

Request for Proposal (RFP) for Providing the service and replacement of CONEKT Branded Products Present in the Market under Warranty

Tender Document No - ST/23/4/2024-1/HYD Dated: 12.04.2024

Introduction:

Conekt Gadgets LLP, the proprietor of the esteemed electronics brand, Conekt, is headquartered at the Plot No. 283/A, C-1 to C-5, Incor 9 Building, 4th Floor, Kavuri Hills, Madhapur, Hyderabad – 500033

As a dynamic player in the electronics industry, Conekt has witnessed exponential growth year after year, solidifying its position as a leader in innovation and customer satisfaction. Our diverse range of products has garnered widespread acclaim in the market, captivating the hearts and minds of consumers across various demographics.

With this rapid expansion comes the pressing need to ensure that our products continue to meet the highest standards of quality and service. It is imperative that all devices bearing the Conekt insignia receive prompt and efficient servicing or replacement when necessary. This not only upholds our commitment to customer excellence but also mitigates any potential compliance issues that may arise.

Moreover, as stewards of the environment, Conekt recognizes the importance of responsible product lifecycle management. To this end, we are dedicated to the safe disposal and recycling of electronic waste (e-waste), thereby minimizing our ecological footprint and contributing to a sustainable future.

In light of these considerations, Conekt Gadgets LLP hereby announces its intention to sell the service liability associated with our brand's warranty products. Through this endeavor, we seek to engage with competent and qualified partners who share our vision for excellence and environmental stewardship.

Background:

Our current brand, Conekt, has been diligently servicing its warranty products with limited manpower. However, as our brand continues to expand and thrive, we recognize the need for strategic partnerships to efficiently manage service obligations. Therefore, we are seeking capable partners who are willing to undertake the service liability on an outright price basis.

1. **64 GB Memory Cards:** We currently have a stock of 525,000 units of 64 GB Memory Cards, each accompanied by approximately 20 months of warranty remaining. The terms of warranty or service are aligned with the specifications outlined in the AP Gov Tablet Tender 2022, which had a comparable quantity.
2. **OTG Cable with 5GBPS Data Transfer Support:** Our inventory consists of 525,000 units of OTG cables featuring 5GBPS data transfer support, with approximately 20 months of warranty remaining. Similar to the Memory Cards, the terms of warranty or service correspond to those specified in the AP Gov Tablet Tender 2022.
3. **Flip Cover for 8.7 Inch Tablet:** We possess 525,000 units of flip covers designed for 8.7-inch tablets, each accompanied by approximately 20 months of warranty. The warranty terms align with those outlined in the AP Gov Tablet Tender 2022.
4. **256 GB Memory Cards:** Our inventory includes 425,000 units of 256 GB Memory Cards, each boasting approximately 32 months of warranty coverage. The warranty terms mirror those specified in the AP Gov Tablet Tender 2023, which had a comparable quantity.
5. **OTG Cable with 5GBPS Data Transfer Support:** We have 425,000 units of OTG cables with 5GBPS data transfer support, each backed by approximately 32 months of warranty. The warranty terms are consistent with those outlined in the AP Gov Tablet Tender 2023.
6. **Rugged Back Cover:** Our stock comprises 425,000 units of rugged back covers, each with approximately 32 months of warranty remaining. The warranty terms align with those specified in the AP Gov Tablet Tender 2023.
7. **Tempered Glass:** We possess 425,000 units of tempered glass protectors, each accompanied by approximately 32 months of warranty. The warranty terms are in accordance with those outlined in the AP Gov Tablet Tender 2023.

Relevant Fees:

- Document Fees: Rs. 10,000
- Earnest Money Deposit (EMD): Rs. 10 lakhs

Bid Deadline:

All bids must be submitted by 10:00 AM on the 29th of April, 2024. Any bids received after this deadline will not be considered.

