) Turnover certificate from CA firm /Audited financial statements (FY 22-23, 23-24 & 24-25)		☐	
	iv) Copy of similar nature of POs with completion certificate		☐	
04	Uploaded form of bid (SECTION VI of Tender Document)		☐	
05	Uploaded bidding document completed in all respect duly digitally signed.		☐	
06	Technical & Bidding Terms Deviation, if any is uploaded as per tender (SECTION VIII Part A & B of Tender Document)		☐	

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SECTION – 0 INVITATION FOR BIDS



**Indore Sahakari Dugdh Sangh Maryadit, Indore
(ISDS)**

CHANDA TALAWALI, MANGLIA-INDORE (M.P)-453771

Phone No. 0731-2811162, Email – agmpurisdsm@gmail.com

Websites: www.sanchidairy.com & <https://www.mptenders.gov.in>

Indore Sahakari Dugdh Sangh Maryadit, Indore *invites* “Online E-Tender” from reputed Contractor for the following goods/ works:

Tender Ref: ISDS/PUR/GMPO/2026/0008

Item Description: Annual Maintenance Contract (AMC) for Dairy Dock Automation Systems at Mini Dairy Plants and Milk Chilling Centers under Indore Sahakari Dugdh Sangh Maryadit.

Estimated Cost (Rs.)	:	Rs. 3,30,000.00
Tender form Cost (Rs.)	:	Rs. 500.00
EMD Amount (Rs.)	:	Rs. 6,000.00
Tender Document Download/Sale Start Date:	:	10/07/2026 Time 11:00 AM Onwards
Tender Document Download/Sale End Date	:	31/07/2026 Time 12:00 Noon
Bid Submission Start Date	:	10/07/2026 Time 12:00 Noon Onwards
Bid Submission End Date	:	31/07/2026 Time 01:00 PM
Bid Opening Date	:	03/08/2026 Time 02:00 PM
Place of opening of Tender	:	Online MP Tender e-Portal
Completion Period	:	30 Days from the date of Purchase Order issued by ISDSM.
Delivery Location	:	As per the details mentioned in the Schedule of Requirement Section-III.

For further details or for downloading the bid documents, please visit web site <https://www.mptenders.gov.in> or contact AGM, Purchase, Indore Sahakari Dugdh Sangh Maryadit, Chanda Talawali, Mangliya, Indore, Madhya Pradesh-453771 on any working day. The intending bidders are required to submit their offer electronically through e-tendering Portal. No physical tender is acceptable by ISDS. The detailed Tender can also be downloaded from website: www.sanchidairy.com (only for reference).

SECTION I - INSTRUCTION TO BIDDERS

1) Eligibility and Qualification Requirements:

The bidders must meet the following minimum qualifying criteria:

- a) The Bidder, in the same name and style, should be in business at least for **2 years** at the time of bid opening. In case of change of name of bidder by merger / acquisition / change in status, the bidder may be eligible based on the documentary evidence.
- b) The Bidder should have valid registration under various Acts that may be applicable for the contract proposed. This shall include but not limited to Income Tax, GST etc.
- c) The Bidder's Financial Turnover in the same name and style in each of the last three financial years (**FY 22-23, 23-24 & 24-25**) ending 31st March shall be not less than **Rs. 04.35 lakhs. The bidder should submit the Turnover certificate from CA firm / audited financial statements.**
- d) The Bidder in the same name and style shall have successfully executed / completed contracts of similar nature of work like **Maintenance of Dairy Dock Automation Systems at Dairy Plants or in similar industry** during the last 2 years ending last day of the month previous to the month in which bid is opened, either of the following: -
 - I) **One Contract / Work of similar nature costing not less than Rs. 2.38 Lakh**
 - OR
 - II) **Two Contracts / Works of similar nature each costing not less than Rs. 1.49 Lakh**
 - OR
 - III) **Three Contracts / Works of similar nature each costing not less than Rs. 1.19 Lakh**

Note:

- a) The Contract means the work done against one work order on a single location. Separate orders for supplying services against one job on a single location will also be considered.
- b) Bidder shall submit the following details to support their claim for meeting the minimum eligibility requirement -
 - 1. Name / Names of projects to be considered for meeting minimum eligibility criteria
 - 2. Nature of each project / work completed along with respective completion certificate.
 - 3. Value of work of each project / work completed.

4. Location of execution of each project/work completed.
- c) Even though the bidder meets the specified criteria, it may be disqualified if it has:
- I. Made untrue or false declaration and/or
 - II. Record of poor performance such as abandoning the works, not properly completing the contract, inordinate delays in completion or financial failure etc.

2) Eligible Bidders

This invitation for Bids is open to all bidders who have downloaded this bidding document in their name and meet the minimum eligibility criteria, if any, specified in this bidding document.

3) Bidding Document

The fee/cost for bidding document is Rs. 500.00/-.

The Bidder shall bear all costs associated with the preparation and submission of its bid, and the ISDS will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process

Interested eligible bidders may obtain further information from AGM, Purchase, Indore Sahakari Dugdh Sangh maryadit, Chanda Talawali, Mangliya , Indore, Madhya Pradesh-453771, Phone No.: 0731-2811162, Email – agmpurids@gmail.com.

