



PROCEEDINGS OF THE PRL SECRETARY & COMMISSIONER

STATE GST DEPARTMENT,

GOVT OF KERALA, THIRUVANANTHAPURAM

Present: Dr. RAJAN KHOBRAGADE I.A.S.

Dated: 13TH March 2018

Sub:- The multi-function Scanner - distribution guidelines - reg:-

Ref: GO (Rt) No 627/2017/Taxes Dated 27th July 2017

1. The Government has instructed to ensure progress in revenue mobilization. To achieve the targets few strategic actions of modernizing State GST Department are being taken up.
2. The Department has received administrative sanction as per the reference cited above to provide multi- function scanners to department offices. Accordingly, based on identification of revenue important offices purchase order has been issued to M/s Sharp Business Systems India Pvt. Ltd for supply of 60 multi function scanners of model AR-6020N.
3. The multi function scanners works as scanning, Xerox and printer 3-in-1 unit. They can be used as a work station. Multiple Computers can get connected to the multi function scanners.
4. World over there is a movement to save papers and thereby forests. Kerala is environment conscious state. The State has successfully launched movements to protect environment, that was acclaimed world over. As a small contribution from all of us, it is appealed that we may take efforts to take less prints and do work online and use scanning option extensively for our office works. Only when it is needed, we may take hard copies judiciously. It will go a long way in becoming a paperless office in near future.

5. In order to streamline hardware and software management in the department it is essential to develop a system of records, registers, preventive maintenance, annual maintenance contract of outside warranty period equipment, management of contracts, study the services rendered and cost optimization etc.

Hence the following orders are issued –

Order No CT/17656/2017 dated 13th March 2018

The following guidelines shall be followed up in the district and field offices for the distribution of multi-function Scanners and after distribution functioning of the unit.

In order to understand guidelines with clarity the following definitions may be noted

Agency – M/s Sharp Business Systems India Pvt. Ltd

Head Quarter (HQ) – Commissionerate

New Multi-Function Scanner (NMFS 2018) – The multi-function scanner procured in March – April 2018 through M/s Sharp Business Systems India Pvt. Ltd

New Multi-Function Scanner Consumables (NMFST) – The multi-function scanner toner.

Old printer (OP) - Old Printers less than 5 years of age and/or functioning unit

Old printer (OPd) – Old Printer defunct

The M/s Sharp Business Systems India Pvt. Ltd vendor is responsible for –

1. Supply of multi-function scanner (NMFS 2018)
2. Technical specification are attached as **Annexure – I**
3. Agency shall supply the multi-function scanners (NMFS 2018) to the offices as per **Annexure-II**.

4. Agency shall install the multi-function scanners (NMFS 2018) in each offices in the district and make them fully functional.
5. Agency shall connect the multi-function scanner (NMFS 2018) in the office network and setup the unit for shared use by all officers from their computer (Ubuntu, Windows).
6. Agency shall provide warranty for three years from the date of installation and thereafter two years AMC as PER COPY RATE AGREEMENT.
7. Agency shall support per copy rate for print / copy of A4 size @ 22 paise during the warranty period (First 3 years) and @ 29 paise during the AMC period (next 2 years).
8. Agency shall cover all parts repair / replacement / supply of toner consumables at the above agreed per copy rates for the period.
9. Agency shall not cost for the scan function.
10. Agency shall count each A3 size print / copy as 2 times A4 size print / copy.
11. Agency shall take readings of the multi-function scanner (NMFS 2018) in the presence of the officer and get it certified for invoicing on a quarterly basis.
12. The Agency shall check HaMoS for service requests on a daily basis and supply of consumables (NMFST) as per requirement and to resolve within the timelines as per service level agreement.
13. The supply conditions are appended as an **Annexure III**

The roles and responsibilities of the Dy Commissioner

1. Monitor the distribution of the new New Multi-Function Scanner (NMFS 2018) as per **Annexure-II**.
2. The functioning of hardware and software monitoring is the responsibility of Dy Commissioner. Dy Commissioner shall be assisted by the respective System Administrators.
3. After installing New Multi-Function Scanner (NMFS 2018) and performing all the User Acceptance Tests (UAT) the New Multi-Function Scanner (NMFS

2018) details shall be entered in HaMoS through the HaMoS office admin and duly verified by the district HaMoS Admin.