Scope of Work:

As the supplier of the aforementioned products to government entities through successful bidders, Conekt Gadgets LLP acknowledges its responsibility to honor warranty claims in accordance with the terms specified in the respective tenders.

To facilitate potential bidders in making informed decisions, we are committed to providing samples of the products listed above. These samples will be made available for testing purposes, allowing bidders to assess the quality and longevity of the products firsthand.

Furthermore, Conekt Gadgets LLP recognizes the importance of transparency and fairness in the tender process. To this end, bidders who have successfully paid a non-refundable tender document fee of Rs. 10,000/- are entitled to access all relevant tender documents and product samples at our office. Payment for the tender document fee can be made via cheque or demand draft issued in the name of Conekt Gadgets LLP.

It is our expectation that potential bidders will thoroughly evaluate the samples provided and familiarize themselves with the tender documents before submitting their bids. This ensures a level playing field for all participants and promotes confidence in the integrity of the tender process.

Evaluation Criteria:

The evaluation of bids will be based on the following criteria:

1. **Price:** (Weightage: 70%)

- 70% of the total score will be allocated based on the lowest bid price submitted by the bidder.

2. **Promoter Experience:** (Weightage: 15%)

- 15% of the total score will be allocated based on the promoter's experience as a trader, wholesaler, distributor, or service provider in a similar line of items. This includes expertise in handling and servicing electronic products.

3. **Company Turnover:** (Weightage: 10%)

- 10% of the total score will be allocated based on the turnover of the bidding company as a trader, wholesaler, distributor, or service provider in a similar line of

items. This reflects the financial stability and capability of the company to fulfill its obligations.

Contract Terms:

1. **Bidding Process:** The bidding process must encompass all items listed together, and no conditional bids will be accepted.
2. **Procurement of Parts or Products:** In the event of servicing, which may involve replacement of parts or total replacement of products, the bidder has the flexibility to procure the required components or products either from Conekt Gadgets LLP or from the open market, irrespective of the brand. The bidder's decision regarding the source of the parts or products shall be final and binding in this matter.
3. **Indemnification:** Additionally, the bidder agrees to indemnify Conekt Gadgets LLP across all legal matters and compliances, including but not limited to GST, Income Tax, or any other related departments. The bidder shall attend to any such matters as and when requested by Conekt Gadgets LLP in such scenarios.
4. **Arbitration:** Any disputes arising from this agreement shall be resolved via arbitration conducted by a retired magistrate, mutually agreed upon by both parties. The arbitration process shall strictly adhere to the terms and conditions outlined in this agreement.

Payment Terms:

Payment for the contracted services will be divided into three installments. The final invoice will be raised with mutual consent within six months of signing the agreement. Each installment shall be payable within five months from the date of invoicing, contingent upon the availability of funds in the company.

Confidentiality:

Given the direct impact on brand image, the data related to replacements is deemed highly confidential. Under no circumstances should this information be shared with any individual or entity unless demanded by a judicial order.

The bidder is responsible for safeguarding this information and must implement stringent measures to ensure its protection. Furthermore, precautions should be taken to prevent any estimation based on individual pick-up points or service centers.

Documents Required for Technical Stage:

To proceed to the technical stage of the bidding process, bidders are required to submit the following documents:

1. Owner's Aadhar and PAN Copy.
2. Company Address Proof, GST Certificate, PAN Card.
3. Three years' Balance Sheets.
4. Three years' Income Tax Returns.
5. Any other relevant documents deemed necessary by Conekt Gadgets LLP.

Please note that Conekt Gadgets LLP reserves the right to request additional documents from any bidder to address any potential shortfalls. This approach aims to encourage participation and ensure transparency in the bidding process.

Financial Bid:

The price offered for the tender is Rs. _____ (in numbers) and Rs. _____ (in words) including all taxes.

Note: The Financial Bid should be separately sealed from the total sealed documents.

Contact Information: For any inquiries or further information regarding the tender process, please contact:

- **Contact No:** 9491268315
- **Email:** npd1@conekt.in