4) Downloading the Document

- (a) The bid documents will also be available in the website at <https://www.mptenders.gov.in> and can be downloaded and used as tender documents for uploading the offer.
- (b) If any change/additions/ deletions/alterations are found to be made by them in the tender and the same is subsequently noticed at any stage, even after award of the contract, the bidders are liable for all consequences thereof and ISDS shall be free to take suitable action as deemed necessary.

5) Content of Bidding Documents

5.1 The Bidding Document includes:

- (a) Invitation for Bids;
- (b) Instruction to Bidders;
- (c) Terms & conditions of the Contract;
- (d) Scope of work;
- (e) Schedule of quantities;
- (f) Form of Bid;

- (g) Deviation statement;
- (h) Acceptable form of Bank Guarantees

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

6) Clarification of Bidding Documents

A prospective Bidder requiring any clarification of the Bidding Documents may notify ISDS in writing or by email. ISDS will respond in writing to any request for clarification of the Bidding Documents, which it receives prior to the deadline for the submission of bids. Bidders should preferably forward their queries earlier than 10 days prior to the bid submission date. Written copies of ISDS's response will be sent to the respective Bidder. Also, corrigendum, if necessary, will be uploaded in the e-tender Portal without identifying the source of the inquiry.

7) Amendment of Bidding Documents

At any time prior to the deadline for the submission of bids, ISDS may modify the bidding document by the issuance of amendment. The amendment will be uploaded on e-tender Portal and will be binding on them. ISDS may also at its own discretion, extend the deadline for submission of bids. Before submission of the bid, the bidder should check the e-tender Portal for any Corrigendum/additional information on the bidding document, if any.

8) Preparation of Bid

The Bid prepared by the Bidder and all correspondence and documents relating to the bid exchanged by the Bidder and the Purchaser, shall be written preferably in the English language.

9) Submission of bid

The bidders, who downloaded the bidding documents, are eligible for submission of bids in their names only. All the bidders should submit/upload their online bids on <https://www.mptenders.gov.in> in Part I – Technical Bid and Part II – Price Bid. The Technical bid (Part I) shall contain all the details **EXCEPT FOR THE PRICE**.

The complete bidding document duly signed and sealed should be uploaded without any modifications/alternations, as a token of their acceptance towards the scope of work, terms and conditions of the bid unconditionally.

Full details of materials including the manufacturer's name, specification of goods offered, model no. must be uploaded in the Portal along with

Technical Bid (Part I), wherever requested.

Bids must be uploaded by the bidder at the e-Portal not later than the time specified for receipt of the bids in the Invitation for Bids.

The Bidder cannot modify or withdraw its bid after the last date & time of bid's submission. No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of bid validity. Withdrawal of a bid during this interval may result in the forfeiture of Bidder's EMD.

The bids are to be uploaded/ submitted with drawing/ specifications or as per drawings/ specifications given in the tender and submitted as such, shall be deemed to mean that the bidder submitting such a bid is fully acquainted with the technical details.

10) Period of Validity of Bids:

The Bids shall remain valid for **90 days** from the date of financial bid opening prescribed by the ISDS. A bid valid for a shorter period shall be rejected by ISDS as non-responsive

11) Earnest Money Deposit (EMD)

All bids must be accompanied by EMD (in Indian Rupees only). The bid shall not be considered if the valid EMD is not available at the time of opening of Technical Bid.

EMD should be paid online in favour of Indore Sahakari Dugdh Sangh Maryadit, Indore payable at Indore.

EMD submitted by bidders in previous bid will NOT be considered for this tender. Bidder must submit a fresh EMD against this tender.

No interest shall be paid on EMD for the period during which the deposit lies with ISDS. Without valid EMD, the bid shall be rejected.

Micro and small enterprises of the Madhya Pradesh State will be exempted from depositing EMD against the tender **(Bidder must submit Certificate/Document to this effect)**.

The EMD may be forfeited:

- a) If a bidder withdraws or modifies its bid during the period of bid validity

OR

- a) In the case of the successful bidder, if the bidder fails to sign the Contract (i.e., return the signed copy of duplicate Purchase Order, and furnish Performance Security, if asked for)

Unsuccessful bidder's bid security will be discharged / returned within a maximum period of 30 days after the expiration of the period of the bid validity of 90 days from the date of technical bid opening. The successful Bidder's EMD will be discharged upon the Bidders executing the Contract i.e., return the signed copy of duplicate Purchase Order, and furnish the Performance Security, if asked for.

12) Price:

The bidder shall indicate on the Price Bid at e-Portal the final unit prices (after considering discount, if any) **including applicable GST** for the goods/ services it proposes to deliver under the contract. Bidders must submit a bid for the full quantity specified, failing which, such bids will not be taken into account for evaluation and comparison and will not be considered for award.

Prices indicated in the Price Bid shall be entered in the following manner:

- (a) The quoted price of services shall be indicated in the field **"Rate (in Rs.)"** on the Portal. The % GST considered should be indicated in the field **"Applicable GST (in %)"**.
- (b) Bidder should indicate applicable HSN/SAC Code considered for items for supply and installation works, in the Excel BOQ (SoQ) at e-Portal.
- (c) Bidder shall be responsible for selection of appropriate HSN/ SAC code and applicable GST thereon for the items quoted by them.