4. The head of office shall maintain registers on the usage of the multi-function scanner unit recording the readings on a periodical basis as determined by the Dy Commissioner and also record the readings taken by the supplier on each visit with date and signature of the representative of the supplier.
5. Dy Commissioner shall randomly check at least one new multi-function scanner in every offices installed and make sure that the equipment properly working and utilized by all staff in the office.
6. Dy Commissioner may explain in the monthly meeting that printing may be done only when required. The drafts may be managed in soft copy from for doing corrections etc. As far as possible scanned copies to be maintained. This will help to make our department paperless office.
7. In the office where NMFS 2018 is supplied, if additional ricoh printers (OP) are available, these may be redistributed to other offices where printers are required and shall be shared in the network for use by all.
8. Dy Commissioner may keep a record to know whose OP in cascading way has gone to whom.
9. After completing the distribution of NMFS 2018, the NMFS 2018 details may be reported urgently.

Structures at State and district level:

1. The Sate Hard Ware Management Committee (SHwMC) and District Hard ware Management Committee (DHwMC) shall be constituted immediately.
2. The State Committee shall meet at least once in two months and as per the need.
3. The SHwMC shall draw up schedule as per the supply order and inform to all for guidance.

4. The District hardware management committee shall meet once in a month and as per the need.
5. At Circle/ office level one officer shall be a nodal officer for the hardware management designated by the Dy Commissioner.

The details of the officer shall be provided in a format

FORMAT 1

District:

Sl No	Name of the office	Name of the Officer	Land line number	Mobile	Email address

6. The State Hardware management Committee –(SHwMC)
 Commissioner- Chairman
 JC1 – Co Chairman
 AC ITMC – Convener
 Member- 2 members from ITMC, any 1 member as per availability from IT Technical Committee
7. The District Hardware management Committee (DHwMC)
 Dy Commissioner – Chairman,
 Convener – System Administrator
 Members – Manager Dy Commissioner Office, District HaMoS Administrator.

The DHwMC shall

- a. facilitate proper distribution of NMFS 2018 in the district as per the above policy.

- b. Review the process of distribution on a daily basis and ensure that the activities are carried out as per the schedule.
 - c. Ensure that the vendor has supplied the NMFS 2018 as per the Purchase Order.
 - d. Ensure for timely completion of installation work, all officials are requested to coordinate with district team to know the schedule date of installation and distribution plan in order to take backup of data well in advance before the date of installation.
 - e. Re-assess the requirement of Ricoh printers in the NMFS 2018 supplied office and redistribute the excess found to other offices requiring printer.
 - f. Ensure that the details of NMFS 2018 installed in an office is entered in HaMoS.
 - g. Do trouble shooting and give guidance to the nodal officers at the office level.
 - h. Shall give directions to the team to be present and receive the NMFS 2018 when it arrives in the office and also to be present at the time of installation. The team shall also be provided with vehicles for coordination activities. The name, mobile number, vehicle allotted etc. Should be intimated to this office.
 - i. The Deputy Commissioner shall issue Supply and Installation report of the entire district, required for payment process in **FORMAT 4**
 - j. Similarly, the officials shall be instructed to provide necessary help to the installation persons so that installation work is completed in time.
 - k. SHwMC may seek clarification on any issue by contacting the contact nodal person at HQ Smt Liji Chacko and by sending an email on SHwMC.ctd@kerala.gov.in
- The Deputy Commissioner on the basis of report from the team shall intimate the details of distribution in the following format.

FORMAT- 2

District	Team members	Mobile No.	Vehicle allotted

FORMAT -3 – Daily status report to be sent on SHwMC.ctd@kerala.gov.in

District						
Reporting Date						
Sl.No	Office Name	Whether supply completed	Whether installation completed	Whether assets entered in HaMOS	Reason for pending if any	Completion Date

FORMAT-4

District	Total No. of NMFS2018 received	Total No. of NMFS2018 installed	Date of Installation

All officers shall follow the instructions properly.


Pri Secretary & Commissioner

Copy to –

All Jt Commissioners

All Dy Commissioners of the district

Dy Commissioner Internal Audit

C Section

Stock file.