Contractors registered under Composition Scheme of GST

In case the bidder is registered under GST Composite scheme, the price quoted shall be including applicable GST, as it may not be possible to indicate GST separately. However, in such a case, the bidder, in their **technical bid (Part I), MUST** indicate that they are the **composite dealers and proposes to supply under GST composite scheme**.

Any applicable cess, levies shall be borne by the Contractor/ Supplier.

13) Fixed Price:

- (i) Basic Price quoted by the Bidder shall be fixed during the bidder's performance of the Contract/Supply and not subject to variation on any account. A bid submitted with an adjustable price quotation for such goods and services will be treated as non-responsive and rejected.
- (ii) Payment of differential amount due to price variation on account of change in applicable taxes and duties on the invoiced items/ services shall be payable only if, the details of the taxes and duties included in the prices & HSN/ SAC code considered, is furnished in the **technical bid (Part – I)**. If any altogether new tax and duty is imposed on such contract after the bid opening date, the same shall be considered for payment/ reimbursement upon documentary evidence. Similarly, the differential amount shall be recovered, if the rates of taxes and duties are revised downward.

14) Bid Form

- i) The Bidder shall complete the Bid Form furnished in the Bidding Document and upload in e-Portal
- ii) All the required documents, duly signed, should be uploaded on or before the specified date and time at e-Portal.

15) Opening of Bids

Technical bids of those bidders who have submitted the required EMD, as mentioned in the IFB, shall be opened online on the date and time specified on e-Portal.

ISDS will open the technical bids on the time and date stated in the IFB. Bidders can witness electronic opening of bids.

Commercial bids will be opened electronically of only those bidders whose Technical Bid (Part-I) is found to be acceptable by ISDS.

16) Evaluation of bids

a) Preliminary Evaluation

ISDS will examine the technical bids to determine whether they are complete, whether required EMD and supporting documents have been furnished, and whether the bids are generally in order.

Where the bidder has quoted and the bid security furnished is inadequate, the bid will be treated as non-responsive.

ISDS will also examine whether the bid is complete. If the price of certain item is found as "0 (Zero)" it will be presumed the bidders have included the cost of such items against some other items of the price bid. The bidder shall furnish/upload the details of such inclusions separately along with their **Technical Bid (Part I)**.

Prior to the detailed evaluation, ISDS will determine the substantial responsiveness to the bidding document. A substantially responsive bid is one, which conforms to all the terms and conditions of the Bidding Document without material deviations. A material deviation is one which affects in any substantial way the functionality, scope, quality or performance of the deliveries or which limits in any substantial way inconsistent with the bidding documents, ISDS's rights or the bidder's obligations under the contract and the rectifications of which deviations would affect unfairly the competitive position of other bidders presenting substantially responsive bids. ISDS's determination of a bid's responsiveness is to be based on the contents of the bid itself without recourse to extrinsic evidence.

No post-bid clarification at the initiative of the bidder shall be entertained. For evaluation and comparison of bids, the purchaser may, at its discretion, ask the bidder for clarification on the bid. The shortfall information / documents shall be sought only in case of historical documents which pre-existed at the time of tender opening and which have not undergone change since then.

So far as the submission of the documents is concerned with regard to qualification criteria, after submission of the tender, only related shortfall documents shall be asked for and considered. For example, if the bidder has submitted a supply order without its completion / performance certificate, the certificate can be asked for and considered. However, no new supply order shall be asked for and considered so as to qualify the bidder.

In case the required clarification is not received by the Purchaser in time, the technical bid may be treated as incomplete and non-responsive.

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

b) Evaluation and Comparison of Bids

The Evaluation and comparison of bid will be done on the basis of **tender wise total bid amount** (quoted price inclusive of supply, installation, testing, commissioning or operation and maintenance) **inclusive** of applicable GST.

c) Currency of Bid

All bid prices shall be in Indian Rupees only.

17) Award Criteria

- i) ISDS will award the contract/ Purchase Order to the successful bidder whose bid has been determined to be substantially responsive and has been determined as the lowest evaluated bid.

18) Signing of Contract

Within 30 days from the receipt of the Purchase Order, the successful bidder shall return the duplicate copy of the Purchase Order, duly signed and sealed along with Contract Agreement & Performance Security, wherever applicable.

19) Performance Security

- (i) Within 30 days of receipt of the Purchase order, the successful bidder shall furnish the **performance security of 10% of the Purchase Order (PO)** amount in accordance with the Conditions of Contract, in the Performance Security Form. The proceeds of the Performance Security shall be payable to the Purchaser as compensation for any loss resulting from the Supplier's failure to complete its obligations under the Contract.
- (ii) Failure of the successful Bidder to comply with above mentioned requirement (as per Clause 18 & 19 (i)) shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security.

20) Rights Reserved by ISDS

ISDS does not bind itself to accept the lowest bid. ISDS reserves the right to award the job either in part or full. ISDS at its sole discretion and without assigning any reason thereof, also reserves the right to accept any/or reject any or all bids.

Note:

- i) Deviations in commercial terms and conditions of the bid are not permitted.
- ii) The Bidder should mention the HSN/ SAC Code of each item along with the Technical Bid (Part I).
- iii) GST TDS as per section 51 of CGST Act 2017 will be deducted, if applicable.
- iv) Bidders to submit the following details along with Technical Bid (Part I):

A. State from where the goods will be supplied/ Invoices will be made:

B. Corresponding GST No. (of that state): -----

21) Address for Communication:

Assistant General Manger (Purchase)
Indore Sahakari Dugdh Sangh Maryadit,
Indore-453771, M.P.
Email - agmpurids@gmail.com

The detailed Terms & Conditions and Technical Specification is enclosed

Issued by: **Chief Executive Officer, Indore, M.P.**
Website - www.sanchidairy.com

SECTION II - TERMS AND CONDITIONS OF CONTRACT

1. Performance Security:

The Performance Security of **10% of the contract** price shall be denominated in the currency of the Contract or in a freely convertible currency acceptable to the Purchaser, and shall be in the following form:

- a. A bank guarantee issued by a Scheduled Public Sector Bank(s) or Scheduled Private Sector Bank(s) or Scheduled Foreign Bank(s) as notified by RBI, valid up to the warranty period plus 3 months claim period

OR

- b. Demand Draft issued by any Nationalised Bank / Scheduled Bank/ Foreign Banks having branches in India in favor of respective Indore Sahakari Dugdh Sangh Maryadit, Indore payable at Indore.

The performance security will be discharged by the Purchaser and returned to the Supplier not later than 30 days following the date of completion of Supplier's performance obligation, including any warranty obligations, under the Contract.

Failure of the successful Bidder to comply with above-mentioned requirement shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security

2. Liquidated Damages:

If the bidder fails to deliver any or all the goods or perform the services within the time period(s) specified in the purchase order/contract, ISDS shall, without prejudice to its other remedies under the purchase order/contract, deduct from the purchase order/contract price, as liquidated damages, a sum equivalent to:

Sl. No.	Delay Period	Liquidated Damages
01	Up to 15 days	1% of the value of purchase order.
02	Between 16 to 30 days	2% of the value of purchase order.
03	After 30 days	5% of the value of purchase order.

ISDS may without prejudice to any other method of recovery, deduct the amount of such damages from any payment in its hands, due or which may become due to the Contractor. The payment or deduction of such damages shall not relieve the Contractor from his obligation to complete the Works, or from any other of his obligations and liabilities under the Contract.

The total amount so deducted shall not exceed 5% of the purchase order/ contract value. Once the maximum is reached, ISDS may consider cancellation / termination of purchase order/ contract, and forfeiture of performance security and/or Retention amount.

The amount of Liquidated damages will not be adjusted or set-off against any sum payable to the successful tenderer under this or any other contract with ISDS.

3. Termination of Contract:

3.1 Termination for Default

- (a) The Purchaser, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the Supplier, may terminate the Contract in whole or in part:
 - (i) If the Supplier fails to deliver any or all of the Goods/Services within the period specified in the Contract, or within any extension thereof granted by the Purchaser;
 - (ii) If the Supplier fails to perform any other obligation under the Contract; or
 - (iii) If the Supplier, in the judgment of the Purchaser has engaged in fraud and corruption in competing for or in executing the Contract.
- (b) In the event the Purchaser terminates the Contract in whole or in part, pursuant to Clause 4.1(a), the Purchaser may procure, upon such terms and in such manner as it deems appropriate, Goods or Related Services similar to those undelivered or not performed, and the Supplier shall be liable to the Purchaser for any additional costs for such similar Goods or Related Services. However, the Supplier shall continue performance of the Contract to the extent not terminated.

ISDS shall be free to cancel the order either in full or in part, in the case of non-delivery of material/ non completion of installation/ services within the stipulated delivery period or breach of any of the clauses mentioned herein. In the event of cancellation of order, the supplier/ contractor will be liable to refund the advance, if paid. The supplier/ contractor has no right to forfeit the advance amount received by him.

3.2 Termination for Convenience

- (a) The Purchaser, by notice sent to the Supplier, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of the Supplier under the Contract is terminated, and the date upon which such termination becomes effective.
- (b) The Goods that are complete and ready for shipment within twenty-eight (28) days after the date of issuance of the termination notice, shall be accepted by the Purchaser at the Contract terms and prices. For the remaining Goods, the Purchaser may elect:
 - (i) to have any portion completed and delivered at the Contract terms and prices; and/or
 - (ii) to cancel the remainder and pay to the Supplier an agreed amount for partially completed Goods and Related Services and for materials and parts previously procured by the Supplier

4. Terms of Payment:

- **Monthly Basis :** The AMC charges shall be payable on a monthly basis in arrears (after completion of the service month).
- **Submission Date:** The Service Provider shall submit the monthly invoice by the 5th day of the succeeding month.
- **Payment Timeline:** The Dairy Authority shall release the payment within **15 to 21 working days** from the date of receipt of a complete and error-free invoice.
- **Mandatory Enclosures for Invoice Processing :** No monthly payment shall be processed unless accompanied by the following digitally signed or physically verified documents:
 - ✓ **Monthly Preventive Maintenance (PM) Report:** Signed by the Dairy Plant Manager or Shift In-charge.
 - ✓ **Breakdown Service Slips:** Copies of all service calls attended during the month, noting the "Time of Call" and "Time of Restoration."
 - ✓ **Calibration Log:** Verification report of the Flow Meters and Milk Analyzers for that month.