ANNEXURE-1 TECHNICAL SPECIFICATION

Type	Scanner/Copier/ Printer
Print Method	Laser Monochrome
Copy/Print Speed:	Minimum 20 PPM
Paper Size	A4, A3
RAM:	Minimum 128
Print Resolution	600X600 dpi or above
Port:	Network and USB
Paper Tray Capacity:	Min 100 sheet or higher
Paper Feed Trays:	Minimum 1 Tray and a Bye-pass Tray
	Paper Sorting for Multiple Copies
Warranty:	3 year comprehensive onsite warranty
Features	Support for ADF and Auto Duplex
Supported OS	Ubuntu 12.04 and above, Windows

ANNEXURE-II LIST OF DELIVERY LOCATIONS

1. Deputy Commissioner Office, Thiruvananthapuram
2. Deputy Commissioner Office, Kollam
3. Deputy Commissioner Office, Pathanamthitta
4. Deputy Commissioner Office, Alappuzha
5. Deputy Commissioner Office, Kottayam
6. Deputy Commissioner Office, Idukki
7. Deputy Commissioner Office, Ernakulam
8. Deputy Commissioner Office, Mattancherry
9. Deputy Commissioner Office, Thrissur
10. Deputy Commissioner Office, Palakkad
11. Deputy Commissioner Office, Malappuram
12. Deputy Commissioner Office, Kozhikode
13. Deputy Commissioner Office, Kannur
14. Deputy Commissioner Office, Kasargode
15. Deputy Commissioner Office, Wayanad
16. Deputy Commissioner (Intelligence) Office, Thiruvananthapuram
17. Deputy Commissioner (Intelligence) Office, Ernakulam
18. Deputy Commissioner (Intelligence) Office, Kozhikode
19. Works Contract Office, Thiruvananthapuram
20. Works Contract Office, Kollam
21. Works Contract Office, Pathanamthitta
22. Works Contract Office, Alappuzha
23. Works Contract Office, Kottayam
24. Works Contract Office, Idukki
25. Works Contract Office, Ernakulam
26. Works Contract Office, Mattancherry
27. Works Contract Office, Thrissur
28. Works Contract Office, Palakkad
29. Works Contract Office, Malappuram
30. Works Contract Office, Kozhikode
31. Works Contract Office, Kannur
32. Works Contract Office, Kasargode
33. Works Contract Office, Wayanad
34. Deputy Commissioner (Appeals), Kollam
35. Deputy Commissioner (Appeals), Kottayam
36. Deputy Commissioner (Appeals), Ernakulam
37. Deputy Commissioner (Appeals), Civil Station, PALAKKAD
38. Deputy Commissioner (Appeals), Kozhikode
39. Assistant Commissioner (Appeals), Alappuzha
40. Assistant Commissioner (Appeals), Palakkad

41. Deputy Commissioner (Law), Ernakulam
42. Law Officer, Thiruvananthapuram
43. Law Officer, Kottayam
44. Law Officer, Ernakulam
45. Law Officer, Palakkad
46. Law Officer, Kozhikode
47. Assistant Commissioner, Special Circle, Thiruvananthapuram
48. Assistant Commissioner, Special Circle, Kottarakkara
49. Assistant Commissioner, Special Circle, Kollam
50. Assistant Commissioner, Special Circle, Alappuzha
51. Assistant Commissioner, Special Circle, Kottayam
52. Assistant Commissioner, Special Circle, Thodupuzha, Idukki
53. Assistant Commissioner, Special Circle, Thrissur
54. Assistant Commissioner, Special Circle, Palakkad
55. Assistant Commissioner, Special Circle, Malappuram
56. Assistant Commissioner, Special Circle, Kannur
57. Assistant Commissioner, Special Circle, Kasragod
58. Assistant Commissioner, Special Circle, Aluva
59. Assistant Commissioner, Special Circle (Produce), Mattancherry
60. Assistant Commissioner, Special Circle, Perumbavoor