- ✓ **Spare Parts Consumption Summary:** A list of parts replaced with their respective gate-pass entries for old/defective parts returned to the store of the respective Milk Chilling Centers/ Mini Dairy Plant.

5. Sub-Contract:

In the event of awarding sub-contract to any party/parties by the supplier/contractor for the manufacture/supply/erection of any parts/spares/components that will be used in ordered equipment, the supplier/ contractor must furnish the details about their sub-contract also. The responsibility rests on the supplier/ contractor regarding quality, quantity, guarantee/warranty of the materials supplied by the sub- contractors.

6. Spares:

- **Spare Parts Protocol:** In the event of component failure, the Contractor must notify the management. Following work verification, defective parts must be returned to the Milk Chilling Centre/ Mini Dairy Plant. Subsequently, the contractor will procure and provide the necessary new parts for installation. Spare parts, change in any system, service report shall be verified by In-charge (Engineering), Main dairy plant, Indore.
- The supplier shall provide a list of spare parts, which will be required for the normal operation of Dairy Docks [RMRD]. The list should contain the code numbers of the parts, which are required to be procured, in addition to the machine number, models etc.
- **Repairs and Upkeep:** The Contractor is solely responsible for all routine repairs, maintenance, and operational costs. The Milk Union shall not be liable for any payments regarding these overheads.

7. Inspection:

- **Verification Protocols:** To ensure continued accuracy, the Contractor shall perform weekly weight verifications. All associated costs and fees shall be borne by the Contractor.
- **Routine inspection:** ISDS reserves the right to inspect premises every month.

8. Force Majeure:

The terms and conditions mutually agreed upon shall be subject to Force

Majeure Clause. Neither the supplier/ contractor nor ISDS shall be considered in default in performance of his/their obligations hereunder if such performance is prevented or delayed because of war, hostilities, revolution, civil commotion, strike, epidemic, accident, fire, wind, flood, earthquake or because of any law, order, proclamation, regulation or ordinance of any Government or of any act of God or any other cause whether of similar or dissimilar nature, beyond the reasonable control of the party affected. Should one or both the parties be prevented from fulfilling his/their contractual obligations by a state of Force Majeure lasting continuously for a period of six months, the two parties should consult each other regarding the future implementation of the contract/purchase order.

9. Final Decision in Case of Dispute

9.1. In case of any dispute between the bidder/contractor and the Dugdh Sangh, the matter shall be referred for arbitration to the Managing Director, MPCDFL (MP Co-operative Dairy Federation Ltd.). The decision given by the Managing Director shall be binding and acceptable to both parties. The arbitration proceedings shall be referred under the Arbitration and Conciliation Act, 1996.

9.2. The judicial jurisdiction for all types of disputes shall be Indore.

Section – III

Schedule of Requirement

“Annual Maintenance Contract (AMC) for Dairy Dock Automation Systems at Mini Dairy Plants and Milk Chilling Centers under Indore Sahakari Dugdh Sangh Maryadit”

S. No.	Item Description	Delivery Location
1	Annual Maintenance Contract (AMC) for Dairy Dock Automation Systems at Mini Dairy Plants and Milk Chilling Centers under Indore Sahakari Dugdh Sangh Maryadit (As per Section IV technical specification)	• Mini Dairy Plant, Sendhwa • Mini Dairy Plant, Khandwa • Mini Dairy Plant, Jhabua • Milk Chilling Center, Badwani • Milk Chilling Center, Chapda • Milk Chilling Center, Badwah • Milk Chilling Center, Fulgavadi • Milk Chilling Center, Petlwad • Milk Chilling Center, Kannod

Note : The Contractor must assume **full maintenance (servicing, repairing and replacement of spares in case of need)** of All Dairy Docks mentioned in the above schedule's delivery locations within **30 days** of the receipt of the confirmed work order.

Section IV –
TECHNICAL SPECIFICATION
FOR

“Annual Maintenance Contract (AMC) for Dairy Dock Automation
Systems at Mini Dairy Plants and Milk Chilling Centers under Indore
Sahakari Dugdh Sangh Maryadit”

1. System Coverage & Inventory

The Annual Maintenance Contract (AMC) covers the complete **Dairy Dock Automation Systems** at all designated Mini Dairy Plants and Milk Chilling Centers. The contractor must assume full responsibility for:

- **Hardware Maintenance:** Servicing, repairing, and replacement of spares for all Dairy Docks, Computer Servers, Nodes, Software, UPS, Printers, Network support, Electronic weighing indicator, Electronic weighing bowl and software up gradation all peripherals related to Dairy dock automation[Raw Milk Reception Dock].
- **AMC will include stamping of all installed milk weighing system (Bowl system) :** The Contractor shall ensure that all electronic weighing systems, including milk weighing bowls and indicators, strictly adhere to the **Madhya Pradesh Legal Metrology (Enforcement) Rules** and the **Legal Metrology Act, 2009**; the AMC service must include the mandatory annual verification and stamping by the **Weights & Measures Department, Government of Madhya Pradesh**, at the Contractor's own cost and responsibility.

Key Compliance Points to Remember:

- **Stamping Responsibility:** The tender explicitly includes the "stamping of all installed milk weighing system (Bowl system)" as a core part of the AMC scope.
- **Verification Frequency:** Under MP Government norms, electronic weighing instruments used for commercial transactions generally require annual re-verification and stamping.
- **Operational Integrity:** Ensuring all equipment and components perform under tropical conditions as per the specified standards.
- **Location Coverage:** Maintenance must be provided at Sendhwa, Khandwa, Jhabua, Badwani, Chapda, Badwah, Fulgavadi, Petlwad, and Kannod.
- **Uptime Guarantee:** Define a minimum system uptime (e.g., 99.5%) during peak milk reception hours.
- **Response & Resolution Tiering:**
 - *Critical Failures:* (e.g., total system crash) should be resolved within **4-6 hours**.
 - *Non-Critical:* (e.g., report error) can remain at 12-24 hours.
- **Software Lifecycle Support:** Explicitly mandate that the contractor must provide all **Firmware updates** and **Security patches** for the PLC at no extra cost during the AMC period.

- **Critical Spares Buffer:** Requirement for the vendor to maintain a small inventory of high-failure items (e.g., 1x weighing indicator, 1x printer head, 1x I/O module) on-site at the main dairy to meet the response time.
- **Local Service Presence:** The bidder must have a registered service center or resident engineer within a specific radius (e.g., 150km of Indore) to ensure the 12-hour response time is feasible.
- **Performance-Linked Payment:** Explicitly state that the Monthly Preventive Maintenance (PM) Report is a "Condition Precedent" for payment. If the PM is missed, the entire monthly fee for that location should be withheld or penalized by 10%.

2. Mandatory Maintenance Protocols

To ensure the accuracy and longevity of the RMRD systems, the following technical tasks are mandatory:

A. Inspection & Verification

- **Weekly Weight Verification:** The Contractor shall perform weekly weight verifications to ensure continued accuracy of the dock systems.
- **Cost Responsibility:** All associated costs, fees, and logistics for these verifications shall be borne solely by the Contractor.
- **Routine Audits:** ISDS reserves the right to inspect the premises and the state of automation every month.

B. Repairs and Upkeep

- **Routine Repairs:** The Contractor is solely responsible for all routine repairs and operational maintenance.
- **Overhead Costs:** ISDS will not be liable for any additional payments regarding maintenance overheads beyond the agreed AMC fee.

3. Spare Parts & Technical Protocol

The contractor must follow a strict protocol for hardware components to ensure data and mechanical integrity:

- **Notification:** Management must be notified immediately in the event of any component failure.
- **Verification:** Defective parts must be returned to the respective Milk Chilling Centre or Mini Dairy Plant after work verification.
- **Procurement:** The contractor is responsible for procuring and providing necessary new parts for installation.

- **Approval:** All spare parts, system changes, and service reports must be verified by the In-charge (Engineering), Main Dairy Plant, Indore.
- **Sub-Contracting:** If any part is manufactured or supplied by a sub-contractor, the primary contractor must furnish those details and remains fully responsible for the quality and warranty of such materials.

4. Technical Deliverables & Timeline

- If any problem occurs in the system, it shall be attended it within 12 hours.
- **Mobilization:** The Contractor must assume full maintenance (including servicing and spare replacement) within 30 days of receiving the confirmed work order.
- **Documentation:** Bidders must provide a detailed list of spare parts required for normal operation, including code numbers, machine numbers, and models.

Section V-

Price Schedule

“Annual Maintenance Contract (AMC) for Dairy Dock Automation Systems at Mini Dairy Plants and Milk Chilling Centers under Indore Sahakari Dugdh Sangh Maryadit”

S. No.	Item Description	Rate	GST %	Total Rate With GST
		Rs. P		Rs. P
1	Annual Maintenance Contract (AMC) for Dairy Dock Automation Systems at Mini Dairy Plants and Milk Chilling Centers under Indore Sahakari Dugdh Sangh Maryadit.	Rates to be entered at e-Tender Portal Only.	Rates to be entered at e-Tender Portal Only.	Rates to be entered at e-Tender Portal Only.
	Total Amount			

Note - Rates to be entered at e-Tender Portal Only.

SECTION VI-

FORM OF BID

*(Bidders are requested to upload the **FORM OF BID** as per the Format given in this Section, filling all the blank spaces.)*

Ref. No.: **ISDS/PUR/GMPO/2026/0008**

Date: ---

TO: Chief Executive Officer,
Indore Sahakari Dugdh Sangh Maryadit,
Indore, M.P.

Gentleman:

Having examined the Conditions of Contract, Technical Specifications and the Drawings included in or referred to in the Bidding Documents including Addenda Nos. (Insert Numbers), the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply and deliver Goods and Services including installation and commissioning as detailed in the price bid, in conformity with technical specifications and drawings (except to the extent of deviation statement furnished in our bid) and the Conditions of Contract as mentioned in or referred to in the said Bidding Document for the sum as may be ascertained in accordance with the Bid Prices and made part of this bid and the said conditions.