ANNEXURE-III TERMS OF SUPPLY

- 5.1 The successful bidder shall supply, install and commission the items as per the specifications prescribed in Annexure VII of the tender document and should be delivered to the specified Offices within the timeline prescribed under section 4.2.
- 5.2 The successful bidder or OEM shall ensure authorized service providers in all districts. The department will register service request through its Centralized Inventory System – HaMoS and shall provide access to the supplier. The Supplier shall check the service requests registered at HAMOS on a daily basis and attend all open service requests to rectify the equipment defects..
- 5.3 **On-site comprehensive warranty and maintenance support.**
The warranty and maintenance Support would be on-site and comprehensive in nature with back to back support from the OEM. The successful bidder shall provide warranty for all the hardware and software supplied against defects during the tenure of the contract. In case repair / replacement of equipment / parts are delayed, the supplier shall provide standby equipment of similar configuration for uninterrupted service till the defects are rectified.
- 5.4 The bidder shall be responsible for installation / reinstallation of software supplied with the equipment if any required as per requirement of the department during the tenure of the contract.
- 5.5 If the equipment fails frequently (more than 4 times within a period of 12 months) the equipment shall be treated as having manufacturing defect and the supplier shall replace the equipment with a fresh piece of the same of better equipment specification.
- 5.6 A detailed manual of operation and maintenance and a catalogue prepared in English language shall be supplied along with the equipment.
- 5.7 Compatibility: - The components as per technical specifications above are to work together compatibly interconnected. The equipment should be capable of working in networked environment with other equipment in the office.
- 5.8 Bought out items: - The successful tenderer shall submit a declaration to the effect that the support and spares will be provided to the department during the entire period of contract and during AMC/PER COPY RATE AGREEMENT for the bought out items.
- 5.9 The AMC/PER COPY RATE AGREEMENT include all consumables except paper and electricity.
- 5.10 Consumables: - The tenderer shall ensure availability of all consumables in respect of all components readily on demand at all locations where the equipment are supplied and installed.

- 5.11 In case of intermittent failures and repetitive problems due to improper diagnosis or repair, the equipment will be treated as continuously down.
- 5.12 The Annual Maintenance Contract/per copy agreement in respect of multi function scanner will be comprehensive and cover the cost of all the spare parts required for replacement/repair for the electronic equipment and consumable items. The AMC/PER COPY RATE AGREEMENT may be on regular basis to ensure the minimum down time of the equipment.
- 5.13 The warranty in respect of A3 Scanner Heavy duty shall cover the cost of all the spare parts required for replacement / repair for the electronic equipment and consumables if any, excluding electricity.
- 5.14 The Kerala State Goods and Service Tax Department has the right to terminate the AMC/PER COPY RATE AGREEMENT at any time after giving one month's notice and in case of such termination; the successful tenderer shall not be entitled to claim any compensation.
- 5.15 The Warranty & AMC/PER COPY RATE AGREEMENT shall continue to be in force even if the location of equipment is changed within the State of Kerala.

6. SERVICE LEVEL AND PENALTY

- 6.1 During the tenure of the contract, the vendors shall attend the service requests within 24 hours of registering the complaint. If any replacement / repair of the defective parts are required, it should be done within 3 department working days from the date of reporting in HAMOS.
- 6.2 Defective hardware components shall be repaired / replaced by the vendor at his own cost. If the defect is not resolved within the stipulated time frame, penalty will be attracted unless standby device is provided. The rate of penalty will be Rs.500/- per day.
- 6.3 If the defect is not rectified within 7 working days from the date of reporting of service request and if standby equipment is not provided, a penalty of Rs.700/- per day will be attracted for each day beyond the time-limit and will be deducted from the performance security furnished or from the payment dues to the contractor. If the 7th day is a holiday for department, then the next working day. For failure of equipment, support using standby equipment at an instance shall not be for more than a period of 15 department working days. Beyond which, a penalty of Rs.1000/- per day will be attracted for each day beyond the allowed time-limit and will be deducted from the performance security furnished or from the payment dues to the contractor
- 6.4 If defective equipment identified as per clause 5.5 is not replaced with a fresh piece of the same of better equipment specification, within 30 days of reporting, a

penalty of one and a half times the cost of the equipment shall be recovered from the supplier.

- 6.5 Delay in supply of all the items beyond the timeline prescribed under section 4.2 would attract a penalty of 0.25% of the contract value per day and if the delay exceeds 15 days beyond the timeline prescribed or if the bidder did not respond to the supply order issued after finalisation of the tenders, the supply order will be cancelled and the Department would have the liberty to take steps for forfeiting of EMD and blacklisting of the bidder.

Penalty for Delay or non-performance or non-compliance or deviation of items in the scope of work not specified from 6.1 to 6.5 shall attract a penalty of Rs.1000/- per day and will be deducted from the dues to the contractor.