Our acceptance to all the conditions of the Bidding Document in this bid form shall persist over any other terms and conditions, if any, given in our bid.

We undertake, if our bid is accepted, to commence and complete delivery of all the goods and Services including installation and commissioning as specified in the Schedule of Quantities of the Bid Document, from the date of receipt of your Purchase Order.

If our bid is accepted, we will obtain the bank guarantees as per the conditions of the Contract for the due performance of the Contract.

We agree to abide by this bid for the period of **90 days** from the date fixed for bid opening as per the Instruction to Bidders and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and your Purchase Order / notification of award, shall constitute a binding Contract between us.

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

Dated this _____ day of _____ 2026.

Signature

(In the Capacity of)

Duly authorized to sign bid for and on behalf of

(Name & Address of Bidder): _____

Name of Witness: _____

Signature: _____ Address: _____

Form – A
(To be filled and uploaded - mandatory)

To,
Chief Executive Officer,
Indore Sahakari Dugdh Sangh Maryadit,
Indore, M.P.

Dear Sir,

Please find enclosed here with scan copy of EMD submitted by us (payment receipt), The details are EMD No..... dtd..... for Rs... ..Bank Name... ..towards deposit.

Seal & Signature of the of the tenderer/bidder.

Form – B
(To be filled and uploaded -mandatory)

To,

Chief Executive Officer,
Indore Sahakari Dugdh Sangh Maryadit,
Indore, M.P.

Dear Sir,

I/We hereby furnish below some particulars about our company/unit which will form a part of our offer submission:

1. Name of the Co. /Unit: _____
2. Address of the Co. /Unit: _____
3. Telephone Nos. (With STD) : _____
- FAX No. : _____
- Email ID : _____
4. Name of the CEO/Proprietor/ Partner: _____
5. Name and designation of other : _____
- Authorized signatory of the Co./Unit _____
6. Particulars of Regn. Certificate: _____
- Issued by the competent authority _____
- (Regn No. & Date)
7. We are manufacturer/distributor/dealer/supplier ofM/s (with proof) (copy attached yes/no)
8. GST NO. _____dated_____ (copy attached yes/no)
9. PAN Number(Permanent Account Number- Income Tax) : (copy attached yes/no)
10. Have your Co./Unit or its sister concern ever been black listed/ debarred by ISDS or GOI /GOMP & its undertaking ? YES / NO (copy attached yes/no)
11. Firm registration. (copy attached yes/no)
12. ITR - last Three Financial year (copy attached yes/no)
13. Experience certificate, last three years, for this please submit work order/purchase order/contract/agreement letter (copy attached yes/no)
14. Blacklist declaration (copy attached yes/no)
15. Acceptance to tender scope of work, terms and conditions. (yes)

Seal & Signature of the
Authorized Signatory of the Co./Unit

Section VII -

Special Condition of Contract

Special Conditions:

1. If needed, Negotiations will be done for prices and as well as terms & conditions; only with the bidder who offers the lowest rate (L1).
2. The tenderer shall not sublet the contract or assign to any other party or parties, the whole or any portion of the contract without prior written permission of purchaser.
3. No person or firm is permitted to submit more than one tender under different names. If found, the bid of all involved bidders/firms shall be rejected.
4. If for any reason the successful bidder refuses to accept purchase order / fails to supply as per purchase order / backs out at a later date, in Such Case the ISDS reserve the right to cancel the order and make purchases from other available alternate sources, at the risk and cost & expenses of the defaulting bidder supplier and firm could be blacklisted for all future dealings. Also, the EMD/Security deposit would be forfeited. No further correspondence will be treated/accepted regarding this tender.
5. Tenderers should visit the site(s) and get for any clarification, information, papers and documentation etc before filling the tender from the Plant Manager.
6. This Contract will be signed between the Contractor and Chief Executive Officer of Indore Sahakari Dugdh Sangh.

Section VIII -
DEVIATION STATEMENT FORMS

TECHNICAL DEVIATION STATEMENT

FORM PART-A

ISDS/PUR/GMPO/2026/0008

- (1) The following are the particulars of deviations from the requirements of the tender specifications:

CLAUSE	DEVIATION	REMARKS (Including justification)
--------	-----------	--------------------------------------

The technical specifications furnished in the bidding document shall prevail over those of any other document forming a part of our bid, except only to the extent of deviations furnished in this statement.

Dated:

Signature and seal of
the Manufacturer/Bidder

NOTE:

- (1) Where there is no deviation, the statement should be returned (uploaded) duly signed with an endorsement indication "**NO DEVIATIONS**"

BIDDING TERMS DEVIATION STATEMENT

FORM PART-B

ISDS/PUR/GMPO/2026/0008

- (2) The following are the particulars of deviations from the requirements of the bidding conditions / terms:

CLAUSE	DEVIATION	REMARKS (Including justification)
--------	-----------	--------------------------------------

Dated:

Signature and seal of the
Manufacturer / Bidder

NOTE:

- (1) Where there is no deviation, the statement should be returned (uploaded) duly signed with an endorsement indication "**NO DEVIATIONS**"

SECTION IX -

CONTRACT FORM

(On the Non-judicial Stamp paper as per the **Stamp Act of Local State Govt.**

THIS AGREEMENT is made at _____ on the _____ day of _____, 2026 between *Indore Sahakari Dugdh Sangh Maryadit, Indore* (hereinafter called Principal”) of the one part and _____ (hereinafter called “the Contractor”) of the other part:

WHEREAS. *Indore Sahakari Dugdh Sangh Maryadit, Indore* being desirous of getting the tendered work done and accordingly the Supplier/Contractor has accepted a bid in response to the ISDS’s Bidding Document Reference with regards to undertaking of the _____ (description of the WO/PO), for a sum of Rs. _____ (Rupees _____) (hereinafter called “the Contract Price”).

NOW THIS AGREEMENT WITNESSTH AS FOLLOWS:

1. In this agreement words and expressions shall have the same meaning as in the Terms and Conditions and in Section II & Section IV in the above referred Bidding Document.
2. The following documents shall be deemed to form and be read and construed as part of this Agreement, viz:
 - a. the offer and price schedule submitted by the Contractor:
 - b. the schedule of requirement/list of items and the technical specifications in Section III, IV and VII in the above referred Bidding Document:
 - c. The terms and conditions in the above referred Bidding Document:
 - d. The Principal’s PO/Work Order No. _____ dated _____ (File ref.:)
3. In consideration of the payments to be made by the Principal to the Contractor, the Contractor hereby covenants with the principal to undertake the work (as per the tender) and to remedy defects therein in conformity in all respects with the provisions of the Work Order given by the Principal and Bidding Document.
4. The ISDS hereby covenants to pay the Contractor, in consideration of undertaking the work / Mechanical and Electrical work and the remedying of defects therein, the contract Price or such other sum as may become payable under the provisions of the Work Order at the times and in the manner prescribed in the Work Order and Bidding Document.
5. Arbitration: In the event of any dispute in the interpretation of the terms of this agreement/ purchase order or difference of opinion between the parties on any point in the purchase order arising out of or in connection with the agreement/ accepted purchase order or with regard to performance of any obligation hereunder by either party, the parties hereto shall use their best efforts to settle such disputes or difference of opinion amicably by mutual negotiations. In case no agreement is reached, either party may forthwith give to the other, a notice in writing of the existence of such question, dispute or difference of opinion and the same shall be referred to the adjudication of

sole arbitrator to the Managing Director, MPCDFL (MP Co-operative Dairy Federation Ltd.) whose decision in the matter shall be final and binding on the parties. The arbitration proceedings shall be governed under the provisions of the Indian Arbitration & Conciliation Act, 1996 and the rules the render or any statutory modification thereof for the time being in force. In this agreement/purchase order, venue of such arbitration shall be Indore (M.P.).

6. Jurisdiction: Courts at Indore, MP, alone shall have jurisdiction regarding any matter arising out of this agreement.

IN WITNESS where of the parties hereto have caused this agreement to be executed in accordance with their respective laws the day and year first above written.

Signed, Sealed and Delivered by
the said

Signed, Sealed and Delivered by
the said

Authorized Signatory
Indore Sahakari Dugdh Sangh
Maryadit, Indore

Authorized Signatory
(For the Contractor)

In the presence of:
Witness

In the presence of:
Witness

1) Signature

1) Signature

Name
Address

Name
Address

2) Signature

2) Signature

Name
Address

Name
Address

SECTION - X

(Form of Bank Guarantee for Performance Security)

(On the Non-judicial Stamp paper as per the Stamp Act of Local State Govt.)

Performance Guarantee No.....*[insert guarantee reference number]*

Date.....*[insert date of issue of the guarantee]*

To: *[ISDS]*

WHEREAS _____*[name and address of Supplier]*
(hereinafter called "the Applicant") has undertaken, in pursuance of
Contract No. _____ dated _____ to execute
_____ *[name of Contract and brief description of Goods and related Services]* (hereinafter called "the Contract");

AND WHEREAS it has been stipulated by you in the said Contract that the Applicant shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security for compliance with his obligations in accordance with the Contract;

AND WHEREAS we have agreed to give the Applicant such a Bank Guarantee;

NOW THEREFORE we hereby affirm that we are the Guarantor and responsible to you, on behalf of the Applicant, up to a total of _____ *[amount of guarantee]* _____ *[in words]*, such sum being payable in the types and proportions of currencies in which the Contract Price is payable, and we undertake to pay you, upon your first written demand and without cavil or argument, any sum or sums within the limits of _____ *[amount of guarantee]* as aforesaid without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the Applicant before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the Contract or of the Goods and related Services to be supplied thereunder or of any of the Contract documents which may be made between you and the Applicant shall in any way release us from any liability under this guarantee, and we hereby waive notice of any such change, addition or modification.

This guarantee shall be valid until (i.e.) 90 days following the Completion date of the Contract including any warranty obligations, and any demand for payment under it must be received by us at this office on or before that date.

Signature and seal of the guarantor _____
Name of Bank _____
Address _____
Date _____